HINGHAM MUNICIPAL LIGHTING PLANT

222 Central Street
Hingham, Massachusetts 02043
(781) 749-0134

**Request for Proposal
Enterprise Resource Planning System**

RFP 042705

The Hingham Municipal Lighting Plant invites proposals from software vendors to respond to its request for proposal #042705 for a fully integrated enterprise resource planning (ERP) package that includes Customer Information and Billing, Financial Management, and Work Order Management.

Specifications may be obtained at the office of the Hingham Municipal Lighting Plant, 222 Central Street, Conference Room, Hingham, Massachusetts. Specifications may also be obtained online at HMLP's website at www.hmlp.com .

All proposals must be received at the office of the Hingham Municipal Lighting Plant, 222 Central Street, General Manager's Office, Hingham, Massachusetts, no later than noon on May 25th, 2005. Vendors are not required to be present upon delivery of the sealed responses.

The Hingham Municipal Lighting Plant's Light Board reserves the right to reject any and all responses, to waive informalities and minor irregularities in responses received, and also to accept any response in total or in part but not necessarily the lowest cost, if it is deemed to be in the best interest of the Hingham Municipal Lighting Plant to do so.

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Attachments:

Section 1 – BACKGROUND

The Hingham Municipal Lighting Plant ("the HMLP") HMLP has been a municipal utility in the Township of Hingham, Massachusetts delivering electricity to the town since 1894. The HMLP employs approximately 30 staff and serves approximately 11,000 customers through the operation of a transmission and distribution facility. The operations are overseen by a Board of Commissioners and an appointed General Manager.

The HMLP is committed to improving their operations. With the purchase of a new integrated ERP package, the HMLP is seeking to integrate its customer service and billing functions, work orders, inventory, and purchasing with its financial package. The goal is to consolidate this information in one central database that will be more easily accessible to users, with the configurability to be maintained and updated in-house with vendor assistance.

HMLP is seeking vendors who can supply a fully integrated suite of modules to accommodate the following functions to propose on this project:

- Customer Information and Billing
- Accounts Receivable Processing
- Collections
- Service Orders
- Meter Reading interface with Itron
- Purchasing
- Inventory
- Work Orders
- Job Cost Accounting
- General Ledger
- Payroll
- Accounts Payable

Section 2 – STATEMENT OF WORK

The Hingham Municipal Lighting Plant ("HMLP") is issuing this Request for Proposal (RFP) for a vendor to provide a new, integrated, customer information and billing system, work order management system, and financial system ("ERP") solution. Responses to this RFP will be used to evaluate prospective vendors' proposed approach and cost for providing software, data conversion, implementation services, training and technical support. The selected vendor will be required to provide the services described in this Statement of Work.

2.1 Project Management and Work Plan

The selected vendor must provide project management support including participating in at least bi-weekly meetings with HMLP, overseeing project schedule, status tracking and reporting, issue tracking and reporting, and tracking and reporting of resources needs.

The selected vendor will be required to assign a project manager to the project. The selected vendor and the assigned project manager will be required to manage the project resources to ensure the requirements of this RFP are satisfied.

Vendors must propose an effective and sufficiently formalized approach to project management that allows for the anticipation of problems, potential delays and the formulation and execution of appropriate corrective action.

In addition, the vendor will develop and maintain a work plan and schedule of activities for initial set-up and on-going delivery of products and services that address all tasks and proposed deliverables identified in this Statement of Work. All work to be performed will be detailed as to resources required by HMLP and by the selected vendor prior to any implementation. A narrative description of the selected vendor's plan must be submitted and include the approach to accomplishing each task and the process and tools to be used. This description must be at a sufficient level of detail to allow HMLP to clearly understand the proposed approach and the dependent tasks or subtasks that may impact the timely delivery of the products and/or services. HMLP will review the selected vendor's work plan and upon its acceptance, will authorize the selected vendor to progress with services.

2.2 Business Process Assessment and Document Review

Perform an assessment of the existing business processes at HMLP and review supporting HMLP documents/forms/reports. The purpose of this task is to familiarize the selected vendor with the needs and expectations of HMLP end users. This task will require on-site meetings with HMLP staff. Copies of relevant documentation will be provided by HMLP to the selected vendor.

2.3 Fit Analysis

Perform a fit analysis to compare HMLP's needs against the standard offerings of the selected vendor's ERP solution. The selected vendor should review HMLP business processes and compare them to software workflows to determine whether the software workflows "fit" the business processes. The deliverable for this task will be a document identifying specific HMLP business processes that will require alterations to make best use of the software functionality as well as any configuration and/or customization that is recommended or required as part of the

software implementation. The work plan will be updated based upon the results of this analysis.

2.4 Software

Supply ERP software for 15 concurrent users that is compatible with the following HMLP system configuration:

• Server Operating system – Windows 2003 Server
• Client Operating system – Windows XP
• Database – Microsoft SQL Server 2000

The software should meet functional and technical requirements that vendors indicated that they could provide in response to the system requirements listed in Attachment B of this RFP.

2.5 Data Conversion

HMLP currently maintains billing, accounts receivable and customer service data for approximately 11,000 accounts with PACE software by GEMINI. This data is maintained in a Progress database. This data will need to be converted to the new system. The selected vendor will participate in a minimum of two (2) meetings with the HMLP Implementation Team to review the existing HMLP data model and become familiar with the data to be converted to the new system and figure out how best to capture and accommodate all process-driven logic. The selected vendor will be required to submit a data-mapping plan that describes the database conversion and data relationships for the ERP software. HMLP will review and ultimately approve the data-mapping plan before the selected vendor will be authorized to proceed.

Following approval of the data-mapping plan, the selected vendor will be required to develop a database conversion plan, including a plan for testing the conversion and resolving any issues that may arise. This database conversion plan is also subject to review and approval by HMLP before other tasks will be authorized to proceed.

2.6 Implementation

The selected vendor will work with HMLP information systems staff to install and setup all software components and configure the database and server as necessary to support the software during testing and when the system goes live.

Implementation services will also include any required configuration, customization and development of customized reports for HMLP to support the functional and technical requirements presented in the system requirements, included as Attachment B of this RFP.

2.7 System Testing

The selected vendor will work with HMLP to develop a test plan to determine if the system meets all functional and technical requirements. Testing will be conducted for all standard functionality provided in the core software product and any modules purchased by HMLP, as well as for any functions that are configured and/or customized for HMLP. The selected vendor will be required to deliver business activity scripts covering these functions and tailored to the HMLP configuration. Testing will be performed by HMLP staff. The selected vendor's project manager and appropriate technical staff will be on site at HMLP during system testing. The system will not go "live" until system testing is completed and HMLP is satisfied that all issues

identified as part of the testing process are resolved.

2.8 Training

The selected vendor will provide training for up to 20 HMLP staff at HMLP's offices in Hingham, MA. It is expected that the selected vendor will provide, at a minimum, training for both System Administration training for 3-4 individuals and end-user training for all identified users.

Training should include overviews as well as detailed hands on training tailored to the user departments. This should be hands-on training led by a qualified software trainer. Submittal of a training plan is required as part of the RFP. If other training methods such as web-based or computer-based training are available, this should be indicated in the response to this RFP. The training plan and methodology must be approved by HMLP.

Training shall be in accordance with the pre-approved plan submitted to and accepted by the HMLP. Training shall be considered complete when all applicable topics in the training plan have been covered, and competency of trained individuals has been established.

2.9 Documentation

The selected vendor will provide documentation for end users to support training and regular system use. It is desirable that this documentation is available in a searchable electronic format. Technical documentation should also be provided for HMLP's information systems staff supporting the ERP. At least 6 hard copies of the technical manuals shall be provided.

The Vendor shall provide HMLP with 30 comprehensive user manuals documenting all operations of the software and shall include sample reports, screen illustrations and instructions, and detailed, step by step training to teach non-technical operations and administrative personnel how to use the ERP to perform the HMLP business processes.

2.10 Support and Maintenance

The selected vendor will provide annual software support including software version upgrades and technical assistance. Technical assistance should, at a minimum, be available during HMLP's regular business hours of 7:30 a.m. to 5 p.m. Eastern Standard Time, through a toll free phone number and through the Internet, although 24-hour support service is preferable. The selected vendor should supply information about expected response time to technical inquiries, and should describe the process by which software patches and upgrades are distributed and applied to the ERP, including a description of how this process works when a client has purchased and applied customizations to their system.

Section 3 – PROPOSAL FORMAT

The respondent's proposal should be divided into the following three distinct sections, as detailed in the following paragraphs:

>   Proposal Section A – Software Offering
>   Proposal Section B – Technical Proposal
>   Proposal Section C – Cost Proposal

Section A–Software Offering and B–Technical Proposal should be submitted together, which each section clearly labeled and subdivided.

Section C should be submitted in a separate, sealed envelope.

DO NOT INCLUDE ANY PRICING, FEE, OR COST INFORMATION IN SECTIONS A OR B. INCLUSION OF COST INFORMATION ANYWHERE BUT IN SECTION C – COST PROPOSAL MAY RESULT IN THE PROPOSAL BEING DISQUALIFIED FROM THE SELECTION PROCESS.

3.1 Proposal Section A - Software Offering

This section should not exceed 10 pages, excluding responses to the system requirements**.**

A.1 Proposed Application Software and Computing Environment
The responding vendor must succinctly describe the overall functionality, features, and capabilities of the ERP solution. This section should not exceed four pages. In addition, the following information should be included:

- Hardware Environment – Describe the hardware environment recommended to utilize the proposed ERP solution. In the event there is more than one suitable hardware platform, list all options indicating the relative strengths and drawbacks of each.

- Operating System – Identify the operating system recommended for the proposed ERP solution and database management system in the hardware environment recommended above. In the event there is more than one suitable operating system, list all options indicating the relative strengths and drawbacks (if any) of each.

- Operating System Software Support Products. List the operating system software support products recommended to support the proposed computing environment. List any additional software products required to support your proposed ERP solution.

A.2 Database Software
Provide a description of the Relational Database Management System (RDBMS) utilized by the proposed ERP solution. List any fourth generation features utilized in constructing the proposed system and any additional required or optional end-user productivity tools. This section should not exceed one (1) page.

A.3 Optional and Third Party Software
The Proposer should explicitly state the name of any third-party products that are part of the proposed ERP solution. It is the sole responsibility of the Proposer to obtain all subcontracts with proposed third party solution vendors.

Include a description of any products, features or other value added components available for use with the proposed ERP solution that have not been specifically requested in this RFQ. Consideration of these products, features or other value added components will be given where these may be of value to the HMLP. This section should not exceed three (3) pages.

A.4 System Security
The Proposer should include a detailed description of the proposed system's security features, including a description of the number and levels of security access allowed with the proposed ERP solution and the audit functions built-into the system to track user activity. This section should not exceed two (2) pages.

A.5 Responses to System Requirements
Responses to the functional and technical requirements listed in Attachment B must be provided in hardcopy in this section of the Proposer's package, as well as electronically on the Proposer's diskette. Proposers should use the format provided and add explanatory details as necessary in a separate spreadsheet using the requirement number as a reference. The following answer key should be used when responding to the requirements:

Column A Coding
Y = This feature is provided
N = This feature cannot be provided.
Note: If "Y" is the response for a requirement, Proposers must complete Column B.

Column B Coding
F = Fully meets this requirement "out-of-the-box"; no software customization is necessary
P = Meets with customization
Note: If "P" is the response for a requirement, Proposers must complete Column C.

Column C Coding
M = Modification to software – customization required
T = Third party software required
W = Work around within software
A = Available in next version (give estimated date of release in Comments column)
Note: If completing column C, Proposers must complete the Comments Column to explain answers in Column C.

Any requirement that is answered with a symbol other than what is listed above will not be included in the review of the responses.

3.2 Proposal Section B - Technical Proposal
This section should not exceed 20 pages, excluding resumes.

B.1 Implementation Approach
Proposers are required to describe the procedures and methods that they will employ to meet the specifications presented in Section 2 of this RFP, Statement of Work. Include a project approach that describes each step for the project, the milestones and deliverables produced and the level of involvement of HMLP staff, as described in Section 2. At a minimum this section must include:

- Detailed implementation methodology, describing how you would typically approach an ERP project of this size. Include a description of how your firm would organize, mobilize, and implement a typical project, quality control procedures, and tools. If a pilot project or phased approach is recommended this should be discussed as part of the technical approach.
- Conversion support
- Overview of proposed training, including options for on-site training services
- Implementation and training plan, including estimated time-frame and deliverables for each stage of the project
- Expected number of HMLP Full Time Equivalent hours required at different stages/modules of the implementation process and for ongoing support
- Level of expertise required of HMLP staff for conversion and implementation, report writer, database and other system component maintenance, and for implementation and maintenance of hardware and software

Any additional tasks recommended by the vendor should be addressed as part of the technical approach, and should be clearly presented as additional items beyond the Statement of Work presented in Section 2.

If any of the steps associated in your project approach require the assistance of a third-party consultant or a subcontractor, please identify the specific tasks and contractors/subcontractors that may be utilized.

B.2 Project Management
Describe how the project will be organized and managed. Include the anticipated use of subcontractors and consultants, with a breakdown of the percentage of the installation and implementation work that will be done by consultants and/or the percentage subcontractors will do. Describe the resources necessary to accomplish the requirements presented in Section II of this RFP, including your anticipated commitment from HMLP personnel. Indicate the total work hours estimated for the project.

B.3 Personnel
Identify all of the individuals who will be a part of the project team, as well as the project manager. An organizational chart should be provided listing the intended role of each member of the project team. Each team member's total involvement in the project should be detailed, expressed as total work hours per member of the project. Describe each team members' experience for this project.

Include resumes for all employees shown in the organizational chart. Resumes shall include

number of years with company, similar municipal experience, ERP implementation experience, SQL Server experience, and any pertinent certifications. Resumes must provide evidence that your staff includes more than one person with directly applicable experience in ERP database setup, startup, testing, training, documentation and administration. Detailed staff resumes should be restricted to an appendix.

If the proposed team members participated in any of the projects identified in item B4, Qualifications of the Firm (below), please be specific about the duties and responsibilities of the individual in previous project(s). If subconsultants/subcontractors are to be used, document experience, as related to this project, in this section.

Clearly identify which proposed personnel would be responsible for the following tasks: implementation planning, deliverable review, documentation development and distribution, training, custom programming, system network integration, implementation, testing, and final system acceptance.

B.4 Qualifications of the Firm
Vendors must demonstrate proven knowledge and experience supplying ERP solutions to utilities of a size comparable to HMLP. Please provide a list of all projects that have involved the implementation of ERP for municipal electric utilities comparable in size and business function to HMLP. Include the project name, number of accounts, contract amount, completion date, database software used, and location of the project. Projects in New England should be emphasized.

From the list of project experience mentioned above, pick three ERP installation projects of your choice that represent what you believe closely reflect the project specified in Section 2 and provide a brief description.

In addition to this information, the Qualifications of the Firm must include:

- Number of years the company has been in business.
- A brief description of the company size and organization.
- Most recent audited financial statements, included in an Appendix, for the vendor and all team member firms.

B.5 Client References
The Proposer should provide at least four (4) client references which are of similar size and complexity to HMLP and have utilized the proposed ERP solution in a comparable computing environment. Information should include at the minimum: date of installation, length of implementation, name of client reference, name of agency's project manager, jurisdiction, address, telephone, and fax numbers.

B.6 Maintenance
The proposer must specify the nature of any post implementation support provided, including but not limited to:

- Telephone support, including toll-free support hotline; hours of operations; availability of 24x7 hotline, etc.
- Special plans defining levels of customer support.
- Delivery method of future upgrades and product enhancements, including historical

frequency of upgrades by module and anticipated release date of all planned future versions.

- Availability of user groups (national and regional).
- Problem reporting and resolution procedures.
- Other support available (on-site, remote dial-in, Website access to patches, fixes and knowledge based, etc.)

B.7 Subcontracts/Subcontractors
If the vendor intends to subcontract any part of the vendor's performance hereunder, state the total percentage of work to be subcontracted, and identify each subcontractor by name, address, and telephone number.

B.8 Schedule
Submit a detailed project schedule that identifies project tasks corresponding with their proposed duration, project milestones, and deliverable submittals. The schedule should show the dependencies, relationships, and timing of each task relative to each other. It should also include time for HMLP to review and comment on draft deliverables.

3.3 Proposal Section C - Cost Proposal

C.1 Cost Proposal Contents
The cost proposal must be submitted in a separate, sealed envelope with the responder's name, the RFP number, and the Title of the project clearly identified on the outside of the envelope. ***DO NOT INCLUDE FEES OR COSTS IN ANY AREA OUTSIDE OF THE COST PROPOSAL.*** No cost proposals will be opened until the technical responses have been evaluated by HMLP. No other information or issues for consideration should be contained in the sealed cost proposal beyond the specified costs as requested.

Cost should be estimated for the life of the project. For example, if you are suggesting a three-year implementation, then costs should be broken down over that time period – and software maintenance costs should be listed for a total of five years.

C.2 Cost Proposal Format
Responders are required to complete the following forms for inclusion in the cost proposal:

- Fee Proposal Form 1: Cost Summary Sheet
- Fee Proposal Form 2: Itemized Cost Estimate
- Fee Proposal Form 3: Billing Rates
- Fee Proposal Form 4: Travel/Expense Itemization

In addition to these forms, the Fee Proposal must include a transmittal letter signed by an individual who is authorized to enter into contractual relationship. The transmittal letter should include any assumptions that were used to develop the fee, including applicable pricing discounts and the terms of the fee quotation. The fee quotation must be valid for a minimum of 120 days.

Fee Proposal Form 1
Cost Summary Sheet

Schedule for Fees and Expenses for the ERP Solution for Hingham Municipal Lighting Plant, Hingham, Massachusetts.

Task	Cost ($)
Task 1. Project Management and Work plan	
Task 2. Business Process Assessment and Document Review	
Task 3. Fit Analysis	
Task 4. Software:	
•Core software for 15 concurrent users	
•Additional proposed software modules	
Task 5. Data Conversion	
Task 6. Implementation*	
Task 7. Testing	
Task 8. Training	
Task 9. Documentation	

Total Not-to-Exceed Price $_____

Signature: _____

Name of Firm: _____

*If the vendor is unable to assess the resource needs for any customization that may be required as part of Implementation, an estimated range of hours and hourly rates should be provided.

Fee Proposal Form 2
Itemized Cost Estimate

Table 2 – Itemized Pricing Summary Worksheet

Total Costs					
Description	Year One	Year Two	Year Three	Year Four	Year Five
1. Project Management					
2. Software Product License Fees					
Core Software with 15 concurrent users					
Core pricing for additional concurrent users					
Each recommended and Required Module (please list separately and add rows as needed – Module 1, Module 2, etc.)					
Customization as identified in the proposer's response to the requirements in Attachment B					
Third Party Software (please list all required third party software products separately)					
3. Data Conversion services					
4. Implementation Services					
5. Testing					
6. Documentation					
7. Training					
8. Support					
9. Maintenance					
10. Travel					
11. Other, please itemize:					
Total By Year					
Total Five-Year Cost					

Fee Proposal Form 3
Billing Rates

Please submit the billing rates for each of the major personnel assigned to this project, by personnel category. Rates of proposed personnel should account for current and projected future rates, for the life of the project.

Name	Category	Billing Rate	Approximate Hours on Project

Fee Proposal Form 4
Travel/Expense Itemization

Itemized breakdown of expenses by Task.

Task	Airfare/Travel ($)	Lodging/Meals ($)	Materials, Supplies, etc. ($)	Other ($)
Task 1. Project Management and Work plan				
Task 2. Business Process Assessment and Document Review				
Task 3. Fit Analysis				
Task 4. Software:				
Task 5. Data Conversion				
Task 6. Implementation				
Task 7. Testing				
Task 8. Training				
Task 9. Documentation				
Task 10. Support and Maintenance				
Other items: (please describe below)				

Section 4 – CRITERIA FOR SELECTION

The following selection criteria will be used as the basis for the evaluation of proposals.

Functional Requirements – The award shall be made to the most responsible offerer whose proposal indicates the recommended, commercially available ERP solution meets the stipulated functional requirements with minimal customization.

Qualifications of Firm – It is HMLP's intent to select a vendor with demonstrated experience in the installation, testing and deployment of ERP solutions, and associated hardware, of similar size, scope and complexity as those outlined in this Request for Proposals. The response to item 3.A.4 of this RFP will be used to evaluate this item.

Technical Approach – This section evaluates the firm's response to the RFP, including the procedures and methods that will be used to meet the required specifications presented in Section 2. HMLP will consider all approaches to meeting the needs and requirements expressed in this RFP.

