

**DRAFT AGREEMENT FOR LICENSED SOFTWARE, SERVICES, AND  
MAINTENANCE**

City of Sunnyvale, California

This AGREEMENT, dated \_\_\_\_\_, 2020 is made by and between the **City of Sunnyvale**, a political subdivision of the State of California (herein "City"), and Tyler Technologies, Inc. (herein "Tyler"), wherein Tyler agrees to provide the software and services commonly known as EnerGov. As described in the Schedules comprising this Agreement, Tyler will successfully implement EnerGov consisting of all system modules and capabilities necessary to meet the City's requirements as defined in the System Feature List presented in Schedule F.

This AGREEMENT, including the following Schedules, constitutes the entire understanding and agreement between the Parties. This AGREEMENT may not be modified, supplemented or amended, in any manner, except by written agreement signed by both parties.

**SCHEDULE A: General Terms and Conditions**

**SCHEDULE B: SaaS Agreement**

**SCHEDULE C: Professional Services and Third Party Products Agreement**

**SCHEDULE D: Scope of Professional Services (Statement of Work)**

**SCHEDULE E: Invoicing and Payment Policy**

**SCHEDULE F: Associated Exhibits**

**F-1: Investment Summary**

**F-2: Business Travel Policy**

**F-3: MyGovPay/Virtual Pay EULA**

**F-4: Socrata Terms and Conditions**

**F-5: Attachment 1 – Use Case, Functional, Technical, and Reporting Requirements**

**[SIGNATURE BLOCK ON FOLLOWING PAGE]**

**TYLER TECHNOLOGIES, INC.**

**CITY OF SUNNYVALE:**

\_\_\_\_\_  
Name:  
Title:

\_\_\_\_\_  
City Manager

\_\_\_\_\_  
Name:  
Title:

Attest: \_\_\_\_\_  
City Clerk

Approved as to Form:

\_\_\_\_\_  
City Attorney

## SCHEDULE A: GENERAL TERMS AND CONDITIONS

### 1. Definitions

- 1.1 *Agreement* – This Agreement, all schedules and exhibits thereto, and any and all subsequent duly executed amendments thereto.
- 1.2 *Authorized Representative*: The person or persons authorized by City to work with Tyler to implement the Software, submit Software issues to Tyler to resolve, and authorize the Tyler to make changes to the list of Users who can use the Software.
- 1.3 *Business Travel Policy*. Tyler's business travel policy. A copy of Tyler's current Business Travel Policy is attached as Schedule F-2
- 1.4 *Compliance Update*: A change made to the Software to reflect a mandated change in the applicable law.
- 1.5 *Confidential Information* – Copyrights, Trade Secrets, Technical Information, Technology, and any and all other confidential and/or proprietary information provided by one Person ("Discloser") to another Person ("Recipient") pursuant to this Agreement or otherwise, relating to, among other items, the research, development, products, processes, business plans, customers, finances, suppliers, and personnel data of or related to the business of Discloser, including, without limitation, the Software and all Documentation. Confidential Information shall also include all "non-public personal information" as defined in Title V of the Gramm-Leach-Bliley Act (15 U.S. C. Section 6801, et seq.) and the implementing regulations thereunder (collectively, the "GLB Act"), as the same may be amended from time to time. Confidential Information does not include any information: (1) Recipient knew before Discloser provided it; (2) which has become publicly known through no wrongful act of Recipient; (3) which Recipient developed independently, as evidenced by appropriate documentation; or, (4) of which Recipient becomes aware from any third Person not bound by non-disclosure obligations to Discloser and with the lawful right to disclose such information to Recipient. Notwithstanding the foregoing, specific information will not be deemed to be within the foregoing exceptions merely because it is contained within more general information otherwise subject to such exceptions.
- 1.6 *Copyrights* – copyrighted and copyrightable materials, whether or not registered, published, or containing a copyright notice, in any and all media, and further including, without limitation, any and all moral rights and corresponding rights under international agreements and conventions, all Derivatives thereof, and any and all applications for registrations, registrations, and/or renewals of any of the foregoing.
- 1.7 *Customization*: Any improvement, derivation, extension or other change to the Software made by Tyler at the request of the City, including any that result from the joint efforts or collaboration of Tyler and City. Tyler may, from time to time, incorporate Customizations into the Software as "Enhancements."
- 1.8 *Data*: Your data necessary to utilize the Tyler Software.
- 1.9 *Data Storage Capacity*: The contract amount of storage capacity for your Data identified in the Investment Summary.
- 1.10 *Database Software*: Relational database management systems (RDMS), such as Microsoft SQL Server, Oracle, or similar Third-Party Software that is utilized by the Software to store City data on a storage system or sub-system as part of the operation of the Software.
- 1.11 *Defect*: Means a failure of the Tyler Software to substantially conform to the functional descriptions set forth in Tyler's written proposal to the City, or their functional equivalent. Future functionality may be updated, modified, or otherwise enhanced through our maintenance and support services, and the governing functional descriptions for such future functionality will be set forth in our then-current Documentation.
- 1.12 *Defined Users*: Means the number of users that are authorized to use the SaaS Services. The