Project Management and Personnel – The management and organization of the Project Team is also important to the project. Specifically, the evaluation will center on the experience of the project manager and the individual team members, as well as the allocation of work hours among the members of the team.

Section 5 – CONTRACT ADMINISTRATION

5.1   Standard Contract

The attached sample contract is HMLP's standard contract document (Attachment A), which specifically outlines contractual responsibilities. All responders should thoroughly review the document prior to submitting a proposal. Any proposed revisions to the terms or language of this document must be submitted as exceptions, in writing, with the responder's response to the request for proposals. Responders should review any proposed revisions with an officer of the firm having authority to execute the contract.

5.2   Project Manager

HMLP will designate a Project Manager to coordinate this project for HMLP. The successful responder will perform all work required pursuant to the contract under the direction of and subject to the approval of the designated Project Manager.

5.3   Expenses of Preparing Responses to This RFP

HMLP accepts no responsibility for any expenses incurred by the responders to this RFP. Such expenses are to be borne exclusively by the responders.

5.4   Submittal Instructions

Six (6) hardcopies and One (1) electronic copy (MS Word or Adobe PDF) of the Technical Proposal, one electronic copy of the response to the Requirements in Attachment B in Excel format, and six (6) hardcopies of the Cost Proposal must be submitted to the following address **no later than noon on: May 25, 2005.**

Hingham Municipal Lighting Plant
General Manager's Office
222 Central Street
Hingham, MA 02043-2745

Proposals must be clearly identified on the outside of the envelope with the responder's name, RFP Number, and Title for the RFP. Late proposals will not be evaluated.

5.5   Questions

All questions regarding this RFP should be addressed to:

> Joan Griffin, jgriffin@hmlp.com
> Joseph Gozzo, jgozzo@hmlp.com

All questions are due by noon on May 13th to allow sufficient time for distribution to all interested parties.

5.6   Acknowledgement of Addenda

Questions regarding this RFP that are submitted to HMLP by the deadline will be answered and distributed to all interested parties as an Addendum. Addenda may also be issued in response to changes in the Request for Proposals.

Addenda must be acknowledged either in a cover letter or by signing and returning the Addendum form and submitted with the Technical Proposal. Failure to properly acknowledge any Addendum may result in a declaration of non-responsiveness by HMLP.

Section 6 – AWARD OF CONTRACT

A selection committee will review and rate all proposals based on compliance with the information provided in Section 3, Proposal Format, and the overall ratings of the submittals, as outlined in Section 4, Criteria for Selection.

If site visits or interviews are deemed necessary and/or desirable by the selection committee, proposers will be contacted by a representative of HMLP's selection committee.

The selection committee will then re-evaluate all firms for who site visits or interviews were conducted, and will make its recommendation to HMLP management.

The following schedule outlines the approximate time frame of the selection process. The schedule, except for the deadline for receiving proposals, is subject to change. The HMLP may also deem some of the activities to be unnecessary and may choose not to conduct some or all of the activities listed below:

Issue Request for Proposal	April 27th, 2005
Proposal Due at Noon	May 25th, 2005
Notify Vendors of Shortlist	June 15th, 2005
Vendor Demonstrations	June 21-23, 2005
Notify Selected Vendor	June 30th, 2005

HMLP RESERVES THE RIGHT TO REJECT ANY AND ALL PROPOSALS, TO WAIVE INFORMALITIES, AND TO RE-ADVERTISE.

Attachment A – Contract Documents

GENERAL INSTRUCTIONS TO PROPOSERS

NOTE: The successful proposer is sometimes referred to as successful firm, vendor or firm.

ARTICLE A 1
Cost submittals shall be sealed and plainly marked with the RFP Number on the outer envelope and delivered to the General Manager's Office of the Hingham Municipal Lighting Plant, 222 Central Street, Hingham, Massachusetts.

ARTICLE A 2
All responses shall be typewritten or written in ink. Any change or strikeout must be initialed by the person signing the proposal.

ARTICLE A 3
Proposals signed by an agent must be accompanied by written proof of the right of the agent signing or other evidence of delegated authority to sign.

ARTICLE A 4
Proposers must provide the name, title, address, telephone number and facsimile number (if available) of a "contact person" possessing sufficient technical and/or operating knowledge of the item(s) being proposed on to whom technical questions or requests for clarification may be addressed.

ARTICLE A 5
Responses to the RFP shall be valid for one hundred twenty (120) calendar days after the date on which they are opened.

ARTICLE A 6
Proposers, upon signed written request, may be given permission to withdraw their submittals.

ARTICLE A 7
Any exceptions to this RFP must be noted in the assumptions section of the Cost Proposal. Additionally, the Proposer must provide a written basis and supporting documentation as appropriate for any deviation from the Technical Specifications detailing why the deviation should be considered acceptable. Failure to provide a written basis and support documentation may result in rejection of the submittal.

ARTICLE A 8
The Awarding Authority is the Hingham Municipal Lighting Plant Board of Commissioners.

ARTICLE A 9
The Hingham Municipal Lighting Plant reserves the right to reject any and all submittals, to waive informalities and minor irregularities in submittals received, and also to accept any submittal in total or in part but not necessarily the lowest cost submittal, if it is deemed to be in the best interest of the Hingham Municipal Lighting Plant to do so.

ARTICLE A 10

The successful firm will be required, before work commences, to provide a certificate of insurance within ten (10) working days after receipt of Purchase Order.

ARTICLE A 11 - DISQUALIFICATION OF PROPOSERS:

The following, without limitation, are some of the causes, which may be considered as sufficient for the disqualification of a proposer and the rejection of his submittal:

A.   More than one submittal for the same work from an individual, firm, partnership or corporation.

B.   Evidence of collusion among Proposers.

C.   Poor performance in the execution of work under previous contract.

D.   Failure to achieve reasonable progress on existing contract.

E.   Default on previous contracts or failure to execute Contract Documents after award.

F.   Failure to fully complete required forms.

GENERAL TERMS AND CONDITIONS

ARTICLE B 1 - AGREEMENT

An Agreement is a written, binding Purchase Order or Contract between the Hingham Municipal Lighting Plant (HMLP) and the Vendor. No Agreement shall be binding unless in writing and signed by an authorized representative of HMLP and the Vendor. The Terms and Conditions of the contract supersede the Terms and Conditions of our Purchase Order.

ARTICLE B 2 - ENTIRE AGREEMENT

This Agreement shall constitute the entire understanding between HMLP and the Vendor, and no modifications, rescission, waiver or termination of this Agreement or any of its terms and conditions, shall be binding on HMLP unless agreed to in writing by HMLP. By acknowledging receipt of this Agreement or by beginning to perform the work or shipping of the goods, the Vendor agrees to all the terms and conditions of this Agreement.

ARTICLE B 3 - PERFORMANCE

If the Vendor shall fail in any respect to perform his obligations under this Agreement with promptness and diligence, HMLP may cancel the Agreement in part or in its entirety without liability whatsoever for any portion(s) so canceled.

ARTICLE B 4 - WARRANTY

The Vendor warrants to HMLP that the article(s) provided and/or work performed under this Agreement shall be free from all encumbrances and shall in accordance with HMLP requirements, shall be new and free from defects in material, workmanship and shall meet all specifications and instructions. If the article(s) purchased and/or work performed does not meet the warranty above, HMLP, after determining a defect or non-conformance, will notify the Vendor. At the sole discretion of HMLP, the Vendor shall replace, repair or restore without cost to HMLP, any defects or non-conformance arising within one (1) year after date of acceptance of the article(s) furnished and/or the work performed. Any replacement, repair, or reperformed work and services furnished by the Vendor under aforesaid warranty shall carry warranties on the same terms and conditions as set forth above from the date of HMLP's acceptance of said replacement, repair or reperformed work and services.

ARTICLE B 5 - PATENTS, TRADEMARKS, COPYRIGHTS
It is mutually agreed and understood that this Agreement includes all royalties and costs arising from patents trademarks and copyrights in any way involved with the work. If the Vendor, or any of its sub vendors or subcontractors, are required or desires to use any design, device, material or process covered by letters, patent, trademark, or copyright, the Vendor shall indemnify and hold harmless HMLP from any and all claims for infringement by reason of use of any such patented design, device, material or process to be performed under this Agreement and shall further indemnify HMLP from any actions, claims, expenses and damage which HMLP incurs or may be obligated to pay by reason of such infringement at any time during the performance or after the completion of the work. HMLP will give to the vendor notification any such action, claim, or proceeding and shall furnish the Vendor (at the Vendor's expense) all needed information and assistance to enable the Vendor to defend the same. If any material, equipment or work in any action, claim or proceeding is held to constitute infringement or its use is enjoined, the Vendor, within the reasonable time, shall either secure for HMLP, at the Vendor's own expense, the right to continue using said material, equipment or work by suspension of the injunction, by procuring for HMLP a license, or otherwise, or shall at the Vendor's own expense and as HMLP may elect, replace such material, equipment or work with non-infringing material, equipment or work or modify it so that it becomes non-infringing, or remove such infringing material, equipment or work and refund the sums paid theretofore by HMLP, all without injury or damage to any other property of HMLP.

ARTICLE B 6 - INSPECTION AND EXPEDITING
All materials, equipment and/or work to be supplied under this Agreement are subject to inspection and expediting by HMLP or its representative. The Vendor shall allow HMLP or its representative reasonable access to the work place of the Vendor's sub vendors or subcontractors.

ARTICLE B 7 - COMPLIANCE WITH LAW
The Vendor shall give all notices required by law and comply with all laws, ordinances, rules and regulations relating to the conduct of the performance of the contract. Any provision required by law to be included herein shall be deemed included as a part of this agreement whether or not specifically referenced. The vendor shall comply with all applicable federal, state and local laws, rules and regulations. The Vendor also agrees to indemnify and hold HMLP harmless from any and all damages and liabilities assessed against HMLP as a result of the Vendor's non compliance therewith

If the firm observes that the drawings or specifications are at variance with any law, ordinance, rule or regulation, it shall promptly notify HMLP in writing and any necessary changes shall be made pursuant to HMLP's instructions or change order. If the firm performs any work knowing it to be contrary to such laws, ordinances, rules and regulations, and without giving such notice to HMLP, the firm shall bear all costs of required changes and be liable to HMLP for all damages arising there from.

ARTICLE B 8 - APPLICABLE LAW
The rights and obligations arising from this agreement shall be governed by the laws of the Commonwealth of Massachusetts.

ARTICLE B 9 - TAXES
HMLP is an organization exempt from the payment of state and local taxes on tangible property and services and will not reimburse the Vendor for such taxes incurred by the Vendor in the performance of this Agreement.

ARTICLE B 10 - RISK OF LOSS

Risk of loss and/or liability for damages for any of the goods specified in this Agreement shall remain with the Vendor until such goods are delivered and accepted by HMLP. All deliveries shall be F.O.B. Hingham, Massachusetts unless otherwise designated by HMLP in this Agreement.

ARTICLE B 11 - IDENTIFICATION

The Vendor shall properly identify each shipment, by Purchase Order or Contract number, commodity description and packing list. All items, packages, etc. will have clearly identifiable external markings or tags for ease of identification.

ARTICLE B 12 - ASSIGNMENT

Neither this Agreement nor any payment due or to become due hereunder shall be assignable by the Vendor without the prior written consent of HMLP. Any such assignment(s) without HMLP's prior written consent shall be void. Should HMLP agree to an assignment, the Vendor shall remain fully responsible for the acts and omissions of the Vendor's assignee and the Vendor shall indemnify and hold HMLP harmless from any and all loss and expense arising out of the assignment.

ARTICLE B 13 - AUDIT

The Vendor shall, at its own expense, keep and maintain complete records and books of account of its costs and expenses relating to the work in accordance with generally accepted accounting practices. Should a dispute arise between HMLP and the Vendor regarding amounts and/or credits under this Agreement, the Vendor hereby grants HMLP or its Representative permission to audit such records and books of account at the Vendor's usual place of business at reasonable times.

ARTICLE B 14 - CONFIDENTIALITY

Any of HMLP's drawings, specification or technical information used by the Vendor hereunder, shall remain the property of HMLP and shall be held in confidence by the Vendor and shall not be reproduced or disclosed to others without the written permission of HMLP.

ARTICLE B 15 - WAIVER

In the event HMLP fails to insist on strict performance of any of the terms and conditions or fails to exercise any of its rights and privileges hereunder, such failure shall not constitute a waiver of such terms, conditions, rights or privileges.

ARTICLE B 16 - COMPLETION

This Agreement will not be considered complete until all specifications and requirements have been satisfied and accepted by HMLP. These requirements also include, but are not limited to, HMLP's acceptance of all documentation, drawings, manuals, plans and publications.

ARTICLE B 17 - INDEMNITY:
The firm covenants and agrees that it shall indemnify and hold harmless HMLP and any and all HMLP's or the Town of Hingham's officers, and employees from any loss, damage, cost, charge or expense, whether direct or indirect and whether to persons or property, to which HMLP or said other party may be put or subjected, by reason of any act, action, neglect, omission or default on the part of the firm's officers, agents or employees, or by reason for any casualty to the property and/or construction whether completed or not.

In case any action or other proceeding shall be brought against HMLP or the Town of Hingham or any of HMLP's or the Town of Hingham's officers, agents or employees at any time on account of or by reason of any act, action, neglect, omission or default of the firms or any subcontractor or any of the firm's or subcontractor officers, agents, or employees or by reason of any casualty to the property and/or assessment whether completed or not.

The firm hereby covenants and agrees to reimburse to HMLP all costs, charges, attorney's fees and other expenses incurred for the defense thereof and any and all judgments that may be incurred by or obtained against HMLP or any of their officers, agents or employees in such suits or placed upon the property of the owner or any of their officers, agents or employees as a result of such suits or other proceedings the contractors shall immediately cause such judgment or lien to be dissolved and dis-charged by giving bond or otherwise. With respect to the insurance to be provided, if the contractor/vendor is underwritten on a claims-made basis, the retroactive date shall be prior to or coincident with the date of this contract and the Certificate of Insurance shall state that the coverage is claims-made and also the Retroactive date. The Contractor shall maintain coverage for the duration of this contract. If applicable insurance shall extend for two years, see Special Terms and Conditions. The con-tractor shall provide HMLP annually a Certificate of Insurance as evidence of such insurance. It is further agreed that the contractor shall provide HMLP a thirty (30) day written notice of cancellation and/or non-renewal.

It is also agreed that either the contractor or HMLP may invoke the tail option on behalf of the other party and that any extended reporting period (ERP) premium shall be paid by the contractor.

PUBLIC LIABILITY INSURANCE:
Personal injury: The firm shall purchase and maintain public liability insurance covering personal injuries or death suffered or alleged to have been suffered by any person or persons by reason of or in the course of operations under the contract, whether occurring by reason of acts or omissions of the firm or any subcontractor or anyone directly or indirectly employed by them.

Property damage: The firm shall purchase and maintain public liability insurance covering damages to property suffered or alleged to have been suffered by any person of persons by reason of or in the course of operations under the contract, whether occurring by reason of acts of omissions of the firm or any subcontractor or anyone directly or indirectly or employed by them.

WORKERS COMPENSATION/EMPLOYER LIABILITY:
Insurance amount: The amount and type of such industrial accident or workers compensation insurance shall be that required by these specifications for all employees

under this contract who may come within the protection of such laws and in the absence of such laws, the amount and type shall be that required by the owner.

Insurance period: Such workers compensation insurance will be maintained in effect until final acceptance by the owner of the completed contract.

CASUALTY INSURANCE:
Insurance requirements: The firm shall purchase and maintain insurance covering loss by casualty of all or any part of the contract and/or specifications whether completed or not to indemnify himself from losses imposed by law or assumed under contract by the firm.   Such casualty insurance shall include but not be limited to, loss by, fire, earthquake, landslide, flood, weather storm, damage resulting from faulty workmanship, construction and/or design and vandalism. The firm and HMLP shall each be named as insureds as their interests may appear.

Insurance period: Insurance shall be maintained in effect until final acceptance by HMLP of the completed contract.

Partial payments: The making of partial payments to the firm shall not create an insurable interest by or for HMLP or relieve the firm or his subcontractors of responsibility for any casualty occurring prior to final acceptance of said contract and/or specifications.

ARTICLE B 18 - CERTIFICATION AND CANCELLATION OF INSURANCE:
All insurance required under this contract shall be provided on policy forms, in companies and through agencies satisfactory to HMLP.

The firm shall not cause any insurance policy to be canceled, permit any policy to lapse or reduce the amount of such insurance during the period of the contract. All insurance policies shall include a provision to the effect that the insurance policy shall not be subject to cancellation, lapse, or to a reduction in the amount of insurance until written notice has been delivered to HMLP by the insuring company stating the date that such cancellation, lapse or reduction shall be effective, which date shall be not less than thirty (30) days after the delivery of such notice. Within ten (10) days after notification of acceptance of his proposal and prior to execution of the contract, the firm shall file with HMLP certificates from his insurance companies certifying to the coverage of all insurance required herein and furnish copies of all insurance policies. All certificates of insurance shall be authenticated by the proper officer of the insured and shall certify the names of those insured, the type and amount of the insurance, the location and operations to which the insurance applies, the expiration date, and that the insuring company will give written notice to HMLP of at least thirty (30) days prior to the effective date of any cancellation, lapse, or reduction in limits.

ARTICLE B 19 - PERMITS:
Permits, licenses and easements of a temporary nature, which are necessary only for and during the prosecution of the contract, shall be secured and paid for by the firms, except those permits, licenses or easements of a permanent nature.

Permits and licenses of a permanent nature, which are necessary to be maintained after the date of acceptance, shall be secured and paid for by HMLP.

ARTICLE B 20 - WAGE RATES:
In the performance of this contract either by the firm or his subcontractors, the hourly rate of wages for laborers, workers, or mechanics in each trade or occupation required shall be equal to or greater than the minimum wages established by the law in the locality of the contract. In case of dispute as to prevailing rates, such dispute shall be decided by the Director or the Department of Labor (or corresponding officer) of the state in which the project is located.

SPECIAL CONDITIONS

ARTICLE C 1

Any other requirements foreseen by prospective proposers, not specified herein, should be identified in writing within the submittal.

ARTICLE C 2 – TERMS OF PAYMENT

Firms should submit monthly invoices for professional services (time, expenses, delivery services, reproduction, etc.) for actual costs incurred. Each invoice must include names of individuals, number of hours and total cost at assigned hourly rate. Each invoice must include a list of tasks that were performed. Invoices should be consistent with the allocation of hours for the indicated tasks.

INSTRUCTION ON AWARD

ARTICLE D 1
The Contract will be signed by an authorized representative of HMLP after the approval of the Hingham Municipal Lighting Plant Board of Commissioners. The Contract will not be binding upon HMLP until it has been executed by a Purchase Order and delivered to the Vendor.

ARTICLE D 2
All work shall be performed during normal business hours Monday through Friday unless otherwise stated or agreed upon.

ARTICLE D 3
The award of the Contract will be made within a maximum of one hundred twenty (120) days after receipt of the submittal.

MINIMUM INSURANCE REQUIREMENTS

The following are minimum insurance requirements:

Worker's Compensation/Employer's Liability - $100,000.00

Comprehensive General Liability: With the Town of Hingham Municipal Lighting Plant named as additional insured.

- Combined Single Limit $1,000,000.00 Each Occurrence

Automobile Liability:

- Bodily Injury $1,000,000.00 Each Occurrence

- Property Damage $1,000,000.00 Each Accident

- Professional Liability $1,000,000.00 Each Occurrence

Example Coverage:

Comprehensive General Liability + Excess Liability
    (Umbrella Form) = $1,000,000.00

Automobile Liability + Excess Liability
    (Umbrella Form) = $1,000,000.00

The undersigned certifies that he has read and fully understands the terms and conditions related to the Department's insurance requirements and will fully comply with the terms and amounts listed.

_____ _____ _____
Signature   Title   Date

TAX CERTIFICATION

M.G.L.A. c 62, s. 49A

I certify under the penalties of perjury that I, to my best knowledge and belief, have filed all state tax returns, paid all state taxes, and have complied with all the laws of the Commonwealth of Massachusetts relating to taxes.

_____   _____
Signature of individual or   BY: Corporate Officer
Corporate Name (Mandatory)   (Mandatory, if applicable)

**Social Security or
  Federal Identification
  Number (mandatory)   _____

DATE: _____

NAME OF AUTHORIZED OFFICIAL: _____

ADDRESS: _____

TELEPHONE: _____

TAX IDENTIFICATION NO: _____

* Approval of contract or other agreement will not be granted unless this certification is signed by the applicant.

** Your Social Security or FID number, whichever is applicable, will be furnished to the Massachusetts Department of Revenue to determine whether you have met tax filing or tax payment obligations. Providers who fail to correct their non-filing or delinquency will not have a contract or other agreement issued, renewed, or extended. This request is made under the authority of Massachusetts General Law, M.G.L.A. c. 62, s. 49A.

ANTI-COLLUSION CERTIFICATION

M.G.L.A. c. 40, s 4B 1/2

The undersigned certifies under penalties of perjury that this submittal is in all respects bona fide, fair and made without collusion or fraud with any other person. As used in this section the word "Person" shall mean any natural person, joint venture, partnership, corporation, or other business or legal entity.

BY: _____
      (Name of Person Signing submittal)

TITLE: _____

COMPANY: _____

ADDRESS: _____

TELEPHONE: _____

CERTIFICATION OF CONTRACT

In Witness whereof, the parties to these present have hereunto set their hand and seals, the Town of Hingham Municipal Lighting Plant by the General Manager, who incurs no personal liability by reason of the execution hereof or anything herein contained, on the day and year hereinbefore first written and who hereby certifies under penalties of perjury that this contract is executed in accordance with a prior approval of the Town of Hingham Municipal Lighting Plant Board of Commissioners.

_____, 20___.
        DATE

and who certifies under the penalties of perjury that all applicable provisions of General Laws, Chapter 164 have been complied with.

BY_____   BY_____
         General Manager   Project Manager

FIRM NAME _____

BY _____ (SEAL)
             COMPANY TITLE

Attachment B – Functional and Technical Requirements

Vendor Information

Ref. Num.	Required Information	Answer	Comments
	VENDOR INFORMATION		
1	Company Name		
2	Contact Name		
3	Address		
4	State		
5	Country		
6	Telephone and Fax		
7	Closest Office location to Hingham, MA		
8	E-mail address		
	PRODUCT/VENDOR DESCRIPTION		
9	What is the name of your CIS/FM software application?		
10	What is the latest version of your software?		
11	Does your software perform all of the desired ERP (CIS+FMS) functions?		
12	What was your 2004 sales revenue?		
13	What was your 2004 net profit?		
14	Have you ever been involved in a law suit?* *Note: Answering yes does not disqualify a proposer		
15	Please provide a minimum of three client references:	1	
		2	
		3	
16	How long has your company been providing an integrated ERP solution (CIS + FMS)?		
17	How many installations of the latest version of your product have you completed ("completed" defined as users are "live" with system)?		
18	Have you ever integrated your application with a GIS software package?		
19	Which one(s)?		
20	Has your software ever been integrated with the following third pary systems? If so, please describe:		

Ref. Num.	Required Information	Answer	Comments
21	Call centers		
22	Computer-Telephony Inteftation including interactive voice recognition (IVR) software		
23	Outage Management Software		
24	Advanced Automatic Meter Reading (AMR) software		
25	Field communication including laptop computers, pen-based computers, PDA's (personal digital assistants) and ADC (automatic data collection) devices		
26	Have you ever exported financial information to Munis v2004 General Ledger, operating with a DB2 database? If so, please describe your experience:		

CIS - Billing Requirements

Ref. Num	Process Area	Sub-area	Function Required	A	B	C	Comments
1	Account Management	Account Management	When a customer enters into an agreement for service the system generates an account number with a flexible structure (customer ID - premise ID).				
2	Account Management	Account Management	Specification of several account keys with browsing capability on partial keys. The following access paths have been identified:				
3	Account Management	Account Management	Allow for multiple addresses for the same customer including; service addresses, mailing addresses, temporary addresses, etc.				
4	Account Management	Account Management	Provide a field to track both the occupant and the premise owner.				
5	Account Management	Account Processing	Allow on-line identification of previous charge-off or bad debt amounts.				
6	Account Management	Account Processing	Allow and track responsible third party and contact information.				
7	Account Management	Account Processing	Provide customer mailing address specific to each account.				
8	Account Management	Account Processing	Provide temporary mailing address specific to each account.				
9	Account Management	Account Processing	Provide and track customer tax or fee exemption status and recertification dates.				
10	Account Management	Account Processing	Provide for multiple bills sent to a single mailing address.				
11	Account Management	Account Processing	Provide the ability to send duplicate bills to multiple 3rd party customer entities.				
12	Account Management	Account Processing	Provide a tool to allow mass changes across accounts, customer records, or premises (e.g., Zip/Postal code changes).				
13	Account Management	Account Status	On-line notification and statusing of the customers account and any "alarm" items associated with the account.				
14	Account Management	Account Status	Provide the following statuses of a customer account:				
15	Account Management	Account Status	Active				
16	Account Management	Account Status	Inactive				
17	Account Management	Account Status	Final Billed				
18	Account Management	Account Status	Disconnected for non payment				
19	Account Management	Account Status	Write-off				
20	Account Management	Account Status	Provide the ability to create user-defined account statuses.				
21	Account Management	Account Transfer	Provide the ability to transfer service from one customer account to another based on user defined transfer date, including retroactive dates.				
22	Account Management	Account Transfer	Allow user-defined or system-generated last meter readings for "transfer from" and/or "transfer to" service.				
23	Account Management	Account Transfer	Allow for multiple premises to be grouped and transferred to an account as a batch function.				
24	Account Management	Account Views	Provide on-line access to the past 3 years of customer consumption history, read dates, reading, and bill amounts displaying the most recent information first.				
25	Account Management	Account Views	Provide on-line view of account consumption/usage history by meter or by service.				
26	Account Management	Account Views	Provide on-line access to total combined consumption across multiple meters and multiple registers.				
27	Account Management	Account Views	Provide on-line view of account payment history.				
28	Account Management	Account Views	Track and provide on-line view of the method of payment.				
29	Account Management	Account Views	Provide on-line view of cash payment transactions including up to the minute postings.				
30	Account Management	Account Views	Provide on-line view of deposit information.				
31	Account Management	Account Views	Provide on-line view of account billing history.				
32	Account Management	Account Views	Provide on-line view of a statement of account.				

Ref. Num	Process Area	Sub-area	Function Required	A	B	C	Comments
33	Account Management	Account Views	Provide on-line view of an account's credit history				
34	Account Management	Account Views	Provide on-line access to past service orders for an account.				
35	Account Management	Account Views	Provide on-line access to pending service and meter orders for an account.				
36	Account Management	Customer Notes and Comments (Remarks)	Provide for the identification of critical notes/remarks which "flag" the account.				
37	Account Management	Master Accounts	Allow a single master account (or customer) to be established with several subaccounts. The single master account will be responsible for the receivables of the subaccounts.				
38	Account Management	Master Accounts	Allow the establishment of a master account where the master does not have a premise in the Utility's service area.				
39	Account Management	Master Accounts	Maintain credit histories of subaccounts independently from the master account credit history.				
40	Account Management	Master Accounts	Allow a subaccount to easily be associated/disassociated with a master account.				
41	Account Management	Master Accounts	Allow for the establishment of a joint account with two or more persons liable for the bill				
42	Account Management	Temporary Account	Allow for the creation of 'temporary' service locations (e.g., Christmas tree lots, construction sites, etc.)				
43	Account Management	Temporary Account	When a temporary meter is disconnected, track the status of that disconnect as either seasonal, or permanently disconnected.				
44	Accounts Receivables	Credit Cards	Provide the ability to accommodate payments made via credit card payments.				
45	Accounts Receivables	Credit Cards	Track credit card payments; both one time payments and automatic payments.				
46	Accounts Receivables	Data Entry	Allow group/batch receivables postings to the system.				
47	Accounts Receivables	Data Entry	Allow double payments or payments for more than amount due, but flag an account if double payment is made.				
48	Accounts Receivables	Discounts	Automatically compare date payment is received/posted versus early payment discount date to see if an account still qualifies for early payment discount.				
49	Accounts Receivables	Discounts	Automatically void discount if payment date is received/posted after early payment discount expiration date				
50	Accounts Receivables	Discounts	Ability to manually override void of early payment discount for an individual account.				
51	Accounts Receivables	Discounts	Ability to manually override void of early payment discount for a batch of accounts.				
52	Accounts Receivables	General	Allow the full transfer of a payment/receivables from one account to another and allow the partial transfer of a payment/receivables from one account to another.				
53	Accounts Receivables	General	Provide unlimited user-defined accounting distributions.				
54	Accounts Receivables	General	Provide for invoice or statement generation.				
55	Accounts Receivables	General	Provide for refund checks from Accounts Receivable to Accounts Payable.				
56	Accounts Receivables	General Ledger	Generate and summarize general ledger transactions by user-defined components (e.g. company, general ledger account) and generate journal entries for the General Ledger system.				
57	Accounts Receivables	General Ledger	Support the reconciliation of CIS revenue with the General Ledger receivables.				
58	Accounts Receivables	Payments	Provide a field to track the location a payment is made from.				
59	Accounts Receivables	Refunds	Support the on-line initiation of refunds of overpayments on individual accounts				
60	Accounts Receivables	Refunds	Support the on-line initiation of refunds on individual accounts based upon recalculation of the bill for the appropriate period(s).				
61	Accounts Receivables	Refunds	Support the online initiation of mass rate refunds according to parameters such as customer class, account status, rate schedule, and effective dates.				

Ref. Num	Process Area	Sub-area	Function Required	A	B	C	Comments
62	Billing	Account Bill	Accommodate billing for add (combine consumption across meters for more advantageous billings to the customer) and subtract meters where consumption will be subtracted from consumption for the master meter.				
63	Billing	Account Bill	Provide aggregate billing of multiple demand meters at a single location; combine demand for the entire account.				
64	Billing	Account Bill	Combine multiple accounts into a single summary or master account bill.				
65	Billing	Account Bill	Allow the master account the option of receiving a billing summary and/or by detail showing the usage and charges, by service, being billed to each subaccount.				
66	Billing	Account Bill	Issue the master summary bill in accordance with the master account billing cycle. All subaccounts that are billed on cycles other than the masters, shall be indicated as unbilled until the master account is billed.				
67	Billing	Account Bill	Generate a master account summary bill with all detail bills, detail bills can be easily separated and sent to the individual accounts.				
68	Billing	Account Bill	Accommodate an on-line cancel/rebill (adjustment) process which will allow canceling, adjusting, and rebilling the accounts for "x" previous billing periods for changes in any billing component including rates and usage.				
69	Billing	Account Views	Provide on-line access to an exact image of the bill as it was produced.				
70	Billing	Adjustments	Allow on-line of adjustment to a bill on a line-item basis as opposed to an entire bill.				
71	Billing	Adjustments	Allow on-line adjustment of all charges, fees, surcharges, taxes, and refunds on a customer account for current and "x" previous months.				
72	Billing	Adjustments	Allow on-line review and approval of all adjustments meeting specified review parameters. Prior to an adjustment applying to an account it must be reviewed.				
73	Billing	Adjustments	System will assure that when billing adjustments are made, all appropriate GL transactions will be applied.				
74	Billing	Adjustments	Provide the ability to adjust consumption, rebill the account, and have appropriate readings and revenue adjusted accordingly without making manual entries to the G/L.				
75	Billing	Adjustments	Allow on-line review of adjustment history of "x" previous months.				
76	Billing	Adjustments	Apply adjustments to accounts which have been written-off.				
77	Billing	Adjustments	Provide the ability to reverse transactions where a customer has been connected or disconnected, transferred to/from an address in error, or charges have been applied to the bill in error.				
78	Billing	Adjustments	Support the tracking, assignment, resolution, and reporting of all adjusted customer billing and service disputes.				
79	Billing	Adjustments	Automatically create the proper G/L entries to reverse a billing when the bill is voided.				
80	Billing	Adjustments	Provide the capability to adjust consumption and demand; this access should be limited to select users.				
81	Billing	Adjustments	Maintain past and present usage billed to each rate schedule for a customer account to support the need for reconstructing or rebilling the customer for previous periods.				
82	Billing	Adjustments	Produce and print a corrected bill which reflects adjustments made to previous period consumption for "x" previous periods				
83	Billing	Adjustments	Allow more than one adjustment per day per account.				
84	Billing	Adjustments	Allow billing adjustments to appear as separate line items on the bill.				
85	Billing	Adjustments	Support manual adjustment and rebill of an account with after-the-fact entry of required transactions.				
86	Billing	Bill Calculation	Allow the billing schedule to be easily changed with the ability to combine multiple cycles or to delay billing of a cycle.				
87	Billing	Bill Calculation	Provide an on-line bill calculation and generation feature for individual bills. Bill will calculate immediately for printing.				

Ref. Num	Process Area	Sub-area	Function Required	A	B	C	Comments
88	Billing	Bill Formatting	Display the date and meter readings at the beginning and at the end of the period for which the bill is rendered on the bill.				
89	Billing	Bill Formatting	Display the total amount due in an easy definable place on the bill.				
90	Billing	Bill Formatting	Display the date by which the Customer must pay the bill in order to avoid loss of early payment discount.				
91	Billing	Bill Formatting	Display current charges				
92	Billing	Bill Formatting	Display Past due balance				
93	Billing	Bill Formatting	Display 'total payments received' combined in a single line item.				
94	Billing	Bill Formatting	Display service charges.				
95	Billing	Bill Formatting	Display the number of days in billing period and average daily usage by service.				
96	Billing	Bill Formatting	List the rate code and description for each service and line item.				
97	Billing	Bill Formatting	Display rate components (base charge, fuel charge, tax rate, etc.) on the bill.				
98	Billing	Bill Formatting	Provide a separate line item for deferred payment arrangements.				
99	Billing	Bill Formatting	Track the difference between accumulated charges and the budget bill or payment plan amount.				
100	Billing	Bill Formatting	Display billed demand, read in KW and KVA on the bill.				
101	Billing	Bill Formatting	Display a graph showing consumption/usage for current and or 12 months for each service.				
102	Billing	Bill Formatting	Provide the ability to add shading and textures to the bill.				
103	Billing	Bill Formatting	Provide the ability to generate an on screen preview of created bills.				
104	Billing	Bill Formatting	Display the 13 month actual usage on the bill.				
105	Billing	Bill Formatting	Display a statement regarding the billing periods weather and possible effects on usage.				
106	Billing	Bill Formatting	Display 'global' custom messages on the bills.				
107	Billing	Bill Messages	Display custom messages by user defined criteria on the bill.				
108	Billing	Bill Messages	Display custom messages by individual customer on the bill.				
109	Billing	Billing Codes	Accommodate flat rate billing.				
110	Billing	Billing Controls	Provide functions for balancing and reconciliation between the billing cycle revenues and the general ledger revenue cycles.				
111	Billing	Budget Billing	System provides for budget billing. System calculates and establishes a consistent monthly payment that is founded upon an anticipated consumption over a user defined period.				
112	Billing	Budget Billing	When renewing a budget agreement, system supports dividing the variance or "true up" amounts by the number of budget plan periods and adds the result to the newly computed budget amount.				
113	Billing	Budget Billing	System can apply the variance or "true up" in a single lump sum to the next bill.				
114	Billing	Budget Billing	Accommodate budget billing for both commercial and residential customers.				
115	Billing	Budget Billing	Track payment history for accounts on budget billing, including delinquent payments; delinquent payments for budget billing occur when customer neglects to pay budget bill amount not when customer's budget bill amount does not cover actual usage.				
116	Billing	Budget Billing	Produce bills that reflect the budget billed amount due; ability to indicate on bill that an account is a budget bill account.				
117	Billing	Budget Billing	Designate that an account is on budget billing on both the bill and on screen.				
118	Billing	Budget Bills	Remove customer from budget billing program after the "x" consecutive or non consecutive missed payment in a "x" month period.				
119	Billing	Budget Bills	System allows the user to define the number of periods and starting month for the budget billing.				
120	Billing	Discount	Have the ability to manually force a discount.				
121	Billing	Discount	Automatically calculate and apply a discount to the usage charges; discount is only valid for 15 days, afterwhich, if payment is not received, void discount.				
122	Billing	Discounts	Support estimated billing; estimates based upon user-defined criteria.				

Ref. Num	Process Area	Sub-area	Function Required	A	B	C	Comments
123	Billing	General	Have the ability to reverse all transactions.				
124	Billing	General	Accommondate fixed consumption billing.				
125	Billing	General	Provide functions for balancing and reconciliation between the billing cycle revenues and the general ledger revenue cycles.				
126	Billing	General	Track multiple addresses per account and allow the user to specify which address prints on receipts, statements, invoices, refund checks and late charge/penalty charge notifications.				
127	Billing	General	Support customer-preferred due date.				
128	Billing	History	Store and view last 12 months energy consumption data.				
129	Billing	Interfaces	Allow electronic bill presentation; ability to electronically present bills and other information online.				
130	Billing	NACHA	Track and generate a file to automatically deduct payment from customer's banking account. File must conform to NACHA standards and be able to process direct payments in batch (mass) mode.				
131	Billing	New Billing Functions	Provide ability to bill customer for work, labor, or equipment (e.g., surge protectors).				
132	Billing	New Billing services	Produce a one-time miscellaneous bill to a current customer. One-time bill is produced in addition to a normal cycle bill.				
133	Billing	One-time or Miscellaneous Bill	Produce a one-time miscellaneous bill to an individual that is not a Utility customer for property damage, merchandise, etc.				
134	Billing	Printing	Provide multiple capabilities for sorting bills. (e.g. Zip code, cycle, customer number, or type of billing, deposit refund due, large customer category)				
135	Billing	Printing	Re-print a duplicate copy of a bill run in batch mode.				
136	Billing	Printing	Re-print a bill after adjustments have been made.				
137	Billing	Printing	Provide the customer with the number of bill copies requested.				
138	Billing	Printing	Generate customer bills to a digital media such as tape, disk, or CD.				
139	Billing	Printing	Have the ability to reprint many bills at the same time.				
140	Billing	Printing	Include notification for regulatory events and service options on bill.				
141	Billing	Printing	Have the ability to summarize each meter location on one bill.				
142	Billing	Rates	Have the ability to creat new rates and rate codes.				
143	Billing	Rates	Support multiple rate changes within one billing period for an account.				
144	Billing	Reporting	Provide billing cross-checks to ensure that all reads were input, all charges calculated correctly, and all bills printed for the scheduled cycles and off-cycle account.				
145	Billing	Reporting	Flag accounts with disputed bills.				
146	Billing	Special Handling and Bill Delivery	Provide bar coding of postal information.				
147	Billing Reimbursable Projects	General	Accommodate project number for billing.				
148	Billing Reimbursable Projects	General	Accommodate vendor and vendor# for billing.				
149	Billing Reimbursable Projects	General	Track bills by fund number.				
150	Billing Reimbursable Projects	General	Rollup bills by fund number and other fields.				
151	Billing Reimbursable Projects	General	Generate reports by vendor, vendor #, fund, account, organization and year.				
152	Credit	Bad Checks	Provide an on-line review of returned check information.				
153	Credit	Bad Checks	Provide the ability to charge back the dollar amount of a bounced check to the latest arrears period; if account shows no arrears, then the bounced check dollar amount must be charged to the first arrears period.				