Defined Users for the Agreement are as identified in the Investment Summary.

- 1.13 *Deliverables*: Those components, milestones, and/or materials, including, without limitation, the Software, Documentation, Maintenance Modifications, and Enhancements to be completed by one Party and delivered or otherwise provided to the other Party in accordance with the terms of this Agreement and/or an effective Maintenance Agreement. Deliverables can mean either Deliverables required from Tyler (“Tyler Deliverables”) or Deliverables required from City (“City Deliverables”).
- 1.14 *Derivatives*: any and all adaptations, enhancements, improvements, modifications, revisions, or translations, whether to Intellectual Property or otherwise.
- 1.15 *Disaster*: a condition, upon mutual determination by the parties that the primary datacenter is no longer able to be used. This declaration could be based on physical (flood, fire, etc.) or technical (virus, software failure within the infrastructure, etc.) conditions.
- 1.16 *Documentation*: any online or written documentation related to the use or functionality of the Tyler Software that Tyler provides or otherwise makes available to City, including instructions, user guides, manuals, and other training or self-help documentation, all of which may be made available to City by either hard copy or electronic delivery.
- 1.17 *Effective Date*: the date by which both Tyler and the City’s authorized representatives have signed the Agreement.
- 1.18 *End User*: Any employee(s), affiliate(s), agent(s), or representative(s) of the City, or any other person under the direction or control of the City that uses the Software to perform certain functions or tasks as required by the City.
- 1.19 *Enhancement*: A change or addition, other than maintenance modifications, to Software and related Documentation, including, without limitation, all new releases, that improve functions, add new functions, or significantly improve performance by changes in system design or coding; *provided, however*, that Enhancements do not include any New Product. Modification is defined as a feature requested by the City that requires Tyler to go into the source code of the Tyler application to make a change.
- 1.20 *Implementation Plan*: That deliverable, provided by Tyler, that includes the specific tasks and deliverables required for the implementation of the identified work, and the specific dates for completion thereof.
- 1.21 *Intellectual Property*: Trade Secrets, Copyrights, Derivatives, Documentation, Patents, Software, Technical Information, Technology, and any and all proprietary rights relating to any of the foregoing.
- 1.22 *Invoicing and Payment Policy*: the invoicing and payment policy set forth in Schedule E below.
- 1.23 *Investment Summary*: the agreed upon cost proposal for the products and services attached as Exhibit F-1.
- 1.24 *New Product* – any change or addition to Software and/or related Documentation that: (1) has a value or utility separate from the use of the Software and Documentation; (2) as a practical matter, may be priced and offered separately from the Software and Documentation; and, (3) is not made available to Tyler’s licensees generally without separate charge.
- 1.25 *Party*: Either Tyler or City, and “Parties” means both of the same.
- 1.26 *Patents*: All patentable materials, letters patent, and utility models, including, without limitation, all reissues, continuations, continuations-in-part, renewals, Derivatives, and extensions of any of the foregoing and all applications therefor (and patents which may issue on all such applications).
- 1.27 *Professional Services*: Any Installation, Customization, Training, Consulting, Support Service(s), and other similar service(s) performed by Tyler under the terms of this Agreement.
- 1.28 *Project Management*: The process of planning, scheduling, and controlling certain activities in order to meet project objectives.