Ref. Num	Process Area	Sub-area	Function Required	A	B	C	Comments
154	Credit	Bad Checks	Identify and maintain bankruptcy information on the customer account. Upon notification that a customer has filed for bankruptcy the account is closed as of the date of filing.				
155	Credit	Bad Checks	Debit returned checks back to the customer's account and create appropriate returned check charge. G/L should be automatically adjusted.				
156	Credit	Bankruptcy	Provide on-line review or report of the amount owed by customers who have filed for bankruptcy.				
157	Credit	Bankruptcy	Track Chapter 7, 11, and 13 payments separately.				
158	Credit	Bankruptcy	Indicate on a new account if the customer has filed for bankruptcy on an old account.				
159	Credit	Bankruptcy	Provide a field to track bankruptcy status and date.				
160	Credit	Bankruptcy	Automatically zero account balance prior to bankruptcy date.				
161	Credit	Bankruptcy	Automatically designate an account for Collections Agency if it shows non-payment on Final Bill for more than 45 days.				
162	Credit	Collections Agency	Alert/prompt the user with a flag when a customer has been sent to a Collections Agency, dollar amount owed, and the date.				
163	Credit	Collections Agency	Zero account balance automatically when account has been sent to Collections Agency.				
164	Credit	Collections Agency	Provide a field to track if payment was recovered by Collections Agency, date recovered, and dollar amount recovered.				
165	Credit	Collections/Bad Debts	Provide a mechanism for easily tracking and identifying inactive accounts with outstanding balances due.				
166	Credit	Credit cards	Track expiration date of credit card.				
167	Credit	Credit cards	Support initiation or discontinuance of electronic funds transfer (EFT) participation based on customer's banking history, e.g., number of NSF, rejected fund transfers, etc.				
168	Credit	Dunning Process	Automatically generate dunning notices for accounts based upon arrears activity and minimum arrears balance. The type of notice varies depending upon the age of the arrears.				
169	Credit	Dunning Process	Track the date dunning letters are sent to a customer, the arrear amount the customer owes, and the type of dunning notice that was sent.				
170	Credit	Dunning Process	Provide the user with the ability to specify the type of dunning letter to be generated for an account.				
171	Credit	Dunning Process	Provide a field to track financial hardship status.				
172	Credit	Dunning Process	Provide fields to track if unique conditions on an account prevent shut-off (e.g., medical condition, children less than 1 year, and all inhabitants over 65 years old).				
173	Credit	Dunning Process	Stop the dunning process - no letters or shut-offs during the moratorium (period between Nov. 15th through March 15th when cannot shut off accounts).				
174	Credit	Dunning Process	Flag account when it is a participant in dunning process; should indicate date and dunning action that was taken (e.g., reminder notice sent).				
175	Credit	Dunning Process	Track the number of dunning letters sent to a customer, based on dunning letter type.				
176	Credit	General	Provide a summary of all amounts owed by an account having multiple service locations for active and closed accounts.				
177	Credit	Liens	Generate lien letters for eligible accounts (arrears for more than 45 days and owe more than $100).				
178	Credit	Liens	Flag account when it is participant in lien process; should indicate date and lien action that was taken (e.g., lien reminder letter sent).				
179	Credit	Liens	Provide a field to track lien fee ($50).				
180	Credit	Liens	Provide a field to track when a lien has been placed on an account, the lien amount, and the date.				

Ref. Num	Process Area	Sub-area	Function Required	A	B	C	Comments
181	Credit	Liens	Zero account balance automatically when a lien has been placed on an account.				
182	Credit	Liens	Provide a field to track if payment was recovered from lien, date recovered, and dollar amount recovered.				
183	Credit	Liens	Alert/prompt the user with a flag when a lien has been placed on an account, the lien amount and the date.				
184	Credit	Liens	Generate a list of accounts, address information, and lien dollar amounts in electronic format to be sent to an outside agency.				
185	Credit	Payment Arrangements	Establish and maintain customer payment arrangements based upon an installment arrangement. Total balance owing can be divided into multiple user-defined installments.				
186	Credit	Payment Arrangements	Generate on-line payment plans, schedules, and amounts.				
187	Credit	Payment Arrangements	Print the final payment plan agreement, as it is established with the customer.				
188	Credit	Payment Arrangements	Allow the user to manually adjust the payment plan amount and/or due date for each payment.				
189	Credit	Payment Arrangements	Payment arrangements preclude account from entering shut-off processing. Must be able to manually override.				
190	Credit	Payment Arrangements	Provide the ability to calculate and manage payment plans for delinquent accounts. Should include the ability to view payment history compared to payment plan requirements.				
191	Credit	Payment Arrangements	Prevent accounts participating in payment plan program from receiving dunning letters unless customer misses one plan payment. Must be able to manually override.				
192	Credit	Reporting	Track the number of bounced checks per account.				
193	Credit	Reporting	Provide on-line view or report of accounts with balances past-due for a predetermined number of days.				
194	Credit	Reporting	Generate a report listing the pending removal of a special condition status (elderly, child under 1, etc.) in a user specified number of days from the re-certification date.				
195	Credit	Returned Checks	Automatically place customer in delinquency process if check payment for arrears bounces.				
196	Credit	Returned Checks	When a reversal of the payment has been applied, the system will return the account to its original position in the delinquency process after adjusting for the number of days since the bad payment was received.				
197	Credit	Shut off	Provide a field to track shut-off status, date, and time.				
198	Credit	Shut off	Provide a field to track when a shut-off customer makes the payment to be reconnected (if before 3pm, reconnect fee is $30 whearas if after 6pm, reconnect fee is $120).				
199	Credit	Shut off	Provide a field that calculates total due by customer for reconnect (dollar amount of arrears + reconnect fee).				
200	Credit	Shut off	Provide a flag/alert on main screen that identifies if customer was shut-off for delinquent payment and date.				
201	Credit	Shut off	Allow for preventing shut-off of service for reasons of payment delinquency for accounts with:				
202	Credit	Shut off	Payment arrangements (if being kept)				
203	Credit	Shut off	Bankruptcy proceedings				
204	Credit	Shut off	Medical certificates				
205	Credit	Shut off	Elderly customers				
206	Credit	Shut off	Aid to Dependent Children				
207	Credit	Shut off	Commission appeal pending				
208	Credit	Shut off	User-specified				

Ref. Num	Process Area	Sub-area	Function Required	A	B	C	Comments
209	Credit	Transfer Account Balance	Have the ability to transfer delinquent balances between a customer's accounts.				
210	Credit		Provide on-line view or report of customers who have made payments and are currently being collected through an outside agency.				
211	Customer Service	Automated Voice Response Integration	Provide account inquiry capabilities via automated voice response.				
212	Customer Service	Automated Voice Response Integration	Provide account update or action capabilities via automated voice response, for example: request service, request a connection/disconnection, make a payment.				
213	Customer Service	Automated Voice Response Integration	Provide for the electronic management, routing by town or office, and reporting of work generated by the system such as nightly batch or update.				
214	Customer Service	Automated Work Queue	Provide for the electronic management, routing, and reporting of work generated by individuals such as adjustments made, service work requested.				
215	Customer Service	Automated Work Queue	Allow a work queue to be managed or owned by an individual, variable work group, department, or location.				
216	Customer Service	Automated Work Queue	Allow a series of queue's to be defined based upon system exception conditions requiring follow-up, items requiring review and approval, or to do items.				
217	Customer Service	Automated Work Queue	Allow the flow of work to be defined from initiation of a work queue item through various in process, review, and approval activities. The work queue should follow a logical progression.				
218	Customer Service	Automated Work Queue	Allow work queue items to be modified and deleted on-line.				
219	Customer Service	Automated Work Queue	Produce a work queue when an adjustment has been made for over a certain amount for supervisors approval.				
220	Customer Service	Automated Work Queue	Produce a work queue that will alert a designated employee when a connect or disconnect order has been canceled.				
221	Customer Service	Automated Work Queue	Produce a work queue to alert users of accounts which did not receive reads during the regular upload period, but were estimated.				
222	Customer Service	Automated Work Queue	System should produce a work queue to alert users when high/low edit checks for demand meters are exceeded.				
223	Customer Service	Automated Work Queue	System should produce a work queue when high/low edit checks have failed for an account.				
224	Customer Service	Automated Work Queue	Verify information is complete or the account is flagged and work queue is produced for first time reads of new service meters.				
225	Customer Service	Automated Work Queue	Provide quick and easy access to caller histories that include previous calls, call types, comments, and actions taken.				
226	Customer Service	Call log	Track all incoming calls via Call Logging module				
227	Customer Service	Call log	Generate a work request (service order) directly from the call logging module.				
228	Customer Service	Call log	Automatically populate the date, time, and customer service representative field for each call.				
229	Customer Service	Call log	Provide a standard drop-down list of call types.				
230	Customer Service	Call log	Provide a field to track the call duration.				
231	Customer Service	Customer Based Information	Allows for up front identification of the customer with the use of Caller ID. Allows the conversation to be personalized by extracting information from the data base and displaying it for use by user personnel.				
232	Customer Service	Customer Correspondence	Document specific customer correspondence through and imaging system. Image can then be retrieved at any point during future customer conversation.				
233	Customer Service	Customer Correspondence	Provide for the capture of customer correspondence through an imaging system. Image can then be retrieved at any point during future customer conversation.				

Ref. Num	Process Area	Sub-area	Function Required	A	B	C	Comments
234	Customer Service	Customer Marketing	Integration and utilization with the scripting process to include marketing activities This would include selling tips, or features of the products, services, or programs				
235	Customer Service	Deposit	Create a request for a deposit, with the dollar amount requested, and the date of the request				
236	Customer Service	Deposit	Generate a report the identifies the accounts that had deposits requested, but no deposit payment has been received.				
237	Customer Service	Deposit	Generate a report that identifies the accounts that are eligible for deposit refund (maintained account in good standing for 'X' years).				
238	Customer Service	Deposit	Track for on-line review the deposit amount, date sent to customer, and date received by customer.				
239	Customer Service	Deposit	Provide online access to deposit information including original payment date, accrued interest, and estimated refund date.				
240	Customer Service	Form letters	Generate user-specified form letters; All letters must be available for viewing online, and be customizable.				
241	Customer Service	General	Supports user defined fields.				
242	Customer Service	General	Provide for the download of customer records into Client (Excel, Lotus, Access) software for subsequent manipulation.				
243	Customer Service	General	Track current owner and previous owner information.				
244	Customer Service	General	Provide location and customer tracking, independent of each other; a way to tie account statistics and history to both the address and the customer.				
245	Customer Service	General	Provide user-defined alerts/prompts on the main screen to notify users of account conditions (e.g., shut off, vacant account, etc.)				
246	Customer Service	General	Track customer information including name, social security number, multiple phone numbers, drivers license, date of birth. Also store same information for spouse under the same customer number.				
247	Customer Service	General	Maintain information on active and inactive accounts				
248	Customer Service	General	Allow customers to be associated with multiple accounts, multiple services and/or multiple meters.				
249	Customer Service	Querying	Support partial and wild card searches on a variety of account information, including account number, address range, customer name, partial customer name, drivers license number, social security number, date of birth, spouses name, meter number and meter inventory location				
250	Customer Service	Querying	Provide online access to customer account transactions (including adjustments) with the ability to print a formatted statement of account for the customer				
251	Customer Service	Service Application	Automatically generate a form letter (e.g., service application) populated by account information, when new "owner" added to an account or when a new service is established.				
252	Customer Service	Service Application	Provide a field to track service application status, date sent, and date received from customer.				
253	Customer Service	Service Application	Generate 'new service' application for all new "owners" in an account, tracking date application was sent and date received back by customer.				
254	Customer Service	Service Application	Generate applications and maintain completed information for online access.				
255	Customer Service	Tax and Penalty Exemptions	Provide tax exemptions for a specific tax.				
256	Customer Service	Tax and Penalty Exemptions	Provide tax exemption status codes with an expiration date.				
257	Customer Service	Tax and Penalty Exemptions	Automatically generate a notification letter to the customer when a tax exemption status has expired.				
258	Customer Service	Transfer Account Balance	Automatically cross-reference new service requests against inactive accounts with outstanding balances or accounts disconnected for non-payment with outstanding balances transferred to the new account.				

Ref. Num	Process Area	Sub-area	Function Required	A	B	C	Comments
259	Deposit	Deposit Interest	Allow multiple interest calculation methods (simple vs. compound) for calculating deposit interest.				
260	Deposit	Deposit Interest	Interest can be paid at the time of each billing as a credit, or it can be accrued on the account and paid once a year.				
261	Deposit	Deposit Interest	Ability to produce report showing all deposit interest paid to customers.				
262	Deposit	Deposit Interest	System allows deposit interest to be transferred to another account.				
263	Deposit	Deposit Interest	Ability to calculate and apply interest annually, quarterly, or user-defined.				
264	Deposit	Deposit Interest	Ability to calculate interest with different interest rates throughout the year.				
265	Deposit	Deposit Transfers	Transfer existing deposit(s) to a new account; at the point of termination, a customer has the option to have their deposit transferred to their new billing account or refunded.				
266	Integration	General Ledger	Integrate the Accounts Receivable module with the General Ledger module.				
267	Meter Readings	Error Reporting	The system will provide the following reasonableness checks against recorded usage:				
268	Meter Readings	Error Reporting	Current Consumption (and Demand) to Last Month's Low Consumption				
269	Meter Readings	Error Reporting	Current Consumption (and Demand) to Year Ago's Low Consumption				
270	Meter Readings	Error Reporting	Current Consumption (and Demand) to Last Month's High Consumption				
271	Meter Readings	Error Reporting	Current Consumption (and Demand) to Year Ago's High Consumption				
272	Meter Readings	Hand-held Interface	Download of information into the PC based handheld meter reading and route management system.				
273	Meter Readings	Hand-held Interface	Selective download of accounts into the handheld based upon reading type e.g. type of meter, time period, etc..				
274	Meter Readings	Hand-held Interface	Include the download of meter information for inactive accounts.				
275	Meter Readings	Hand-held Interface	Upload read information from the PC based meter reading system. Update premise information gathered by the meter reader.				
276	Meter Readings	Hand-held Interface	Record visual checks by meter reader of those service addresses with the meter removed.				
277	Meter Readings	Hand-held Interface	Validation override performed by meter reader at hand-held device is reported to the system.				
278	Meter Readings	Hand-held Interface	Provide controls to safeguard the upload and processing of the same readings more than once (duplicate readings).				
279	Meter Readings	Measurement Features	Allow number of decimal places of precision of meter reading to be flexible and vary per unit of measure.				
280	Meter Readings	Reporting	Ability to generate an exception report for meter reads.				
281	Meter Readings	Route Structure	Provide for routes and sequence numbers				
282	Meter Readings	Route Structure	Accommodate multiple routes per service address (each service point can have its own route).				
283	Meter Readings	Routing	Allow changes to the route, and/or sequence number without changing the account number.				
284	Meter Readings	Routing	Automatic re-routing feature for re-arranging routes. This feature would allow for the addition of a new route, the removal of an existing route, and the ability to reorganize and/or combine existing routes in an on-line or batch mode as requested.				
285	Meter Readings	Routing	Automatic renumbering feature for re-arranging stops on a route to allow for addition of premises.				
286	Meter Readings	Routing	Automatic resequencing feature for renumbering sequences within a stop to allow for the addition of meters or equipment.				
287	Meter Readings	Routing	System maintains the following information for each meter route:				
288	Meter Readings	Routing	User-defined route identifier				
289	Meter Readings	Routing	Meter Reader assigned to route				
290	Meter Readings	Routing	System generated next read date				
291	Meter Readings	Routing	Description of route				
292	Meter Readings	Routing	System generated last read date				

Ref. Num	Process Area	Sub-area	Function Required	A	B	C	Comments
293	Meter Readings	Routing	System generated total number of meters in route				
294	Meter Readings	Routing	End time of reading route				
295	Meter Readings	Routing	Elapsed time between meter readings (number of days)				
296	Meter Readings	Routing	Mileage of route				
297	Meter Readings	Unauthorized Usage	Provide a mechanism for meter readers and service personnel to report the detection of unauthorized usage.				
298	Meter Tests	Interfaces	Allow a customer's meter test info (status, test results, etc.) to be incorporated into or accessible from the system.				
299	Meters	Equipment Inventory	An on-line search capability is supported, including:				
300	Meters	Equipment Status	Tracking of equipment and their current location.				
301	Meters	Equipment Status	Track stolen equipment and the location from which they were stolen.				
302	Meters	Equipment Status	The equipment installation status will automatically update the equipment inventory status.				
303	Meters	Equipment Status	Provide for statusing of equipment, including:				
304	Meters	Equipment Status	Premise or Location Number				
305	Meters	Equipment Status	Equipment Identification Number				
306	Meters	Equipment Status	Equipment Manufacturer				
307	Meters	Equipment Status	Customer Name or Number				
308	Meters	Equipment Status	Account Number				
309	Meters	Equipment Status	Inventoried				
310	Meters	Equipment Status	Service (Active)				
311	Meters	Equipment Status	Service (Inactive)				
312	Meters	Equipment Status	In Shop				
313	Meters	Equipment Status	Equipment Repair				
314	Meters	Equipment Status	Equipment Retired Junked				
315	Meters	Equipment Status	Equipment Held (To Save)				
316	Meters	Equipment Status	Equipment Used				
317	Meters	Equipment Status	Premise or Location Number				
318	Meters	Equipment Status	Utility Assigned Meter Number				
319	Meters	Equipment Status	Manufacturer and Model				
320	Meters	Equipment Status	Meter Type and Size				
321	Meters	Equipment Status	Customer Name or Number				
322	Meters	Equipment Status	Account Number				
323	Meters	Equipment Status	Read Route Number for specific services.				
324	Meters	Equipment Status	Service address or Location				
325	Meters	Equipment Status	kWh Meter Number				
326	Meters	Equipment Status	CT or PT device				
327	Meters	Equipment Status	Last calibration date				
328	Meters	Equipment Status	Last service date				
329	Meters	Equipment Status	Test group				
330	Meters	Equipment Status	Test frequency				
331	Meters	Equipment Status	Transponder identification				
332	Meters	Equipment Status	Meter Manufacturer				
333	Meters	Equipment Status	Meter Type				
334	Meters	Equipment Status	Meter Multiplier				
335	Meters	Equipment Status	Meter Cost				
336	Meters	Equipment Status	Meter Installation Cost				
337	Meters	Equipment Status	kW (Demand) Meter Number				
338	Meters	Equipment Status	RK (Reactive) Meter Number for accounts with power factors				
339	Meters	Equipment Status	KVA(Demand) Meter Number for accounts with power factors				
340	Meters	Equipment Status	Number of Dials				

Ref. Num	Process Area	Sub-area	Function Required	A	B	C	Comments
341	Meters	Equipment Status	Purchase Date				
342	Meters	Equipment Status	Installation Date				
343	Meters	Equipment Status	Test Results 1, 2, 3				
344	Meters	Equipment Status	Software Revision Code (for software controlled meters)				
345	Meters	Equipment Status	Test Amps				
346	Meters	Equipment Status	Meter base or socket type				
347	Meters	Equipment Status	Meter Constant				
348	Meters	Equipment Status	Number of Elements				
349	Meters	Equipment Status	Single or Three Phase				
350	Meters	Equipment Status	Voltage				
351	Meters	Equipment Status	Register Ratio				
352	Meters	Equipment Status	Class (Amperage Capacity)				
353	Meters	Equipment Status	Date submitted for test				
354	Meters	Equipment Status	Initials of person performing test				
355	Meters	Equipment Status	Test results				
356	Meters	Equipment Status	Date test completed				
357	Meters	Equipment Status	Reason for test				
358	Meters	Equipment Status	Test Date				
359	Meters	Equipment Status	Test procedure performed				
360	Meters	Equipment Status	Comments				
361	Meters	Equipment Status	Meter problem code				
362	Meters	Equipment Status	Person requesting test				
363	Meters	Geneal	Perform queries by meter #, ERT #, account #, last name, or address.				
364	Meters	General	Track current meter number and previous meter number for a premise and customer.				
365	Meters	General	Provide mechanism for viewing the account/meter information on the meter listed before and after in the meter sequence, of a given meter.				
366	Meters	Interfaces	Interface with ITRON meter reading system, including uploading meter reads from units and downloading meter reading ERT numbers for next day's reads.				
367	Meters	Interfaces	Be 100% compatible with the new ITRON functions and reports.				
368	Meters	Interfaces	Have the ability to upload new meter inventory details from manuafacturer file in ASCII format				
369	Meters	Meter Identification and Access	Does not allow duplicate meter numbers within the same utility type. If duplicate meter numbers occur across manufacturers the system provides a method to differentiate the meters.				
370	Meters	Meter Identification and Access	Capability of using Utility assigned "X" position alpha-numeric meter numbers e.g. Manufacturer serial number.				
371	Meters	Meter Location	Identify all locations the meter has been set. System will automatically track the history of installation for a meter.				
372	Meters	Meter Location, SO	Store meter location information and print this information on service orders.				
373	Meters	Meter Notes	Provide for free form meter notes. Notes will be maintained over the life of the meter.				
374	Meters	Meter Notes	Provide options sorting and displaying notes.				
375	Meters	Meter Notes	Provide for the identification of critical notes which "flag" the meter.				
376	Meters	Meter Notes	Provide author information for example: User ID, date, etc.				
377	Meters	Meter Types	Identify the power transformer or transformer bank associated with an in-service meter.				
378	Meters	Received Into Inventory	System provides the means for authorized users to create and maintain an accurate inventory of the meters in stock.				
379	Meters	Received Into Inventory	Allow mass entry of meters with automatic assignment of sequential meter/equipment numbers by manufacturer and meter/equipment type.				

Ref. Num	Process Area	Sub-area	Function Required	A	B	C	Comments
380	Meters	Received Into Inventory	Provide ability to upload (for example, from a diskette) meters from the manufacturer to go into a "pending inventory". Allow mass assignment of sequential meter numbers.				
381	Meters	Received Into Inventory	Allow for addition of single meters to inventory.				
382	Meters	Received Into Inventory	Provide ability to interface with bar code readers for bar-coded meter numbers on the meter equipment.				
383	Meters	Service Orders	Each service order should contain at a minimum, the following information: customer name and address, meter number #, pole number, route #, contact telephone number, type of service order date requested, and by who.				
384	Meters	Service Orders	Query/report all open service orders.				
385	Meters	Testing Results	System will provide a mechanism to record test results.				
386	Meters	Testing Results	System allows for a comment message to be associated with the meter test.				
387	Meters	Testing Results	System allows for user-defined test result fields that can accept numeric, date, or alpha.				
388	Payment Processing	Cash Balancing & Reconciliation	Cash must be balanced daily. System will balance for both total dollars received and the number of items by payment period.				
389	Payment Processing	Cash Balancing & Reconciliation	Cash-drawer processing and cash reconciliation is provided for each cashier. System will allow a cashier to balance their own drawer if their security level permits.				
390	Payment Processing	Cash Balancing & Reconciliation	A consolidated cash report is interfaced with G/L. Interface between the modules is electronic or manually entered from the consolidated report.				
391	Payment Processing	Cash Balancing & Reconciliation	Bank reconciliation is provided to handle multiple bank accounts. Utility needs the ability to handle multiple bank accounts based on location of branch offices.				
392	Payment Processing	Check Writing	System will provide the appropriate accounting interface to accurately debit/credit various accounts as checks are processed (i.e., issued, reissued, voided, etc.)				
393	Payment Processing	Credit Cards	Track the number of non-sufficient funds errors for a batch, and which accounts caused the error.				
394	Payment Processing	Credit Cards	Allow for automatic monthly deductions from credit cards for payment of customer bill.				
395	Payment Processing	Credit Refunds	Apply the refund directly to the customer account, cut a refund check, or a combination of the two, based upon customer preferences.				
396	Payment Processing	Credit Refunds	Track and provide adequate control over refund checks. System maintains checks and balances when printing refund checks.				
397	Payment Processing	Data Entry	Accommodate multiple payment types (cash, check, money order, credit card, EFT, etc.)				
398	Payment Processing	Data Entry	Support processing of cash receipts online or in a batch mode.				
399	Payment Processing	Data Entry	Provide online cash corrections of misapplied and un-posted cash.				
400	Payment Processing	Financial Interfaces	Provides an automatic interface to the General Ledger/Financial Management System. The timing on this interface is user defined (daily, weekly, monthly, etc.)				
401	Payment Processing	Financial Interfaces	Internal financial controls and balancing is provided.				
402	Payment Processing	Financial Interfaces	Provides for an automatic interface to G/L accounts.				
403	Payment Processing	Financial Interfaces	Provides the ability to download a revenue file for analysis in Excel, Word, etc. that includes both monthly and cumulative information of the following: Account number, office code, meter number, taxes, usage kWh, kW, and total billed amount.				
404	Payment Processing	General	Recognize payments on a real time basis.				
405	Payment Processing	General	Provide flexibility to allow posting of single payment to one or multiple accounts.				

Ref. Num	Process Area	Sub-area	Function Required	A	B	C	Comments
406	Payment Processing	General	Provide online research and/or resolution capability for checks received without stubs and stubs not in balance with checks.				
407	Payment Processing	General	Contains data field to track payment information such as credit card number, expiration date, checking account number with routing number, etc.)				
408	Payment Processing	Interfaces	Provide batch posting of payments from ASCII file (e.g., Lockbox processing)				
409	Payment Processing	Master Accounts	Apply a single payment over multiple accounts. Master accounts paying with a single check, the System must accommodate distributing the payment across multiple subaccounts.				
410	Payment Processing	Misapplied Payments	Provides on-line cash corrections of misapplied cash.				
411	Payment Processing	Payment Adjustments	Provide ability to process payment adjustments either individually or in batch.				
412	Payment Processing	Payment Discounts	Tracking of customer payment dates in order to identify customers who pay their bills within a specified period of time.				
413	Payment Processing	Payment Processing	Post payments to accounts which have been inactivated.				
414	Payment Processing	Payment Reporting	Identification and reporting of payments received and not-received on inactive accounts				
415	Payment Processing	Payment Reporting	Identification and reporting of payments by payment type (cash, credit, check) and location (e.g., drop box, Internet, in person).				
416	Payment Processing	Payment Reporting	Identification and reporting of payments by batch.				
417	Payment Processing	Payment Sources	Process payments from a Lockbox				
418	Payment Processing	Payment Sources	Process payments from ACH (bank drafting)				
419	Payment Processing	Payment Sources	Process Credit Cards / Debit Cards				
420	Payment Processing	Payment Sources	Process payments from Internet				
421	Payment Processing	Receivables	On-line viewing and report of the accounts receivable transactions by type and by customer.				
422	Payment Processing	Receivables	On-line view and report of the aging of accounts receivable for all accounts by receivable type by customer Aging segments may be 30, 60, 90.				
423	Payment Processing	Receivables	On-line view and report of the aging of Receivables for accounts by customer segment (customer class, product, etc).				
424	Payment Processing	Receivables	On-line view and report of the total Receivables by customer segment (Class, etc)				
425	Payment Processing	Receivables	On-line view and report of the aging of Receivables for accounts by dollar amount				
426	Rates	Discount	Support the application of discounts at customer level or by rate class.				
427	Rates	Exemptions	Provide for Tax Exemptions				
428	Rates	Exemptions	Provide for Fee Exemptions				
429	Rates	Exemptions	Provide ability to report on tax exempt customer/location.				
430	Rates	General	Support multiple, easily modified rate schedules.				
431	Rates	General	Provide online entry and maintenance of user-defined rates with effective date.				
432	Rates	Rate Development	Allows for calculation of sample billings for test accounts without affecting revenue.				
433	Rates	Rate Development	Provides comparative analysis of alternate rates for the customer based on past and/or anticipated consumption.				
434	Rates	Rate Development	Accommodates proposed rate changes (what-if scenarios) without affecting the customer record.				
435	Rates	Rate Development	Provisions exist for projecting revenues from new rate structures based on affected classes of customers by rate component.				
436	Rates	Rate History	Provide browsing and review of inactive/historical rates				
437	Rates	Rate Processing	On-line creation of new rate structures. Programming should not be required.				
438	Rates	Rate Processing	On-line identification and copying of current/historical rate structures to new rate structures.				

Ref. Num	Process Area	Sub-area	Function Required	A	B	C	Comments
439	Rates	Rate Processing	On-line deletion of old rate structures for unused rate structures with controls over the deletion process.				
440	Rates	Rate Processing	Provide an inactive rates file.				
441	Rates	Rate Processing	Ability to modify a rate and track changes for purposes of historical modeling and billing.				
442	Rates	Rate Processing	Ability to track the customers historical rate assignments.				
443	Rates	Rate Processing	Selection- and viewing/printing of rate structures and entire rates master as required.				
444	Rates	Rate Processing	On-line entry and maintenance of table driven rates and fees.				
445	Rates	Rate Processing	Provide rate schedules by service type and service point for: electric, water, gas, wastewater, drainage, solid waste, recycling, and other city services.				
446	Rates	Rate Processing	Allow multiple rate changes within a billing period with proration reflected on the customer's bill.				
447	Rates	Rate Processing	Provide for general rate reporting for example allow reporting of consumption used and dollars received at the rate step level per individual customer and across the utility.				
448	Rates	Rates	Accommodate a Time-of-use Rate				
449	Rates	Rates	Accommodate a Real Time Pricing Rate				
450	Rates	Rates	Accommodate a Seasonal Rate				
451	Rates	Rates	Accommodate an Interruptible Rate				
452	Rates	Rates	Accommodate a Ratchet Rate				
453	Rates	Rates	Accommodate an Incentive/Discount Rate				
454	Rates	Rates	Accommodate a Standby Rate				
455	Rates	Rates	Accommodate a Take or Pay Rate				
456	Rates	Rates	Accommodate Geographic Distinction Rates				
457	Rates	Rates	Accommodate Rate Caps				
458	Rates	Special Rates	Ability to accommodate through the rate table, applying a percentage to the kW measured, and then billing that portion at a specific rate.				
459	Rates	Special Rates	Ability to accommodate through the rate table, taking the difference between a user defined contracted minimum kW and the actual kW to be billed.				
460	Rates	Special Rates	Ability to accommodate through the rate table, billing the remaining portion of the kW measured, at a different specific rate.				
461	Rates	Special Rates	Rate table variables may include: kW, kWh, percent to bill, fixed rate, economy rate, and minimum kW.				
462	Rates	Special Rates	Provide for one-time charges, e.g.: Reconnect Charge Fee, Turn-on Fee, Late Charge Penalty, Return Check Fee, After Hours Fee, Initiation Fee, Broken Lock Fee, Meter Accuracy Test Fee, etc.				
463	Rates	Special Rates	Provide for the creation of user-defined miscellaneous charges				
464	Rates	Taxes	Provide for the setup and assignment of State Taxes				
465	Rates	Taxes	Provide for the setup and assignment of Local Taxes				
466	Rates	Taxes	System allows for the tax calculation to be different for each taxing entity and service type.				
467	Rates	Taxes	System has the ability to track and report accounts and amount paid by specified taxing entity.				
468	Rates	Variable Rates	Provide the ability to include a Monthly Power Cost Adjustment (PCA) as a part of the monthly electric charges. This is a fuel charge which is entered every month and is charged to all customers.				
469	Reading	Measurement Features	Viewing of meters with zero consumption and other queriable, user defined variables (for example rate).				
470	Reading	Measurement Features	Viewing of meters with unexpected consumption based on user defined variables for example status.				

Ref. Num	Process Area	Sub-area	Function Required	A	B	C	Comments
471	Reporting	Accounts Receivable	Generate a report that tallies the total dollar amount posted in the system for a given day, with a breakdown by payment type (cash, check, credit card, direct payment, etc.) and payment location (payment center, drop box, walk-in, etc.).				
472	Reporting	Billing	Generate a report on consumption based upon user class.				
473	Reporting	Billing	Generate the following reports: bill summary, bill correction, discount loss, refunds, interest on balance, AR balance reconciliation.				
474	Reporting	Billing	Generate Annul Revenue Report of commercial accounts that compares "billed amount" to "collected amount".				
475	Reporting	Billing	Produce monthly report showing breakdown of data per customer class.				
476	Reporting	Billing	Automatically generate a monthly report identifying the number of customers by rate class and services.				
477	Reporting	Budget Billing	Generate a report that compares current annual usage against previous year's usage.				
478	Reporting	Collections Agency	Generate a report that queries accounts with non-payment on Final Bill for more than 45 days. Report should include date of Final Bill, dollar amound due, current date, and necessary customer information (ss#, phone #, address, employer info, etc.).				
479	Reporting	Deposits	Generate a report that lists the accounts that owe a deposit, but haven't paid it.				
480	Reporting	Deposits	Generate a report that lists all accounts associated with "owner".				
481	Reporting	Deposits	Generate a report that identifies the accounts that are eligible for a deposit refund (made a deposit and had service for more than 2 years).				
482	Reporting	Dunning Process	Generate 72-hour notice shut off report, including the date notice was sent, date through which notice is valid (date sent + 15 days), dollar amount due, and customer information (name, address, phone #, etc.).				
483	Reporting	General	Provide for ad-hoc reporting requirements.				
484	Reporting	General	Generate a report that summarizes current arrears activity on an account and its arrears history.				
485	Reporting	General	Have the ability to create ad-hoc reports, which can be viewed online and printed.				
486	Reporting	General	Ability to create ad-hoc reports with the user allowed to choose from all fields in the database				
487	Reporting	ITRON	Generate report containg NOTES from ITRON data.				
488	Reporting	Liens	Generate a report that identifies the accounts eligible for liens, the dollar amount due (+ lien fee), the date of all lien activities, and the customer information (name, address, town, phone #, map & parcel #, etc.).				
489	Reporting	Meters	Generate meter history report, including current status of meter, meter test results and any service orders associated with the meter.				
490	Reporting	Meters	Generate reports from ITRON interface (e.g., tamper codes report, reader sequence report, etc.).				
491	Reporting	Meters	Generate customizable reports, including meter history report that provids status of all meters in system (e.g., active, stock, or scrapped).				
492	Reporting	Meters	Generate a report on the meters that have ITRON codes indicating someone has tampered with the meter. (Tampering Report).				
493	Reporting	Meters	Generate a report that lists the account number, meter number, address, and any 'comments' stored in ITRON. This report should only print information for the meters that have 'comments'. (the Freeform Report)				
494	Reporting	Meters	Generate a report from ITRON data that lists the account number, meter number, address, and if a meter has experienced any mechanical problems. This report should only list the meters that have registered the relevant problem codes. (Optical Status Report)				
495	Reporting	Meters	Generate report that shows meters/accounts that register zero-usage.				
496	Reporting	Meters	Generate a report that shows usage on accounts that are vacant/inactive.				

Ref. Num	Process Area	Sub-area	Function Required	A	B	C	Comments
497	Reporting	Payment Plans	Generate a report that identifies the customers that are on payment plans, and details their payment plan history.				
498	Reporting	Payment Processing	Generate reports identifying payments on inactive accounts.				
499	Reporting	Returned Checks	On-line review or report of returned check information. Report would include: Customer name, service address, amount, date, etc.				
500	Reporting	Service Application	Generate a report that identifies service application status, date sent, and date received.				
501	Reporting	Sorting	Support user requests to identify and list accounts by account classification or category, for example by: Customer Class, Zip Code Area, Life Support Customers, Large Volume Users, etc.				
502	Reports	Account Processing	Provide a quarterly or yearly statement to customers detailing: volume usage summary, power usage summary, and other historical accounts receivable data.				
503	Reports	Account Views	Print a formatted statement of account for example: billing/consumption/payment history for the customer displaying the most recent information first.				
504	Reports	Adjustments	Generate customer usage pattern report with comparisons to other class of customers.				
505	Reports	Billing Cycle	Generate a report of customers with greater than "x" number of estimated bills over "x" period of time.				
506	Reports	Credit cards	Automatically generate a report with account number, customer name and phone number, and expiration date of credit card for accounts with credit cards going to expire within next 45 days.				
507	Reports	Payment Plans	Generate a report that summarizes current payment activity, payment-plan payment history, and the total dollar amount due to date. Report can be segmented by class, status of arrangement, or amount.				
508	Reports	Rates	Produce a report for revenue by rate, customer classification and service type.				
509	Reports	Reporting	Produce a report showing number of bills generated from meters read.				
510	Reports	Reporting	Produce a report showing the number of estimated accounts and the bill amount.				
511	Reports	Reporting	Provide summary tax reporting by tax category.				
512	Reports	Reporting	Generate various post-billing reports including:				
513	Reports	Reporting	Cash Receipts Journal				
514	Reports	Reporting	Sales Journal of merchandise sold				
515	Reports	Reporting	Statistical Reports to include consumption by rate class.				
516	Reports	Reporting	Bill Register to verify any differences between pre and post billing.				
517	Reports	Reporting	Customer Accounts not Billed Over "x" Days				
518	Reports	Reporting	Inactive meters registering consumption.				
519	Reports	Reporting	Generate a report identifying all active accounts. kWh sold, bill freq.				
520	Reports	Reporting	Generate a report identifying the total kWh sold, by customer type.				
521	Reports	Reporting	Generate report that itemizes the kWh, number of customers, and total demand, based upon billing class.				
522	Reports	Reporting	Provide analysis and reporting of customer usage by customer class, customer type, volume or load factor, and customer rate.				
523	Reports	Reporting	Perform comparative analysis of customer usage and their current rate structure and report those customers not meeting or exceeding volume requirements for the existing rate.				
524	Reports	Reporting	Provide for error detection and reporting if missing data from any data source needed to generate bill.				
525	Reports	Tax	Generate taxable and tax-exempt revenue reports by tax jurisdictions and entity.				
526	Service Address Management	New Service	Automatically assigns a premise or property id or service address i.d number for new service addresses.				

Ref. Num	Process Area	Sub-area	Function Required	A	B	C	Comments
527	Service Address Management	New Service	Requests for new service can be routed to the work management system (generation of a work request) for design and cost estimation. The customer can then be quoted a price for new service or extensions on existing service.				
528	Service Address Management	Reporting	System is capable of producing mailing labels on standard adhesive label stock.				
529	Service Address Management	Service Address Components	Identify accounts inactive over "x" period of time by work district and generate service orders to remove the meter/equipment from the vacant location.				
530	Service Address Management	Service Address Components	The service address is standardized into components. Components include:				
531	Service Address Management	Service Address Components	House Number				
532	Service Address Management	Service Address Components	Fraction/Extension				
533	Service Address Management	Service Address Components	Prefix				
534	Service Address Management	Service Address Components	Street Name				
535	Service Address Management	Service Address Components	Street Type				
536	Service Address Management	Service Address Components	Suffix				
537	Service Address Management	Service Address Components	Direction				
538	Service Address Management	Service Address Components	Space Number (apt, suite, bldg)				
539	Service Address Management	Service Address Components	City				
540	Service Address Management	Service Address Components	State				
541	Service Address Management	Service Address Components	Zip Code				
542	Service Address Management	Service Address Components	Zip Code + Four				
543	Service Address Management	Service Address Components	A search capability provides keyword and partial search capability on all components of the service address.				
544	Service Address Management	Service Address Notes	Provide for free form service address notes/remarks.				
545	Service Address Management	Service Points	Accommodate multiple meters for each service point at each address.				
546	Service Address Management	Service Points	Accommodate multiple non-metered connections at each address.				
547	Service Address Management	Service Points	Accommodate master meters at a service address.				
548	Service Address Management	Service Points	Accommodate multiple rates at the service point.				
549	Service Address Management	Service Points	Accommodate multiple service orders for the service point.				
550	Service Address Management	Service Points	Track consumption at a service point.				
551	Service Address Management	SO Format	Provide at a minimum, the following information on each service order: address, town, customer contact information, account number, meter number, last read, and work request/problem.				
552	Service Order	Reporting	Generate report of backlogged service orders, unscheduled service orders, and scheduled service orders by type, location, date, and crew.				

Ref. Num	Process Area	Sub-area	Function Required	A	B	C	Comments
553	Service Order	SO Format	Provide service order formats that correspond to service order types.				
554	Service Order	SO Format	Contain comments field with service orders.				
555	Service Order	SO Scheduling	Have the system trigger a series of actions upon closing a service order of a specific type or action taken (e.g., generate Final Bill upon closing Final Out service order)				
556	Service Order Management	Order History	The system will group pending orders for efficient service purposes (turn-on/turn-off, address).				
557	Service Order Management	Order Information	Display/print on service order special handling situations relevant to the premise/customer when taking the order, e.g. requires special handling by electric dept; dangerous customer; service on hold by health dept, life support, overhead wire, etc.				
558	Service Order Management	Order Rescheduling	Customization of the service order format is user definable.				
559	Service Order Management	Order Viewing/Printing	Provides the capability of printing service orders in a logical ordering of cycle, route, sequence of meter.				
560	Service Order Management	Order Viewing/Printing	Provides the capability of printing/reprinting specific orders, or a group of orders.				
561	Service Order Management	Order Viewing/Printing	Orders can be printed on various paper stocks and sizes.				
562	Service Order Management	Order Viewing/Printing	Unique identification of the order by a system generated order number				
563	Service Order Management	Order Viewing/Printing	On-line inquiry and browsing of pending orders. Access should include:				
564	Service Order Management	Order Viewing/Printing	Customer Name				
565	Service Order Management	Order Viewing/Printing	Customer Account Number				
566	Service Order Management	Order Viewing/Printing	Premise Street Address				
567	Service Order Management	Order Viewing/Printing	Premise/Location Number				
568	Service Order Management	Order Viewing/Printing	Service Order area				
569	Service Order Management	Order Viewing/Printing	Order Number				
570	Service Order Management	Order Viewing/Printing	Schedule Date				
571	Service Order Management	Order Viewing/Printing	Order Status				
572	Service Order Management	Order Viewing/Printing	Order Type				
573	Service Order Management	Order Viewing/Printing	Route number Meter Read				
574	Service Order Management	Order Viewing/Printing	Perform queries on open and closed service orders.				
575	Service Orders	Order Viewing/Printing	Provide service order to track "let on" activity ("let on" = reconnect after diconnect from delinquent payment); should include fields to track date, crew, dollar amount collected, meter #, seal #, and latest meter read.				
576	Service Orders	Order Viewing/Printing	Perform queries on service orders based upon crew and date.				
577	Service Orders	Order Viewing/Printing	Allow the user to easily view and/or print any open or closed service order.				
578	Service Orders	Order Viewing/Printing	Provide automatic notification of work completion to the work-request originator when a service order is closed.				