- 1.29 *SaaS Fees*: means the fees for the SaaS Services identified in the Investment Summary.
- 1.30 *SaaS Services*: Software as a service consisting of system administration, system management, and system monitoring activities that Tyler performs for the Tyler Software, and includes the right to access and use the Tyler Software, receive maintenance and support on the Tyler Software, including Downtime resolution under the terms of the SLA, and Data storage and archiving. SaaS Services do not include support of the Client's operating system or hardware, support outside of our normal business hours, or training, consulting, or other professional services.
- 1.31 *SLA*: The service level agreement set forth in Schedule B.
- 1.32 *Specifications*: The functional, operational, and performance characteristics of the Licensed Software as described in Tyler's current published product descriptions and technical manuals.
- 1.33 *Statement of Work*: the industry standard implementation plan describing how Tyler's professional services will be provided to implement the Tyler Software, and outlining City's and Tyler's roles and responsibilities in connection with that implementation. The Statement of Work is set forth in Schedule D.
- 1.34 *Support Call Process*: the support call process applicable to all Tyler customers who have obtained the SaaS Services. The Support Call Process is set forth in Schedule B.
- 1.35 *Third Party Terms*: The end user license agreement(s) or similar terms for the Third Party Software, as applicable, attached as exhibits to Schedule F.
- 1.36 *Third Party Software*: the third party software, if any, identified in the Investment Summary.
- 1.37 *Third Party Services*: The third party services, if any, identified in the Investment Summary..
- 1.38 *Trademarks* – trademarks, service marks, logos, trade names, and/or domain names including, without limitation, any and all common law and/or statutory rights therein and any and all applications to register and/or registrations therefor, anywhere within or outside of the Territory.
- 1.39 *Tyler Software* - means our proprietary software, including any integrations, custom modifications, and/or other related interfaces identified in the Investment Summary and licensed by us to you through this Agreement.
- 1.40 *Users*: People who, in accordance with the terms of this Agreement, are authorized by City's Authorized Representatives to access the Software for purposes of performing data entry, analysis, or reporting, or for providing technical support and for whose actions the City agrees to be liable.

## 2. Notices

This Agreement shall be managed and administered on behalf of the respective parties by the individuals identified below. All invoices shall be submitted to and approved by the City's representative so identified. In addition to personal service, all notices may be given to City and to Tyler by first class mail addressed to said party and shall be deemed received the fifth (5th) day following the date of mailing or the earlier date of personal service, as the case may be.

**Tyler Technologies**  
1 Tyler Drive  
Yarmouth, Maine 04096  
Contact Person:  
Abigail Diaz  
800-772-2260  
[Abigail.Diaz@tylertech.com](mailto:Abigail.Diaz@tylertech.com)

**City of Sunnyvale**  
650 West Olive Avenue  
Sunnyvale City, California 94086  
Contact Person:  
Hema Nekkanti  
408-730-3045  
hnekkanti@sunnyvale.ca.gov

## 3. Standard of Performance

Tyler represents that it has the skills, expertise, and licenses/permits necessary to perform the services required under this Agreement. Accordingly, Tyler shall perform all such services in

accordance with the standards observed by a competent practitioner of the same profession in which Tyler is engaged. All products of whatsoever nature which Tyler delivers to City pursuant to this Agreement shall be prepared in a first class and workmanlike manner and shall conform to the standards of quality normally observed by a person practicing in Tyler's profession. Permits and/or licenses shall be obtained and maintained by Tyler without additional compensation. Tyler's personnel, when on the City's premises, shall comply with the City's regulations regarding security, safety and professional conduct.

#### **4. Tyler as Independent**

In providing services hereunder, Tyler, and the agents and employees thereof, shall act in an independent capacity and as an independent Tyler and not as agents or employees of City.

#### **5. Indemnification**

##### **5.1 General**

To the fullest extent provided by law, Tyler shall defend, hold harmless and indemnify City, its officers and employees, and each and every one of them, from and against any and all actions, damages, costs, liabilities, claims, demands, losses, judgments, penalties, costs and expenses of every type and description, including, but not limited to, any fees and/or costs reasonably incurred by outside attorneys and any fees and expenses incurred in enforcing this provision (hereafter collectively referred to as "Liabilities"), which Liabilities arise from third party claims for personal injury or death, damage to personal or real property or the environment, or regulatory penalties, to the extent arising out of or in any way connected with performance of or failure to perform this Agreement by Tyler, any subconsultant, subcontractor or agent, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable.

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

##### **5.2 Intellectual Property Infringement**

- a. Tyler will defend City against any third party claim(s) that the Tyler Software or Documentation infringes that third party's patent, copyright, or trademark, or misappropriates its trade secrets, and will pay the amount of any resulting adverse final judgment (or settlement to which Tyler consents). City must notify Tyler promptly in writing of the claim and give Tyler sole control over its defense or settlement. City agrees to provide Tyler with reasonable assistance, cooperation, and information in defending the claim at Tyler's expense.
- b. Tyler's obligations under this Section 5.2 will not apply to the extent the claim or adverse final judgment is based on City's use of the Tyler Software in contradiction of this Agreement, including with non-licensed third parties, or City's willful infringement.
- c. If Tyler receives information concerning an infringement or misappropriation claim related to the Tyler Software, Tyler may, at its expense, either: (a) procure for City the right to continue its use; (b) modify it to make it non-infringing; or (c) replace it with a functional equivalent, in which case City will stop running the allegedly infringing Tyler Software immediately. Alternatively, Tyler may decide to litigate the claim to judgment, in which case City may continue to use the Tyler Software consistent with the terms of this Agreement.
- d. If an infringement or misappropriation claim is fully litigated and City's use of the Tyler

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

## 6. Insurance

During the performance of this Agreement, Tyler shall maintain in full force and effect the following insurance coverages:

- 6.1 Commercial General Liability Insurance: Tyler shall promptly provide proof of such insurance evidenced by a certificate of insurance, which insurance shall include the following:
  - a. Broad form coverage for liability for death or bodily injury to a person or persons, and for property damage, combined single limit coverage, in the minimum amount of \$2,000,000 per occurrence and \$4,000,000 aggregate. Coverage limits may be satisfied with excess/umbrella policy. If excess/umbrella coverage is provided, the City of Sunnyvale must be named as Additional Insured on the excess / umbrella policy.
  - b. A provision that said insurance shall be primary for claims arising out of the contract and only as between Tyler and the City and other insurance maintained by the City shall be excess only and not contributing with Tyler's insurance; and
  - c. Tyler will provide City thirty (30) days written notice to City of any termination, cancellation, or non-renewal of such coverage.
- 6.2 Data Processing Errors and Omissions Insurance: Tyler shall maintain either a professional liability or errors & omissions policy in an amount of no less than \$1,000,000, and shall promptly provide proof of such insurance evidenced by a certificate of insurance, or other documentation to City.
- 6.3 Automobile Liability Insurance: For each vehicle used including non-owned and hired automobiles, Tyler shall promptly provide proof of such insurance evidenced by a certificate of, which insurance shall include the following provisions:
  - a. Liability protection for death or bodily injury to a person or persons, property damage, and uninsured and underinsured coverage, combined single limit coverage, in the minimum amount of \$1,000,000.
  - b. A provision that said insurance shall be primary for claims arising out of the contract and only as between Tyler and City and other insurance maintained by the City shall be excess only and not contributing with Tyler's insurance; and,
  - c. Tyler will provide City thirty (30) days written notice to City of any termination, cancellation, or non-renewal of such coverage.
- 6.4 Worker's Compensation: Before commencing to utilize employees in providing Services under this Agreement, Tyler warrants that it will comply with the provisions of the California Labor Code, requiring Tyler to be insured for worker's compensation liability or to undertake a program of self-insurance therefor. Tyler shall maintain said policy or self-insurance as required by law, and shall promptly provide proof of such insurance evidenced by a certificate of insurance, or other documentation acceptable to the City.
- 6.5 Cyber Liability: Tyler will provide Cyber Liability coverage of at least \$5,000,000.
- 6.6 Miscellaneous Insurance Provisions: All policies of insurance required by this Agreement shall remain in full force and effect throughout the life of this Agreement. At all times, Tyler shall keep and maintain in full force and effect throughout the duration of this Contract, policies of insurance required by this Contract which policies shall be placed with insurers