Accounting Requirements

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
1	Accounting	Comprehensive Annual Financial Report	The system should provide the data and roll-ups necessary to produce a timely and accurate statements of net assets, Statements of Revenues, Expenses, and Changes in Net Assets, and Statements of Cash Flows. This data must be provided to comply with all current generally accepted accounting principles (GAAP), as promulgated through Governmental Accounting Standards Board.				
2	Accounting	Cost/Project Accounting	Ability to maintain expenses and budget status through project life-cycle of project.				
3	Accounting	Cost/Project Accounting	Ability to verify that Overhead cost allocation is included.				
4	Accounting	Cost/Project Accounting	Ability to attach project description, eg. capital project or customer name, etc if reimbursable				
5	Accounting	Cost/Project Accounting	Ability to incorporate an audit trail of all project transactions.				
6	Accounting	Cost/Project Accounting	Ability to link funding sources to a specific asset of project.				
7	Accounting	Cost/Project Accounting	Ability to allocate expenses by account number and sub-object number.				
8	Accounting	Cost/Project Accounting	Ability to set up reimbursable projects to capture costs to be billed to customer or another agency				
9	Accounting	Cost/Project Accounting	Ability to track all reimbursable costs from time sheet entry, purchase order/accounts payable and inventory withdrawals to project account				
10	Accounting	Cost/Project Accounting	Ability to cost out vehicle usage to projects by data input of vehicle number, system using look up table to input cost per hour by vehicle number				
11	Accounting	Cost/Project Accounting	Ability to interface with billing module to provide detail for billing customer for reimbursable project				
12	Accounting	Cost/Project Accounting	Ability to freeze project and close to charges after billing for reimbursable project has been completed				
13	Accounting	Cost/Project Accounting	Ability to denote if grants are for multiple years.				
14	Accounting	Cost/Project Accounting	Ability to view transactions and their dates over life of project.				
15	Accounting	Cost/Project Accounting	Ability to enable tracking of multiple fund sources per project.				
16	Accounting	Cost/Project Accounting	Ability to consolidate deposit, budget, and expense information on a project and division basis.				
17	Accounting	Cost/Project Accounting	Ability to tie-in project information on construction activities to Capital Improvement Plan (CIP) (status on construction contracts).				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
18	Accounting	Cost/Project Accounting	Ability to maintain various labor data items/formats (e.g., salary, fringe, other direct, premium time, bill rate, billable time, non-billable time, multipliers, etc.)				
19	Accounting	Cost/Project Accounting	Ability to maintain various material items/formats (e.g., charge back rate, multipliers, bill rate, etc.)				
20	Accounting	Cost/Project Accounting	Ability to provide labor, equipment, and material productivity analysis capability.				
21	Accounting	Cost/Project Accounting	Ability to calculate and report financial status of the project including all direct costs and provide for indirect cost allocations.				
22	Accounting	Cost/Project Accounting	Ability to accommodate the transfer of funds between projects.				
23	Accounting	Cost/Project Accounting	Ability to prevent deletion of a project account for which a deposit has been received on.				
24	Accounting	Cost/Project Accounting	Ability to track documents submitted for approval and review.				
25	Accounting	Cost/Project Accounting	Ability to rollover funds allocated for a specific deposit for multiple years.				
26	Accounting	Cost/Project Accounting	Ability to monitor changes in city-state agencies project agreement amounts and track accurately to funding availability.				
27	Accounting	Cost/Project Accounting	Ability to track contract amount and revised contract amount by project.				
28	Accounting	Cost/Project Accounting	Ability to track % completion from revised contract amounts.				
29	Accounting	Cost/Project Accounting	Ability to set-up project start and operational close date (project unavailable for accepting new costs) at line item, contractor, project levels by authorized individual.				
30	Accounting	Cost/Project Accounting	Ability to flag when resources/contract against a particular project cost budget item exceeds the budgeted amount.				
31	Accounting	Cost/Project Accounting	Ability to provide approval and status fields (e.g., responsible parties, approval and pending dates, etc.).				
32	Accounting	Cost/Project Accounting	Ability to enable user to view expenses incurred but not billed.				
33	Accounting	Cost/Project Accounting	Ability to enable user to view bills not paid.				
34	Accounting	Financial Reporting	Ability to updating financial reporting modules for changes in GAAP in the future, as promulgated through the Governmental Accounting Standards Board and the Government Finance Officers Association.				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
35	Accounting	Financial Reporting	System should accomodate the normal year end closeout process of closing out expense and revenue accounts.				
36	Accounting	Financial Reporting	Ability to produce data on both a budgetary and GAAP basis.				
37	Accounting	Financial Reporting	Ability to "roll-up" financial data, including balance sheet, revenues, expense, surplus, fixed assets				
38	Accounting	Financial Reporting	System should have standard financial reports to produce monthly or quarterly balance sheet, profit and loss and other related reports.				
39	Accounting	Financial Reporting	Provide a menu for each application allowing user selection of reports from a list of available reports				
40	Accounting	Financial Reporting	Ability to meet external financial reporting requirements including public information, rating agency information				
41	Accounting	Financial Reporting	System should have a user friendly report writer that allows the user to create specialized financial reports by pulling in data from various sources on the database.				
42	Accounting	Financial Reporting	System should allow an Expense Analysis report to be set up that summarizes monthly expenses by G/L account code and by vendor within that account code..				
43	Accounting	Financial Reporting	Provide historical data at all levels of detail is available for comparative analysis				
44	Accounting	Fixed Assets	Ability to integrate the Fixed Assets module with the General Ledger, Purchasing/Receiving, and Accounts Payable modules.				
45	Accounting	Fixed Assets	Ability to maintain detailed property records for all fixed assets, including identification codes, commodity classification, acquisition data, supplier information, make, model, serial number, disposition data, and asset useful life.				
46	Accounting	Fixed Assets	Ability to allow for the definition of user-defined categories of fixed assets.				
47	Accounting	Fixed Assets	Ability to track transfer of assets.				
48	Accounting	Fixed Assets	Ability to retire assets identified on stock sheets as replaced in the field.				
49	Accounting	Fixed Assets	Ability to maintain detailed property records for insurance purposes.				
50	Accounting	Fixed Assets	Ability to maintain cost, inventory, and replacement values.				
51	Accounting	Fixed Assets	Provide the capability to enter and track detailed improvements on an asset for the life of the asset				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
52	Accounting	Fixed Assets	The system can identify capital vs non-capital based on line item charge to and/or dollar limit				
53	Accounting	Fixed Assets	The asset system shoud provide a user defined table to allow set up of asset categories				
54	Accounting	Fixed Assets	Provide the ability to track asset that are not being depreciated for control purposes				
55	Accounting	Fixed Assets	Ability to provide for automatic calculation of depreciation and posting of entries to the General Ledger based user defined depreciation terms for different asset classes				
56	Accounting	Fixed Assets	Ability to allow depreciation to be calculated on either a monthly, quarterly, or annual basis.				
57	Accounting	Fixed Assets	Ability to perform ad-hoc reporting on any field or feature listed above.				
58	Accounting	General Ledger	Provide for separate accounts for budgetary, actual and statistical transactions.				
59	Accounting	General Ledger	Fully integrated billing system which interfaces with accounts receivable, budgeting, and merchandise sales				
60	Accounting	General Ledger	Allows for user defined alpha-numeric account codes with a flexible structure [flexibility for account classification]				
61	Accounting	General Ledger	Ability to perform double entry accounting in an online interactive general ledger system.				
62	Accounting	General Ledger	Allows both full and modified accrual or cash accounting				
63	Accounting	General Ledger	Allows system controller to establish valid account/subaccount combinations				
64	Accounting	General Ledger	Allows system controller to establish budgetary and cash balance controls				
65	Accounting	General Ledger	Ability to specify accounting periods on transactions with default to current year and month				
66	Accounting	General Ledger	Ability to accommodate organizational hierarchy on transactions.				
67	Accounting	General Ledger	Ability to view the chart of accounts on screen.				
68	Accounting	General Ledger	Provide ability to maintain the chart of accounts online and prevent deletion of any account having current year activity or previous year balance				
69	Accounting	General Ledger	Ability to suppress printing of line items that have zero budget for an individual cost center				
70	Accounting	General Ledger	Ability to consolidate accounts for multiple levels of reporting				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
71	Accounting	General Ledger	Provide ability to maintain up to 5 years historical financial data, such as actual amounts (not including the current fiscal year) for both budgetary and financial data. This information must be available for both system reports and inquiry functions.				
72	Accounting	General Ledger	Provide for convenient user-selected retrieval and/or query of general ledger and budgetary information.				
73	Accounting	General Ledger	Ability to support a suspense file (transactions out of balance, funds not available, etc.) with ability to be overridden by authorized users.				
74	Accounting	General Ledger	Separate accounts for the manipulation of budgetary, actual and historical transactions.				
75	Accounting	General Ledger	Ability to automatically rollover chart of accounts, code structures and tables at year end.				
76	Accounting	General Ledger	Ability to process manual journal entries.				
77	Accounting	General Ledger	Ability to accept general ledger entries directly from a variety of subsystems through user-defined (and modifiable) interface routine(s). Entries from these subsystems must be subjected to the same edit controls as entries made directly to the system.				
78	Accounting	General Ledger	Ability to accept both standard and recurring journal entries.				
79	Accounting	General Ledger	Ability to provide for error identification and correction before actual posting occurs and to notify the user of deficiencies.				
80	Accounting	General Ledger	Ability to provide for convenient online maintenance of rejected batches of journal entries.				
81	Accounting	General Ledger	Maintain detailed transaction descriptions on the general ledger for both system and manually generated journal entries.				
82	Accounting	General Ledger	Provide an audit trail for manual journal entries and subsystem journal entries.				
83	Accounting	General Ledger	Ability to allow the user to reverse or cancel a previously posted/updated journal entry (within the current year). The system must also be able to re-post a journal entry after reversal.				
84	Accounting	General Ledger	Conveniently display online and/or print individual journal entry transaction detail both prior to posting the journal entry and after the journal entry is posted/updated to the general ledger.				
85	Accounting	General Ledger	Provide ability to print or view journal entry detail online regardless of whether the entry is posted.				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
86	Accounting	General Ledger	Ability to close books and prepare complete financial statements for any month end and/or year end.				
87	Accounting	General Ledger	Ability to access full account detail (beginning balance, all posting transactions with complete description) from the beginning of the year. This detail should also be accessible by any accounting period.				
88	Accounting	General Ledger	Ability to allow only input of valid account numbers.				
89	Accounting	General Ledger	Ability to attach or enter explanatory notes for all transactions.				
90	Accounting	General Ledger	Ability to identify entries to be reversed in another period, such as year-end accruals.				
91	Accounting	General Ledger	Ability to post entries to a closed period, with security, and allow for posting to prior open periods.				
92	Accounting	General Ledger	Ability to automatically perform the journal entry to close all income and expense items to surplus account at year end.				
93	Accounting	General Ledger	Ability to move the current actual balances to the prior actual balances at year end.				
94	Accounting	General Ledger	Ability to keep the prior year open for adjusting entries.				
95	Accounting	General Ledger	Ability to define and annually maintain month-end cut-off dates.				
96	Accounting	General Ledger	Provide ability to accommodate multiple cash accounts.				
97	Accounting	General Ledger	Ability to process transactions for a "prior" fiscal year and a "current" fiscal year simultaneously before the prior year is closed.				
98	Accounting	General Ledger	Provides ability to record and access balances and transactions at all levels of the account structure by fiscal year, calendar year, year-to-date and user defined date.				
99	Accounting	General Ledger	Ability to start the next fiscal year with a roll over of all balance sheet accounts as well as to leave the previous year open.				
100	Accounting	General Ledger	Allow the ability to prevent all posting to an account code with the ability to continue using the code in reporting.				
101	Accounting	General Ledger	Allow for the ability to maintain a running onscreen batch total for journal entries to balance to off-line totals				
102	Accounting	General Ledger	Ability to support the use of multiple sub-ledgers (e.g., job cost, expenses).				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
103	Accounting	General Ledger	Ability to provide an alert for entries posted to suspense files.				
104	Accounting	General Ledger	Ability to duplicate hierarchy account structure and associated relationships.				
105	Accounting	General Ledger	Provide ability to require a review of unposted batches prior to the month-end close.				
106	Accounting	General Ledger	Ability to inquire online into any account balance and the ability to display balances for a single account or for a range of accounts.				
107	Accounting	General Ledger	Ability to inquire into current month or year-to-date account detail postings.				
108	Accounting	General Ledger-Reports	Ability to report a summary version of the general ledger, with total debits and credits and ending balance by accounting period for the entire fiscal year.				
109	Accounting	General Ledger-Reports	Provide a year-to-date listing of the activity in any account, to be printed on any system printer.				
110	Accounting	General Ledger-Reports	Ability to produce status/history reports that display budget/actual comparisons.				
111	Accounting	General Ledger-Reports	Ability to print a detailed general ledger by month with opening and closing totals. Ability to aggregate details in subaccounts.				
112	Accounting	General Ledger-Reports	Allow for the user definition of financial reports at the division or lower organizational level.				
113	Accounting	General Ledger-Reports	Ability to print a trial balance before the month-end close.				
114	Accounts Payable	Accounts Payable	Full integration with purchasing and budget control modules.				
115	Accounts Payable	Accounts Payable	Ability to place payables on hold for user-definable reasons and to enter reasons for hold.				
116	Accounts Payable	Accounts Payable	Ability to remove entered voucher if it has not been properly submitted for payment with corresponding audit trail, and to record reason for change.				
117	Accounts Payable	Accounts Payable	Ability to consolidate multiple invoices from one vendor and pay with one voucher.				
118	Accounts Payable	Accounts Payable	Ability to indicate possible duplicate vendor entries even if entry is not exact match (e.g. Ace Plumbing vs. Ace Plumbing Inc).				
119	Accounts Payable	Accounts Payable	Ability to add vendor master file data when initial Accounts Payable invoice is entered.				
120	Accounts Payable	Accounts Payable	Ability to delete vendors as required with option of retaining or deleting history.				
121	Accounts Payable	Accounts Payable	Retain vendor history including current period, year to date and all prior history.				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
122	Accounts Payable	Accounts Payable	Allow for automatic loading of purchase order information into the entry of a voucher.				
123	Accounts Payable	Accounts Payable	System should prevent payment of invoice when items ordered have not been received				
124	Accounts Payable	Accounts Payable	Allow for online entry of vendor credit memo.				
125	Accounts Payable	Accounts Payable	Ability to track invoices to vouchers and vice versa, and flag if amount paid is different than original voucher submitted. System needs to be able to accept payments if different from voucher submitted.				
126	Accounts Payable	Accounts Payable	The ability to identify the organizational unit or division originating a voucher.				
127	Accounts Payable	Accounts Payable	The ability to flag and report duplicate purchase orders and invoices.				
128	Accounts Payable	Accounts Payable	Provide the ability to transfer transaction history from one vendor to another in order to purge duplicate vendors				
129	Accounts Payable	Accounts Payable	The ability to generate multiple vouchers from a single invoice or request for payment.				
130	Accounts Payable	Accounts Payable	The system must include provisions to allow multiple invoice processing on a single contract or purchase order without the potential for overpayment (paying twice for the same item).				
131	Accounts Payable	Accounts Payable	Ability to generate voucher for progress payment indicating: item number, description of material or services, quantities, unit price, line item total for the voucher and total-to-date for the given contractor or project.				
132	Accounts Payable	Accounts Payable	Ability to inhibit specified users from modifying invoice data once the invoice has reached approval status through project manager release.				
133	Accounts Payable	Accounts Payable	Ability to create a voucher for partially received material or for overshipments of material.				
134	Accounts Payable	Accounts Payable	System maintains running balance of batch which can be viewed on line or printed to match totals to actual invoice total.				
135	Accounts Payable	Accounts Payable	Ability to enable user to view bills in progress of being paid.				
136	Accounts Payable	Accounts Payable	Ability to enable user to view bills not paid.				
137	Accounts Payable	Accounts Payable	The ability to select or not to select vendors for payment by due date.				
138	Accounts Payable	Accounts Payable	The ability to input an invoice in the system without a receiver in the system.				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
139	Accounts Payable	Accounts Payable	The ability to create a warrant approval form listing of all vouchers to be paid for a specified warrant date.				
140	Accounts Payable	Accounts Payable	The ability to sort warrant registers by vendor, by dollar amount, or provide year-to-date vendor information.				
141	Accounts Payable	Accounts Payable	The ability to perform electronic matching of purchase orders, receiving reports, and vendor invoices.				
142	Accounts Payable	Accounts Payable	The ability to quickly select line items on purchase orders for receiving.				
143	Accounts Payable	Accounts Payable	Ability to create vouchers for invoices with no purchase order				
144	Accounts Payable	Accounts Payable	Ability to provide for the establishment of discount and payment terms for each vendor.				
145	Accounts Payable	Accounts Payable	Ability to allow for invoice data to be processed on-line and automatic posting to G/L accounts when check processing is completed.				
146	Accounts Payable	Accounts Payable	Ability to automatically retrieve vendor name and address, goods ordered and received, and unit prices based on purchase order number.				
147	Accounts Payable	Accounts Payable	Ability to automatically calculate applicable discounts and payment date.				
148	Accounts Payable	Accounts Payable	Ability to allow on-line changes to the retrieval data.				
149	Accounts Payable	Accounts Payable	Ability to allow for the addition of freight and bulk charges.				
150	Accounts Payable	Accounts Payable	Ability to provide automatic on-line budget account validation, as well as funds availability.				
151	Accounts Payable	Accounts Payable	Ability to automatically calculate payment due date to take advantage of available discounts.				
152	Accounts Payable	Accounts Payable	Ability to accept invoices by Internet transactions.				
153	Accounts Payable	Accounts Payable	Utilize electronic workflow to process, track, edit, review, or approve invoices/vouchers. If disapproved, provide reason code why.				
155	Accounts Payable	Accounts Payable	Ability to optically image voucher documentation for later verification, both before and after payment.				
156	Accounts Payable	Accounts Payable	Ability to automatically handle recurring payments.				
157	Accounts Payable	Accounts Payable	Ability to establish "one-time" vendors, I.e. permanent and temporary vendors need to be accomodated.				
158	Accounts Payable	Accounts Payable	Ability to pull in data from Billing system for customer refunds to create payment voucher.				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
159	Accounts Payable	Accounts Payable	Ability to provide for the recording of voided checks on-line with automatic generation of the appropriate accounting entry.				
160	Accounts Payable	Accounts Payable	Provide for authorized users to override budget conditions in real-time during creation of a voucher.				
161	Accounts Payable	Accounts Payable	Ability to prepare a warrant file for authorization/signature				
162	Accounts Payable	Accounts Payable	Ability to produce multiple checks for the same vendor during a single payment period.				
163	Accounts Payable	Accounts Payable	Ability to transfer A/P file electronically to town hall.				
164	Accounts Payable	Accounts Payable	Ability to generate a report of open and closed vouchers based upon user-criteria, such as daily or weekly time period, fund number or project code.				
165	Accounts Payable	Accounts Payable	Ability to provide complete on-line and hard copy reporting of Accounts Payable activity including: vendor master listing, vendor multiple address listing, voucher generation, various code listings (minority, category,locale, etc), vendor performance rating report, cash requirements report, purchases to date, total unpaid current, open purchase order summary				
166	Accounts Payable	Accounts Payable	Ability to allow for on-line inquiry of all Accounts Payable by organization, account and program.				
167	Budgeting	Budget Accounting	Ability to set spending controls relating to budget.				
168	Budgeting	Budget Accounting	Ability to allow the comparison of budget (spending plan) to actual obligations and expenses, including a variance and percentage variance.				
169	Budgeting	Budget Accounting	Ability to accommodate the transfer of funds between budgeted line items.				
170	Budgeting	Budget Accounting	Ability to check for unauthorized charges against budgeted line items on a timely basis.				
171	Budgeting	Budget Accounting	Ability to provide data entry, tracking, reporting and auditing by specific vendor.				
172	Budgeting	Budget Accounting	Ability to display a warning notice when transactions are proposed for accounts whose budgets have been exceeded.				
173	Budgeting	Budget Accounting	Ability to keep multiple budget years open at one time.				
174	Budgeting	Budget Accounting	Ability to track current year and inception-to-date allocation and authorization amounts in the budgetary accounts.				
175	Budgeting	Budget Accounting	Ability to close budgetary amounts from the current file at the end of the fiscal year.				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
176	Budgeting	Budget Accounting	Ability to provide on-line approval of proposed budgetary transactions.				
177	Budgeting	Budget Accounting	Ability to deny financial transaction if budgetary amount is not adequate to cover the transaction being posted.				
178	Budgeting	Budget Accounting	Ability to determine sufficiency of funds prior to processing change orders.				
179	Budgeting	Budget Accounting	Ability to allow multiple expenses per general ledger account.				
180	Budgeting	Budget Accounting	Ability to permit the modification of expenses (e.g., increase, decrease, or cancel) and produce an audit trail of the transaction.				
181	Budgeting	Budget Accounting	Ability to compile capital budgets.				
182	Budgeting	Budget Accounting	Ability to provide a complete expense transaction history report.				
183	Budgeting	Budget Accounting	Ability to monitor (through rules and/or procedures) for erroneous charges, mischarging, etc.				
184	Budgeting	Budget Accounting	Ability to identify variances between payment requests, expenses, contracts, and process based on predefined user criteria.				
185	Budgeting	Budget Accounting	Ability to generate expense transactions via purchase orders/contracts.				
186	Budgeting	Budget Accounting	Ability to create, modify, and establish a budget for a specific project and component of a project.				
187	Budgeting	Budget Accounting	Ability to perform reallocation and tracking of budgets by: Project (within and between projects)				
188	Budgeting	Budget Accounting	Ability to perform reallocation and tracking of budgets by vendor.				
189	Budgeting	Budget Accounting	Ability to track actual project costs and compare with budgeted project costs (adjust if reallocations are made).				
190	Budgeting	Budget Accounting	Ability to track expenses by categories and allocate cost to project cost accounts as required.				
191	Budgeting	Budget Accounting	Ability to accommodate project contingency line items in budgets.				
192	Budgeting	Budget Accounting	Ability to allocate overhead and administration costs to departments, cost centers, programs, and sub-program levels automatically.				
193	Budgeting	Budget Preparation	Budget module should be fully integrated with G/L, payroll, purchasing and accounts payable				
194	Budgeting	Budget Preparation	Ability to roll current year budgeted and actual, prior year budgeted and actual into budget preparation function.				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
195	Budgeting	Budget Preparation	Ability to budget cost of leaves balances as selected or projected by budget preparer				
196	Budgeting	Budget Preparation	Ability to update current year data in budget preparation section during budget process				
197	Budgeting	Budget Preparation	Ability to have on-line budget preparation available to all departments.				
198	Budgeting	Budget Preparation	Ability to lock users out of completed levels of budget				
199	Budgeting	Budget Preparation	Allow entry of narrative description of each line item				
200	Budgeting	Budget Preparation	Capable of budgeting by staff position for filled and vacant positions, applying percentage or fixed increase from union contracts by position title or by which union included in applied to a specific increase date.				
201	Budgeting	Budget Preparation	Capable of budgeting all payroll related expenses on an employee specific basis, including longetivity pay				
202	Budgeting	Budget Preparation	Provide ability to project budget over multiple fiscal years based on user defined parameters				
203	Budgeting	Budget Preparation	Ability to perform "what if" with payroll data to analyze impact on budget of specific pay increases proposed during planning or union negotiations				
204	Budgeting	Budget Preparation	Provides forecasting on a cash basis				
205	Budgeting	Budget Preparation	Provide for the ability to print or display budget worksheets by project, department, division, manager or cost center				
206	Budgeting	Budget Preparation	Provide the ability to project units (activity detail e.g. KWH, etc) into a coming year and automatically calculate budget requirements from unit projections				
207	Budgeting	Budget Preparation	Ability to accommodate various budget recording methods such as increasing, decreasing, or replacing existing budgets (e.g., versions, revisions, or changes in a grant agreement).				
208	Budgeting	Budget Preparation	Ability to compute "what if" scenarios using actual budget data or adjusted budget data compared to actual expenditure data or adjusted expenditure data in any combination.				
209	Budgeting	Budget Preparation	Ability to perform "what if" calculations by increasing or decreasing specific account codes by: user defined percentage, fixed value or combination of both				
210	Budgeting	Budget Preparation	Ability to identify accounts with budgetary balances that meet criteria for being carried forward to the next fiscal period.				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
211	Budgeting	Budget Preparation	Ability to provide variance reports illustrating budgets versus revenue versus expense amounts to the respective budgets for at least a three year period.				
212	Budgeting	Budget Preparation	Ability to budget at account and sub object level.				
213	Budgeting	Budget Preparation	Ability to have centralized viewing capabilities for entity-wide sorting and roll up of all budget information.				
214	Budgeting	Budget Preparation	Ability to budget by subline within the system.				
215	Budgeting	Budget Preparation	Ability to provide a facility to update budget projections.				
216	Budgeting	Budget Preparation	Ability to verify budget setups.				
217	Budgeting	Budget Preparation	Ability to identify budgets by original budget, first revised budget, second revised budget and third revised budget.				