with a current A.M. Best's rating of not less than A-:VII, unless otherwise acceptable to City. In the event the Best's Rating or Best's FPR shall fall below the rating required by this paragraph, Tyler shall be required to forthwith secure alternate policies which comply with the rating required by this paragraph, or be in material breach of this Agreement. Failure to provide and maintain the insurance policies (including Best's ratings), or certificates of insurance required by this Agreement shall constitute a material breach of this agreement (herein "Material Breach"); and, in addition to any other remedy available at law or otherwise, shall serve as a basis upon which City may elect to terminate this Agreement.

## **7. Ownership of Data**

7.1 Tyler retains all ownership and intellectual property rights to the SaaS Services, the Tyler Software, and anything developed by Tyler under this Agreement. City does not acquire under this Agreement any license to use the Tyler Software in excess of the scope and/or duration of the SaaS Services. Data stores in Tyler's SaaS environment is owned by the CITY and CITY have the right to access the read-only version of data. Tyler shall not use City's data for any purpose except as necessary under this Agreement.

7.2 The Documentation is licensed to the City and may be used and copied by City employees for internal, non-commercial reference purposes only.

## **8. Assignment and Subcontracting**

This Agreement shall be binding on, and shall be for the benefit of, either City's or Tyler's successor(s) or permitted assign(s). Neither party may assign this Agreement without the prior written consent of the other party; provided, however, City's consent is not required for an assignment by Tyler as a result of a corporate reorganization, merger, acquisition, or purchase of substantially all of Tyler's assets, except that City will receive reasonable notice prior to such assignment.

## **9. Confidentiality**

The parties hereto acknowledge that information obtained about the other party pursuant to this Agreement may include confidential and proprietary information (hereinafter the "Confidential Information"). Each party agrees not to use Confidential information except in accordance with the terms of this Agreement or any other agreements between the parties, and not to disclose Confidential Information to any third parties without the prior written consent of the other party, except as required by law. The parties agree that the Confidential Information does not include any information which, at the time of disclosure, is generally known by the public. City shall make no attempt to reverse compile, disassemble, or otherwise reverse engineer the Software or any portion thereof. These obligations of confidentiality shall survive termination of this Agreement.

## **10. Warranty and Limitation of Liability**

### **a. Warranty**

Tyler warrants that the Tyler Software will perform without Defects during the term of this Agreement. If the Tyler Software does not perform as warranted, we will use all reasonable efforts, consistent with industry standards, to cure the Defect in accordance with the maintenance and support process, the SLA and our then current Support Call Process. Tyler warrants that it shall perform any services under this Agreement in a professional, workmanlike manner, consistent with industry standards. In the event Tyler provides services that do not conform to this warranty, Tyler will re-perform such services at not additional cost to you. Tyler's warranty related to Third Party Products is set forth in Section C, Part 2, #2. EXCEPT FOR THE EXPRESS WARRANTIES PROVIDED IN THIS AGREEMENT AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, TYLER HEREBY DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, WEHTHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES, DUTIES, OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

**b. Limitation of Liability**

Except as otherwise expressly set forth in this agreement, Tyler liability for damages arising out of this agreement, whether based on a theory of contract or tort, including negligence and strict liability, shall be limited to City's actual direct damages, not to exceed (a) during the initial term, as set forth in Section A.16, total fees paid as of the time of the claim; or (b) during any renewal term, the then-current annual SaaS fees payable in that renewal term. The parties acknowledge and agree that the prices set forth in this agreement are set in reliance upon this limitation of liability and to the maximum extent allowed under applicable law, the exclusion of certain damages, and each shall apply regardless of the failure of an essential purpose of any remedy. The foregoing limitation of liability shall not apply to claims that are subject to Tyler's indemnification obligations set forth above.