218	Budgeting	Budget Preparation	Ability to provide dollar and percentage change techniques by budget line item or line item group to simplify budget preparation.				
219	Budgeting	Budget Preparation	Ability to specify the basis for computing the budget based on user defined criteria (e.g., salary, total labor cost, billing rates, etc.)				
220	Budgeting	Budget Preparation	Ability to record and keep an original budget, changes, and revised budget for each project cost account at each level in the hierarchy.				
221	Budgeting	Budget Preparation	Ability to perform a variety of revenue, expense and forecasting including the ability to perform fee analysis.				
222	Budgeting	Budget Preparation	Ability to allocate budgets across departments for the same line item as well as roll up to one total cost.				
223	Budgeting	Budget Preparation	Ability to maintain as many sub-budgets and program budgets for certain line items and projects as needed.				
224	Budgeting	Budget Preparation	Ability to protect specific fields of the online budget available to users for input to prevent changes to those fields except by authorized users.				
225	Budgeting	Budget Preparation	Ability to create an on-line long-term line item capital budget or reimbursable project that is integrated with purchasing, accounts payable, budgeting, and project management.				
226	Budgeting	Budget Preparation	Ability to perform budget modifications and maintain an audit trail of modifications.				
227	Budgeting	Budget Preparation	Ability to roll up divisional budgets to come up with a departmental budget.				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
228	Budgeting	Budget Preparation	Ability to create the final budget document on-line in its finished form.				
229	Budgeting	Budget Preparation	Ability to automatically transfer the final budget to the general ledger on-line.				
230	Budgeting	Budget Reporting	Ability to produce budget to actual reports on-line.				
231	Budgeting	Budget Reporting	Ability to produce budget preparation reports as: simulation budget comparisons, simulation assumptions, cost of an employee, position report, salary matrix report, budget version listing, budget document, balance report, summary of expenses and revenues by year				
232	Budgeting	Budget Reporting	Provide a list of standard reports for budget preparation and control included with the software				
233	Budgeting	Budget Reporting	Ability to view the detail charges of actual spending or expense amounts on-line.				
234	Budgeting	Budget Reporting	Ability to have all prior history for actual spending and budgets available on-line for multiple years.				
235	Intentory	Material	Create kits (for equipment/materials)				
236	Intentory	Material	User-definable quanities within kits				
237	Intentory	Material	Kits may have quanities pre-defined and can be modified on-the-fly.				
238	Intentory	Material	Ability to create, save, and modify kits during WO creation/modfication.				
239	Inventory	Requisitions	System creates requisitions for parts directly from the work order by cross-referencing the parts required and the parts on-hand in inventory, with override capability.				
240	Inventory	Requisitions	System allows for requisitions to be entered online.				
241	Inventory	Requisitions	System will electronically route the requisition to the proper individuals for approval, depending upon type of equipment, cost, and user-defined criteria.				
242	Inventory	Stock	System captures data on materials and equipment returned to stock or salvaged.				
243	Inventory	Stock	Automated prompt to re-order stock when quantity reaches user-defined threshold.				
244	Inventory	Stock	System values all inventory using average cost, Last In First Out (LIFO), and/or First In First Out (FIFO) methods.				
245	Inventory	Stock	System accounts for part receipts, issues, transfers, returns, scrap, and salvage items.				
246	Inventory	Stock	System accommodates the creation of multiple rolling stock locations.				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
247	Inventory	Stock	Reserve stock automatically if it is assigned to a work order, before that stock is physically removed from the stock room.				
248	Inventory	Stock	Track location of stock material via location (e.g., lot, bin, etc.)				
249	Inventory	Stock	Automatically update the average unit price of stock using dollar amount from purchase order.				
250	Inventory	Stock	System tracks cycle counts, dates, and next scheduled audits.				
251	Inventory	Stock	Stock counts updated based on PO only after items have been costed				
252	Inventory	Stock	Track stock status as On order, in stock, allocated, used (in service)				
253	Inventory	Stock	Ability to set-up and use groups of materials into "kits" of common materials for certain work activity				
254	Inventory	Stock	Allow flexibility to change some or all quantities in a specific kit for a specific WO.				
255	Inventory	Vendors	System tracks key vendors for every part, including name, address, city, zip or postal code, telephone, fax, pager, mobile, and E-mail information, including a history of contractual information about each vendor's performance.				
256	Job Cost/Project Accounting	Reports	System generates productivity and cost analysis reports by task, period, job/project, and crew.				
257	Job Cost/Project Accounting	Reports	Generates a variance report, displaying the actual total costs for each job/project, the budgeted amount, and the variance between the two.				
258	Job Cost/Project Accounting	Third Party Billing	Generates an invoice for a job/project, that identifies the labor, material, and equipment billed to date on a job/project.				
259	Job Cost/Project Accounting	Third Party Billing	Provides for billable work and fines based on actual costs.				
260	Job Cost/Project Accounting	Third Party Billing	System stores standard fees by job type, with the ability to override.				
261	Job Cost/Project Accounting	Third Party Billing	Tracks prepayments/deposits to the paying customer.				
262	Job Cost/Project Accounting	Third Party Billing	Customer numbers associated with the job/project are alphanumeric.				
263	Job Cost/Project Accounting	Work Orders	System prevents duplicate work orders.				
264	Job Cost/Project Accounting	Work Orders	System automatically displays work history at a location or an area for a specified date range?				
265	Job Cost/Project Accounting	Work Orders	Tracks a job/project with a drill-down numbering hierarchy to represent different phases and tasks on a project (e.g., project number, phase number, and code number).				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
266	Job Cost/Project Accounting	Work Orders	Track costs for material, labor, and equipment against the hierarchy, with the ability to roll-up and/or roll-down the costs.				
267	Job Cost/Project Accounting	Work Orders	Track budgeted cost for job/project and compare against actual costs incurred, to date.				
268	Job Cost/Project Accounting	Work Orders	System displays the most recent activity performed on an asset, including activity type and date, automatically updating the display when a new activity is performed.				
269	Job Cost/Project Accounting	Work Orders	System has work order formats that correspond to work order types.				
270	Job Cost/Project Accounting	Work Orders	Work order formats and work order types be user-defined/customized.				
271	Job Cost/Project Accounting	Work Orders	Accommodates user-defined activities for a work task.				
272	Job Cost/Project Accounting	Work Orders	System provides automatic notification of work completion to the work request originator.				
273	Job Cost/Project Accounting	Work Orders	System performs queries on work orders (open and closed).				
274	Job Cost/Project Accounting	Work Orders	System performs queries by crew and day.				
275	Job Cost/Project Accounting	Work Orders	System can query and identify work orders by status of completed or incomplete within a specified date range.				
276	Job Cost/Project Accounting	Work Orders	System allows the user to request or print any scheduled work order by date, crew, activity, priority, location, or account number.				
277	Job Cost/Project Accounting	Work Orders	System links closed work orders to new work orders.				
278	Job Cost/Project Accounting	Work Orders	System provides a "comments" field on the work order.				
279	Job Cost/Project Accounting	Work Orders	A single work order can have multiple work tasks, and each work task corresponds to a FERC #.				
280	Job Cost/Project Accounting	Work Orders	For multi-task work orders, system records parts, labor, and comments separately for each task.				
281	Job Cost/Project Accounting	Work Orders	System retrieves work order histories from partial field entries (i.e., partial or full street address).				
282	Job Cost/Project Accounting	Work Orders	System automatically captures time on-site for each work order and each crew member.				
283	Job Cost/Project Accounting	Work Orders	System captures full names and employee numbers of crews.				
284	Job Cost/Project Accounting	Work Orders	System tracks vehicle assignments.				
285	Job Cost/Project Accounting	Work Orders	System automatically assigns vehicles to specific crews and/or job types.				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
286	Job Cost/Project Accounting	Work Orders	System modifies and updates individual labor, material, and equipment cost line items, at any time.				
287	Job Cost/Project Accounting	Work Orders	System creates a cost entry for each employee, equipment unit, and vehicle defined for the crew on the cost charge.				
288	Job Cost/Project Accounting	Work Orders	System performs labor costing by crew.				
289	Job Cost/Project Accounting	Work Orders	System performs labor costing by job class.				
290	Job Cost/Project Accounting	Work Orders	System performs labor costing by employee.				
291	Job Cost/Project Accounting	Work Orders	System performs labor costing by General Ledger (GL) fund.				
292	Job Cost/Project Accounting	Work Orders	System performs labor costing by crew type.				
293	Job Cost/Project Accounting	Work Orders	System performs equipment costing by vehicle type.				
294	Job Cost/Project Accounting	Work Orders	System performs equipment costing by crew.				
295	Job Cost/Project Accounting	Work Orders	System accommodates multiple wage rates per job.				
296	Job Cost/Project Accounting	Work Orders	System is able to record multiple equipment used (i.e., backhoe, flusher truck, vactor, etc.) including equipment ID, hours used, and extended (calculated) cost.				
297	Job Cost/Project Accounting	Work Orders	System provides for general ledger account assignments at the work order level.				
298	Job Cost/Project Accounting	Work Orders	System provides utilities for uploading/setting/maintaining materials unit costs.				
299	Job Cost/Project Accounting	Work Orders	System provides utilities for uploading/setting/maintaining vehicle rates.				
300	Job Cost/Project Accounting	Work Orders	System obtains its labor rates for crews real-time through Payroll data.				
301	Job Cost/Project Accounting	Work Orders	System tracks equipment costs at the work order level with summaries by job.				
302	Job Cost/Project Accounting	Work Orders	System tracks materials costs at the work order level with summaries by job.				
303	Job Cost/Project Accounting	Work Orders	System provides for labor costing at the work order level with summaries by job.				
304	Job Cost/Project Accounting	Work Orders	For multi-equipment work orders, the system records parts, labor, and comments separately for each equipment.				
305	Job Cost/Project Accounting	Work Orders	System can charge labor to a closed work order.				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
306	Job Cost/Project Accounting	Work Orders	System can charge material to a closed work order.				
307	Job Cost/Project Accounting	Work Orders	Ability to establish and track "projects" which may consist of multiple WO.				
308	Job Cost/Project Accounting	Work Orders	Ability to query WO by Street Name				
309	Job Cost/Project Accounting	Work Orders	Ability to query system by WO#, Project name, Streetname (WO Location), and or in combination with a date range				
310	Job Cost/Project Accounting	Work Orders	System tracks materials costs, labor costs and allocates inventory through the WO module with updates to Inventory module				
311	Job Cost/Project Accounting	Work Orders	Ability to create draft WO for purpose of job costing and then utilize those costed jobs to initiate a "live" WO				
312	Job Cost/Project Accounting	Work Orders	Would like cost burdens to be allocated automatically on a WO based on the assigned FERC #				
313	Job Cost/Project Accounting	Work Orders	Initial estimate of materials at WO creation is maintained while actual amounts used are tracked to measure actual versus estimated				
314	Job Cost/Project Accounting	Work Orders	Would like to see estimation and actual costing in same functional module.				
315	Job Cost/Project Accounting	Work Orders	Provide ability to designate WO as a "bill to" order with reference to customer(or designee) who will cover costs.				
316	Job Cost/Project Accounting	Work Orders	Ability to set-up and use "kits" of common materials for certain work activity				
317	Job Cost/Project Accounting	Work Orders	Provide ability to include non-stock items in materials				
318	Job Cost/Project Accounting	Work Orders	Allow flexibility to change some or all quantities in a specific kit for a specific WO.				
319	Job Cost/Project Accounting	Work Orders	Ability to code WO for future integration with GIS				
320	Job Cost/Project Accounting	Work Orders	Query job cost information via WO number.				
321	Job Cost/Project Accounting	Work Orders	Track non-stock items on a work order (e.g., special lags, tape, specialty items, and miscellaneous items)				
322	Job Cost/Project Accounting	Work Orders	Track on the work order the date created, date issued, and date picked (date stock issued)				
323	Job Cost/Project Accounting	Work Orders	Track rate charged for crew/employee (e.g., regular, overtime, double time).				
324	Job Cost/Project Accounting	Work Orders	Track use of police details on WO.				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
325	Job Cost/Project Accounting	Work Orders	Track dig safe number on WO				
326	Payroll	Payroll	Ability to generate assignment & attendance sheets for units on a daily basis with some fields of data included such as: Name, SS, etc.				
327	Payroll	Payroll	Ability to enter "negative" hours to correct a previous payroll.				
328	Payroll	Payroll	Ability to support and (alpha/num) employee number.				
329	Payroll	Payroll	Ability to transmit all payroll data electronically.				
330	Payroll	Payroll	Ability to update G/L after payroll processing is completed initiated by system prompting.				
331	Payroll	Payroll	Ability to flag and track exceptions such as dockings, checks to be garnished, etc.				
332	Payroll	Payroll	Ability to transmit payroll to Citywide financial system.				
333	Payroll	Payroll	Ability to generate payroll registers upon release of checks.				
334	Payroll	Payroll	Ability to electronically correct and resubmit payroll.				
335	Payroll	Payroll	The ability to enter time in both the payroll and project management applications at the same time on-line. Interface with workorder management system.				
336	Payroll	Payroll	The ability to charge time into project management on a fixed percentage, fixed dollar, allocation formula, hours by day to each project or other user- defined options.				
337	Payroll	Payroll	Provide for allocation of both salaries and benefits expense to multiple general ledger cost centers. Allocations will be based on default percentages or timesheet entry and be fully user managed.				
338	Payroll	Payroll	Ability to report a virtually unlimited number of earnings for each employee.				
339	Payroll	Payroll	Ability to report time on a daily and/or weekly basis.				
340	Payroll	Payroll	Ability to define a virtually unlimited number of shifts and shift differentials.				
341	Payroll	Payroll	Ability to provide for user-defined time sheets.				
342	Payroll	Payroll	Supports retroactive calculations based on date specified				
343	Payroll	Payroll	Provide for supplementary payroll for tuition reimbursement, uniform allowance, employee suggestion incentives, sick leave incentive programs, etc				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
344	Payroll	Payroll	Ability to have user defined differential payroll calculations for special pay provisions such as shift differential and work out of class pay				
345	Payroll	Payroll	Capable of maintaining negative leave balances due to excess leave usage and provides for deduction of pay, or automatically or manually applies leave use as defined by user				
346	Payroll	Payroll	Wage increases are problematic but important for union wages (ruled by FLSA). Changes have to be entered on an employee-by-employee basis. This makes it very difficult to calculate retroactive changes. Generally: OT wage consists of shift, longevity, etc.				
347	Payroll	Payroll	Provides for automatic upgrade of leave accrual based on user defined employement anniversary dates, employee tenure and acting status				
348	Payroll	Payroll	Ability to accumulate and disperse compensatory leave earned by employee at user defined rate				
349	Payroll	Payroll	Records leave status on employee pay checks				
350	Payroll	Payroll	Ability to designate which deductions will apply to once a year longevity pay check and must have option of running special checks that are not pay of normal payroll runs for once a year checks.				
351	Payroll	Payroll	Ability to do mass wage changes by pay classification, union classification or other, increasing by a dollar amount or percentage.				
352	Payroll	Payroll	Ability to route summary of wage changes to management for sign off before becoming effective.				
353	Payroll	Payroll	Wage tables should have default so that for positions where several wage categories have same pay rate, default should be automatically set, allowing user override for exceptions				
354	Payroll	Payroll	Ability to transfer payroll data electronically (warrant file) to Town Hall.				
355	Payroll	Payroll	Ability to facilitate additional withholdings by amount or percentage for both state and federal taxes				
356	Payroll	Payroll	Ability to define default entries for earnings, hours, and labor distributions.				
357	Payroll	Payroll	System should prompt for default deduction and accruals and allow override when necessary. System should have ability to accrue at each payroll or only once a month/year as defined by user.				
358	Payroll	Payroll	Ability to operate electronic timesheets				
359	Payroll	Payroll	Ability to default standard holiday data.				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
360	Payroll	Payroll	Ability to make date sensitive changes to default entries for earning, hours, and labor distributions.				
361	Payroll	Payroll	Supports the ability to transfer employees and related expenses between divisions. Maintains employee history in original division and begins new expense history in the division the employee has been transferred to				
362	Payroll	Payroll	Ability to override default entries.				
363	Payroll	Payroll	Ability to enter time worked on-line.				
364	Payroll	Payroll	Ability to report time on a positive basis for hourly employees.				
365	Payroll	Payroll	Ability to report time on an exception basis for hourly and salaried employees.				
366	Payroll	Payroll	Ability to capture reasons for absence.				
367	Payroll	Payroll	Ability to integrate to electronic time recording packages.				
368	Payroll	Payroll	Ability to define multiple pay frequencies, including weekly, bi-weekly, semi-monthly and monthly.				
369	Payroll	Payroll	Ability to define multiple earnings.				
370	Payroll	Payroll	Ability to support employees in multiple job assignments.				
371	Payroll	Payroll	Ability to automatically adjust calculations for mid-pay period salary and employment actions.				
372	Payroll	Payroll	Ability to produce an hourly payroll.				
373	Payroll	Payroll	Ability to produce a salaried payroll.				
374	Payroll	Payroll	Ability to run the payroll in an audit mode without affecting historical information.				
375	Payroll	Payroll	Ability to predefine an unlimited number of overtime rate multipliers for automatic code entry (1 1/2, 2 or compensatory overtime)				
376	Payroll	Payroll	Ability to automatically recover salary advances.				
377	Payroll	Payroll	Ability to produce all standard payroll reports in the audit mode.				
378	Payroll	Payroll	Ability to combine travel and expense reimbursements with other payables and pay with one check at user's option.				
379	Payroll	Payroll Direct Deposit	Ability to generate payroll register.				
380	Payroll	Payroll Direct Deposit	Allow for entry of voided payroll check, automatically reverse, creating a current period entry, all accounting and payroll transactions. Update all payroll history files				
381	Payroll	Payroll History	Payroll History:				
382	Payroll	Payroll History	Maintain payroll history for a minimum of five (5) years				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
383	Payroll	Payroll History	Track fiscal year-to-date, calendar year-to-date, and quarter-to-date balances on all earnings.				
384	Payroll	Payroll History	Ability to view payroll history by individual.				
385	Payroll	Payroll History	Ability to print payroll history by individual, date, type of earnings or type.				
386	Payroll	Payroll History	Provide users with an online query screen to view key errors and warnings of an edit payroll run in place of edit report printing				
387	Payroll	Payroll History	Provide the ability to project payroll costs into the future for budgeting purposes				
388	Payroll	Payroll Reporting	Provide for following reports: Payroll exception, earnings history by employee, leave by division, employee leave report, employee by cost center, salary matrix listing, check reconciliation report.				
389	Payroll	Payroll Reporting	Ability to print paycheck report for each employee each time payroll is processed.				
390	Payroll	Payroll Reporting	Ability to print a payroll warrant summary for signature.				
391	Payroll	Payroll Reporting	Ability to perform ad-hoc reporting on any field or feature listed above.				
392	Payroll	Payroll Reporting	Ability to print summary report of labor charged to each project.				
393	Payroll	Payroll Tax Reporting	Ability to track taxable earnings quarterly.				
394	Payroll	Payroll Tax Reporting	Ability to track taxable earnings annually.				
395	Payroll	Payroll Tax Reporting	Ability to edit Quarterly reporting records.				
396	Payroll	Payroll Tax Reporting	Ability to track reportable earnings.				
397	Purchasing	Contract Management	Ability to track and manage contracts from initiation to completion (e.g., update progress of bids/RFPs, bid process, track start date and completion date of projects, 1st and 2nd year of a maintenance contract, contractor compliance.				
398	Purchasing	Contract Management	Ability to prepare reports with quantities and price, based on unit price, monthly and year to date for example for annual or blanket contracts				
399	Purchasing	Contract Management	Ability to assign quantities to tasks/subtasks with user-defined units of measure and unit costs.				
400	Purchasing	Contract Management	Ability to enable user to view current contracts and past contracts by year.				
401	Purchasing	Contract Management	Ability to flag when a contract has been outstanding for pre-defined duration (days/months).				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
402	Purchasing	Contract Management	Ability to track bid opening dates and contract award dates.				
403	Purchasing	Contract Management	Ability to look up information by contractor.				
404	Purchasing	Contract Management	Ability to look up information by contract number.				
405	Purchasing	Contract Management	Ability to track contractor by a unique identifier.				
406	Purchasing	Contract Management	Ability to generate boiler-plate contract agreement for bid documents from text file				
407	Purchasing	Contract Management	Ability to allow authorized personnel to select a successful bidder from the list of bid responses and to record a comment for cases where the low bidder was not selected.				
408	Purchasing	Contract Management	Capacity to create an award letter, once a successful bidder is selected, as well as letters for contractors that were not selected.				
409	Purchasing	Contract Management	Maintain historical record of contracts (i.e. amounts, revisions, dates, contractors, items, quantities, etc.).				
410	Purchasing	Contract Management	Ability to record estimates and maintain a history of changes by contractor and project.				
411	Purchasing	Contract Management	Ability to flag when modified contract amount exceeds available funds.				
412	Purchasing	Contract Management	Ability to modify and monitor stated and revised contract amounts.				
413	Purchasing	Contract Management	Ability to identify contract modifications either as quantity change or scope change.				
414	Purchasing	Interface with G/L	Ability to automatically relate payment requests to outstanding expenses.				
415	Purchasing	Interface with G/L	The ability to automatically transfer p/o's to accounts payable on-line.				
416	Purchasing	Interface with G/L	Ability to allow for the tracking of items received and the recording of goods returned to the vendor.				
417	Purchasing	Interface with G/L	Ability to transmit blank and completed receiving reports electronically.				
418	Purchasing	Interface with G/L	Ability to allow for the receipt of goods and services process to be centralized or decentralized.				
419	Purchasing	Interface with G/L	Provide fields for entering the following data from invoices received from vendors: Division, Unit, Quantity ordered, Unit cost, Commodity code, Division #, Account #, Sub object #, Vendor invoice #, Unit of measure, Description, Purchaser name.				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
420	Purchasing	Procurement Processing	Ability to integrate the Purchasing/Receiving module with the General Ledger, Accounts Payable, and Fixed Asset modules.				
421	Purchasing	Procurement Processing	Ability to define and modify future procurement steps and definitions.				
422	Purchasing	Procurement Processing	Ability to allow for electronic approval of requisitions with different workflow requirements for each department.				
423	Purchasing	Procurement Processing	Ability to automatically notify Purchasing to process open requisitions on-line.				
424	Purchasing	Procurement Processing	Ability to electronically route and approve requisitions and purchase orders completed on-line.				
425	Purchasing	Procurement Processing	Allow users on-line access to commodity code, vendor code, specification number and term agreement number information.				
426	Purchasing	Procurement Processing	Present user with all addresses associated with a vendor name and allow the user to select desired address or make corrections.				
427	Purchasing	Procurement Processing	Ability to allow for virtually unlimited text to be applied to requisitions and purchase orders at the header and line item level.				
428	Purchasing	Procurement Processing	Ability to provide commodity selection by commodity number or by name.				
429	Purchasing	Procurement Processing	Ability to verify existing contracts by commodity code at p/o entry.				
430	Purchasing	Procurement Processing	Ability to maintain master vendor files, including vendor information and types of commodity/service they can bid on.				
431	Purchasing	Procurement Processing	Ability to provide on-line access to Department bids, preferred vendors, state contracts and contract terms so the user knows what options are available.				
432	Purchasing	Procurement Processing	The ability to automatically generate a purchase order (p/o) from on-line requisitions.				
433	Purchasing	Procurement Processing	Automatically flag user, if vendor has a pre established contract and show contract number for user approval.				
434	Purchasing	Procurement Processing	Flag user if item, unit quantity or price does not match contract terms.				
435	Purchasing	Procurement Processing	The ability to track price breaks by vendor with automatic notification as items are requisitioned from each department.				
436	Purchasing	Procurement Processing	Ability to check account balance and term agreements at time of requisition entry and generate an error message with reason code.				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
437	Purchasing	Procurement Processing	Ability to provide tables to store descriptive information that is automatically included on the purchase order document, including vendor name and address, shipping instructions, special instructions, and a menu of Terms & Conditions.				
438	Purchasing	Procurement Processing	Ability to consolidate requisitions into one purchase order.				
439	Purchasing	Procurement Processing	Support "wild card" searches on all data fields.				
440	Purchasing	Procurement Processing	Ability to track items which are out for bid, during the bidding process.				
441	Purchasing	Procurement Processing	Ability to tabulate bids and quotes.				
442	Purchasing	Procurement Processing	Generate bid tabulations and store bid price and quantify bid data for historic comparison purpose.				
443	Purchasing	Procurement Processing	Ability to provide a tracking system that will identify vendors who have won bids and the activity for those bids.				
444	Purchasing	Procurement Processing	Ability to allow purchasing administrator to override either user-specified or system generated vendors and prices.				
445	Purchasing	Procurement Processing	Ability for multiple budgetary accounts to be applied to purchase order line item by dollar amount, and percentage allocation.				
446	Purchasing	Procurement Processing	Ability to process changes to purchase orders without having to re-enter purchasing information.				
447	Purchasing	Procurement Processing	Ability to electronically transmit purchase orders to Vendors (EDI).				
448	Purchasing	Procurement Processing	System uses automated audit mechanisms that route sign-off for purchase orders depending upon type of material, equipment, dollar amount, or project number				
449	Purchasing	Procurement Processing	Provides the ability to establish approval based an dollar level thresholds.				
450	Purchasing	Purchasing Info Inquiry	Ability to provide document history retrieval on-line, linking requisitions, bids, purchase orders, packing slips, stores issues, invoices, checks, returned goods, and received goods.				
451	Purchasing	Purchasing Info Inquiry	Ability to use integrated commodity database that can sort by class or description.				
452	Purchasing	Purchasing Info Inquiry	Ability to provide multiple methods of data retrieval (e.g., by vendor name, invoice number, amount, month, year, purchase order number, commodity, account code) with a user friendly search feature.				