**c. Exclusion of Damages**

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER, EVEN IF THAT PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

**11. Nondiscrimination and Compliance with Laws**

In providing Services hereunder, Tyler agrees to comply with all applicable laws and regulations, including but not limited to those relating to nondiscrimination and civil rights. Tyler agrees to timely file all required reports, make required payroll deductions, and timely pay all taxes and premiums owed, including sales and use taxes and unemployment compensation and workers' compensation premiums. Tyler shall have and keep current at all times during the term of this contract all licenses and permits required by law.

**12. Intellectual Property**

Tyler retains all ownership and intellectual property rights to the SaaS Services, the Tyler Software, and anything developed by Tyler prior to or under this Agreement. City does not acquire under this Agreement any license to use the Tyler Software in excess of the scope and/or duration of the SaaS Services.

**13. Conflict of Interest**

Tyler covenants that Tyler presently has no interest and shall not knowingly acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services required to be performed under this Agreement. Tyler further covenants that in the performance of this Agreement, no person having any such interest shall be knowingly employed by Tyler. This covenant shall not prohibit Tyler from offering the same or similar Software and Services to other entities.

**14. Responsibilities of City**

City shall provide all information reasonably necessary to Tyler in performing the Services provided herein. Tyler shall not be responsible for any delays caused by City's failure to provide information or failure to perform obligations. In its sole discretion, Tyler may choose to provide City with passes to Tyler conferences or training at no cost to City.

**15. Technology Life Expectancy**

City understands, acknowledges, and agrees that the technology upon which the Tyler Software and SaaS Services are based changes rapidly. City further acknowledges that Tyler will continue to improve the functionality and features of the Software to improve legal compliance, accuracy, functionality, and usability. Tyler and City may, from time to time, analyze the functionality of the Tyler Software and SaaS Services in response to changes to determine whether upgrades are

advised. Tyler shall, for the duration of the maintenance period covered by this Agreement, and at no additional cost to City beyond the annual SaaS Fees, maintain the Software to be compatible with Microsoft-supported operating systems and databases. City is solely responsible for all costs associated with such future resources and upgrades.

## 16. Term and Termination

- 16.1 The Term of this Agreement is five (5) years from the first day of the first month following the Effective Date, unless earlier terminated as set forth below. SaaS fees shall be invoiced annually in accordance with Schedule E. Upon expiration of the initial term, this Agreement will renew automatically for additional one (1) year renewal terms at our then-current SaaS fees unless terminated in writing by either party at least thirty (30) days prior to the end of the then-current renewal term. Your right to access or use the Tyler Software and the SaaS Services will terminate at the end of this Agreement.
- 16.2 Termination by City
- a. For Cause: City may, by thirty (30) days prior written notice to Tyler, terminate this Agreement in whole or in part at any time because of the failure of Tyler to fulfill the obligations hereunder. Upon receipt of notice, Tyler shall immediately discontinue all services affected (unless the notice directs otherwise). In the event of termination, City will pay Tyler for all undisputed fees and expenses related to the software, products, and/or services you have received, or we have incurred or delivered, prior to the effective date of termination. Disputed fees and expenses in all terminations other than City termination for cause must have been submitted as invoice disputes in accordance with Section 17. .
  - b. For Convenience: City may terminate this Agreement upon thirty (30) days written notice without cause. Upon receipt of such notice, Tyler shall promptly cease work and notify City as to the status of its performance. In the event of termination, City will pay Tyler for all undisputed fees and expenses related to the Tyler Software, SaaS Services, products, and/or services City has received, or Tyler has incurred or delivered, prior to the effective date of termination. Disputed fees and expenses must have been submitted as invoice disputes in accordance with Section 17.
- 16.3 Termination by Tyler
- a. For Nonpayment: Should City fail to pay Tyler all or any part of the payment set forth in Schedule E, Tyler may, at Tyler's option, immediately suspend or discontinue the SaaS Services. If such failure is not remedied by City within forty-five (45) days of written notice to City of such late payment, Tyler may terminate the Agreement.
  - b. For Cause: Should City default in the performance of this Agreement or materially breach any of its provisions, Tyler, at Tyler's sole option, may terminate this Agreement upon thirty (30) days written notice.
- 16.4 Disentanglement: In the event of any termination, City and Tyler shall mutually agree upon "wind down" disentanglement procedures to include, without limitation, the scope, staffing, and costs required by such procedures. Such services shall be paid to Tyler on a time and materials basis at Tyler's then-current rates. Tyler, in the event of any termination, Tyler shall deliver City Data in a SQL or other commercially reasonable form to City and assist and cooperate with necessary transition tasks including providing access to City data in accessible formats, at no additional cost.
- 16.5 Return, Transfer and Removal of Data and other Assets
- a. Upon termination of this Agreement, Tyler shall return to City all City-furnished assets in Tyler's possession.
  - b. Upon termination of this Agreement, Tyler shall ensure that any and all of City's data maintained by Tyler is extracted in a commercially recognized format acceptable to City prior to the termination date or the completion of the Disentanglement period,