Ref. Num.	Process Area	Sub-area	Function Required	A	B	C	Comments
453	Purchasing	Purchasing Info Inquiry	Ability to sort requisitions by a variety of fields such as date, vendor, division and commodity code.				
454	Purchasing	Purchasing Info Inquiry	Search for and locate specific vendor master file information using the following full or partial inputs: Vendor name, Number or address, Term agreement #, Spec #.				
455	Purchasing	Purchasing Info Inquiry	Ability to provide automatic update of vendor list by commodity.				
456	Purchasing	Purchasing Info Inquiry	Ability to provide commodities selection by dollar value and number of items purchased year-to-date as well as for previous two (2) years.				
457	Purchasing	Purchasing Info Inquiry	Ability to provide requisition aging.				
458	Purchasing	Purchasing Info Inquiry	Ability to provide purchase order aging.				
459	Purchasing	Purchasing Info Inquiry	Ability to track a purchase order, particularly when a change is made, so that all users of the purchase order are alerted to the change.				
460	Purchasing	Purchasing Info Inquiry	Ability to enable departments to check status of quotes, requisitions and p/o's.				
461	Purchasing	Purchasing Info Inquiry	Ability to allow for on-line inquiry of all open purchase orders by vendor, buyer, fund, organization, account and program.				
462	Purchasing	Purchasing Info Inquiry	The ability to allow on-line receiving and updating of p/o's.				
463	Purchasing	Purchasing Info Inquiry	The ability to allow user departments to view open p/o's on-line.				
464	Purchasing	Purchasing Info Inquiry	Ability to allow departments to view a complete audit trail for requisitions, open purchase orders, payments on invoices and other related information.				
465	Purchasing	Purchasing Info Inquiry	Ability to track purchase orders and payments issued against blanket orders.				
466	Purchasing	Purchasing Info Inquiry	Ability to provide a tracking system for vendor performance, quality of product delivered and timeliness of delivery.				
467	Purchasing	Purchasing Reporting	Ability to generate a report of expenditures by commodity code, vendor, unit, dept. and total.				
468	Purchasing	Purchasing Reporting	Ability to provide complete on-line and hard copy reporting of purchase orders issued and goods received.				
469	Purchasing	Purchasing Reporting	Ability to provide up-to-the-minute purchasing reports showing goods requested versus goods ordered and available balance.				
470	Purchasing	Purchasing Reporting	Ability to print year-to-date purchase order information by vendor and account code.				

Ref. Num.	Function Required	A	B	C	Comments
	Technical Requirements				
	VENDOR SERVICES				
1	System is Microsoft Certified				
2	Vendor provides interface development				
3	Vendor provides turnkey implementations				
4	Vendor provides best business practices consulting				
5	Vendor provides data conversion services				
6	Vendor provides installation services				
7	Vendor provides the source code for the software				
	HARDWARE / SOFTWARE				
8	Product operates using Microsoft's SQL Server 2000.				
9	Product runs on Windows NT.				
10	Product runs on Windows XP.				
11	Product runs over a Local Area Network.				
12	Product runsover a Wide Area Network.				
13	Software has a windows-driven, GUI (graphical user interface).				
14	Software can be BUI (browser user interface).				
	SUPPORT				
15	Vendor provides on-site training.				
16	Vendor provides training at vendor facilities.				
17	Vendor provides phone support, 24 hours per day				
18	Vendor provides support through:				
19	Internet				
20	E-mail				
21	Vendor supports a Regional/Local Users Group				
22	Vendor provides periodic newsletters				
23	Vendor offers an annual maintenance agreement				
24	Support contract includes free updates				
25	Vendor has an upgrade notification process				
26	Vendor delivers standard operating procedures for routine tasks with software				
27	Vendor offers structured, "instructor-led" style of training for all modules.				
28	Vendor provides "train-the-trainer" style of training for all modules.				
29	On-line help at the system, function, screen, and field level.				
30	On-line help is updated with each new version release.				
31	On-line help is context sensitive. System will recognize cursor position for a fast path to the help text.				
32	System provides a quick help feature (i.e., when the cursor is pointed at a field or button, standard field information such as the name, description, function, etc., is displayed)				
33	The online help can be customized for user-defined screens				
34	System provides help for each screen and provides a brief description of the use of the screen and data fields.				

Ref. Num.	Function Required	A	B	C	Comments
35	System provides help that explains how to use the currently open screen.				
36	Vendor provides a comprehensive user's manual documenting all operations of the software and include sample reports, screen illustrations and instructions, and step-by-step training in both electronic and hardcopy form.				
37	System has undergone formal testing				
38	System test plans are available for review				
	HARDWARE/NETWORK				
39	System can be deployed over a client/server architecture.				
40	System operates over a Local Area Network (LAN)				
41	System operates over a Wide Area Network (WAN)				
	SOFTWARE (General)				
42	Provides accurate transaction registers and audit trails for all system transactions				
43	Audit trails will discriminate by administrative and/or financial actions.				
44	Automatically creates a complete detailed audit trail including information on date and user				
45	User can review transaction history on-line and in a report.				
46	Ability to perform ad-hoc query and export results to Microsoft Excel.				
47	Ability to import ASCII data files.				
48	Ability to export data in ASCII file format				
49	Ability to export data to Microsoft Office Suite (Word, Excel, Access, etc.) for mail merge and correspondence creation.				
50	Allows for the monitoring of system uptime, response time, and batch window in order to keep within acceptable levels.				
51	Provide a method for the user to tailor system access to meet their specific requirements, such as menus items and shortcuts				
52	Provides for a 4 digit year throughout the system to allow for the year 2000+.				
53	Capability of integration with imaging technology for capture and inquire on various customer correspondence.				
54	Ability to selectively archive system data based on user-defined number of years or other user-defined criteria. The archived data can be accessed via another medium such as tape, CD-ROM, microfiche. Provide secondary process to purge archives.				
55	Ability to capture a system wide account summary/billing register report on a monthly basis for a hard-copy backup in the event the system is down. This could be stored on CD-ROM.				
56	Provide electronic workflow routing (automatically route a work request, report, etc. to the correct department/person).				
57	Provide remote accessibility via the Internet.				
58	System developed using Visual Basic				

Ref. Num.	Function Required	A	B	C	Comments
59	System supports a standalone test environment				
60	System provides a standalone training environment				
61	System supports a minimum of 15 concurrent users				
62	System provides automatic archiving and purges based on configurable criteria				
63	System provides utilities for file transfers				
64	System accepts, stores, and displays graphic images (pictures)				
65	System accommodates user-defined fields				
66	System accepts user-defined values for pull-down menus				
67	System provides for data export using predefined formats				
68	System provides for data export using ad hoc formats				
69	System provides multiple ways to search for data including partial/wildcard searches				
70	System allows the user to add new data fields without requiring technical programming and/or database administration skills				
71	System has been developed using object-orientated design and programming techniques				
72	System allows users to attach documents from other applications				
73	System is capable of attaching/linking to multimedia objects (i.e., video, graphic files, sound, etc.)				
74	System supports OLE (Object Linking and Embedding)				
75	System is ODBC- and ANSI-compliant				
76	System provides for ad hoc queries and reports with save, using Crystal Reports version 8 (or later)				
77	System includes standard reports				
78	System provides on-screen previews of all reports before printing				
79	System has wizards to help create reports and service requests/service orders				
80	System has templates for forms and reports and the templates are customizable.				
81	System allows the user to create filters for viewing data				
82	System saves the filter criteria for re-use				
83	System allows the user to sort records in ascending/descending order				
84	System automatically saves changes to a record when the application is exited				
85	System copies and pastes records to make data entry of similar records efficient				
86	System provides a toolbar with graphic buttons to perform actions				
87	System toolbars are customizable according to user				
88	System "grays-out" buttons on the toolbar that the user does not have security access to use				

Ref. Num.	Function Required	A	B	C	Comments
89	System provides a "clear" button that removes all data from all fields on the current form				
90	System includes a menu item that arranges all icons within the workspace				
91	System includes a menu item that cascades all currently opened forms				
92	System includes a menu item that closes all currently opened forms				
93	System includes a menu item that allows the user to view all currently opened forms and select a form to bring to the top of the workspace				
94	The screens are resizable (minimize, maximize, user-preference).				
95	System allows the user to select a row returned from the query and load the respective data into the desired screen.				
96	System allows users to move freely from screen-to-screen and module-to-module without having to return to a main menu				
97	System is capable of displaying multiple windows within the same system and treat any window as its primary display				
98	System is available in a multi-user environment and provides data locking or buffering routines to prevent loss of information by simultaneous updates				
99	The software provides a complete system administration function, including the ability to back up and restore database files				
100	System is able to enter all century dates				
101	System provides for resizable screens				
102	The screens can be modified (e.g., change the order with which the fields are presented)				
	SECURITY				
103	Track and view which user has a record open.				
104	Specify user access and security by screen and type of action such as update versus inquiry.				
105	System is capable of providing for a minimum of 3 levels of security that provide read-only access, read-write access, and update access				
106	System has a Database Administration Module to allow a System Administrator to manage user access				
107	Database Administration Module provides for the development of user accounts and provide user and password protection				
108	System allows the System Administrator to enforce unique passwords per user				
109	System incorporates separate security for employee rates				
110	System provides data-field level security				
111	System provides screen-level security				

Ref. Num.	Function Required	A	B	C	Comments
112	System provides role security				
113	System supports multiple levels of dynamic menu displays based upon user access (security level)				
	INTERFACES				
114	Has a seamless interface between all modules; do not need to sign out and in to different modules to view or enter data.				
115	Provides the ability to create and define and unlimited number of user defined reports utilizing query, third party report writing tools, Microsoft Excel, MS Access, etc.				
116	System must use a set of Application Programming Interfaces (APIs) to create interfaces to other applications				
117	System's APIs must support the use of OLE automation				
118	Integrates with Microsoft Outlook				
119	Integrates with Electronic Bill Presentation and Payment (EBPP) web technology.				
	MODULES				
120	Includes a module for customer information and billing.				
121	Includes an integrated module for meter reading and service orders.				
122	Includes an integrated module for Accounts Payable				
123	Includes an integrated module for General Ledger				
124	Includes an integrated module for Purchasing.				
125	Includes an integrated module for Inventory Control.				
126	Includes an integrated module for Work Order Management.				
127	Includes an integrated module for Project Accounting				
128	Includes an integrated module for Payroll				
129	Includes an integrated module for Budgeting				
130	Includes an integrated module for Fixed Assets				
131	Includes an integrated call logging module to track customer calls.				
	DATABASE				
132	System operates via Microsoft SQL Server 2000				
133	Provides data entry validation checks for data types and required fields.				
134	Has the ability to store and access at least 3 years of historical data.				