whichever is later, and that said data is securely transmitted to City or City's designee. The Tyler will deliver a complete copy of Client Data in Tyler's format and in a platform-agnostic format mutually agreed upon within thirty (30) days of a written request.

- 16.6 Business Continuity in the Event of Default: Tyler shall put mechanisms in place to ensure the continued and uninterrupted operation of the software in case of default. An Event of Default shall be deemed to have occurred if Tyler:
- a. Ceases to market or make available maintenance or support services for the software during a period in which the City is entitled to receive or to purchase, or is receiving or purchasing, such maintenance and support, and the Tyler has not promptly cured such failure.
  - b. Becomes insolvent, executes an assignment for the benefit of creditors, or becomes subject to bankruptcy or receivership proceedings.
  - c. Ceases business operations generally.
  - d. Has transferred all or substantially all of its assets or obligations set forth in this Agreement to a third party which has not assumed all of the obligations of the Tyler set forth in this Agreement.
- 16.7 Effect of Termination: Tyler shall cooperate with City to ensure a smooth transition at the time of termination of this Agreement, regardless of the nature or timing of the termination. Tyler shall cooperate with City to ensure that any and all of City's data is extracted in a commercially recognized format acceptable to City prior to the termination date, and that said data is securely transmitted to City. Obligations and rights in connection with this Agreement which by their nature would continue beyond the termination of this Agreement, including without limitation, Section 11 of this Schedule A, shall survive termination of this Agreement.

**17. Informal Dispute Resolution**

If a dispute, controversy, or claim arises between the parties relating to this Agreement, the parties shall promptly notify one another of the dispute in writing. Each party shall promptly designate a representative to resolve the dispute. The representatives shall meet within ten (10) business days following the first receipt by a party of such written notice and shall attempt to resolve the dispute within fifteen (15) business days.

**18. Compliance with Public Records Law**

Tyler understands that, except for disclosures prohibited in Section 9, Confidentiality, City must disclose to the public upon request any records it receives from Tyler. Tyler further understands that any records that are obtained or generated by Tyler under this contract, except for records that are confidential under Section 9, Confidentiality, may, under certain circumstances, be open to the public upon request under the California open records law. Tyler agrees to contact City immediately upon receiving a request for information under the open records law and to comply with City's instructions on how to respond to the request. City agrees to contact Tyler immediately upon receiving a request for information under open records law that may require disclosure of Tyler's information.

**19. Books of Record and Audit Provision**

Tyler shall maintain complete records relating to this Agreement for a period of five (5) years from the completion of Services hereunder. Said records shall be maintained in sufficient detail to establish the accuracy of charges for services provided and corresponding calculations of any sales tax payable.

Tyler shall permit City to audit said records as well as such related records of any business entity controlled by Tyler, at City's expense. Said audit may be conducted on Tyler's premises or at a location designated by City, upon fifteen (15) days notice.

**20. Taxes**

With the exception of sales or use taxes which may be levied by the State of California for software

or related materials, City shall not be responsible for paying any taxes on Tyler's behalf, and should City be required to do so by state, federal, or local taxing agencies, Tyler agrees to promptly reimburse City for the full value of such paid taxes plus interest and penalty, if any. Similarly, Tyler shall not be responsible for paying any taxes on City's behalf, and should Tyler be required to do so by state, federal, or local taxing agencies, City agrees to promptly reimburse Tyler for the full value of such paid taxes plus interest and penalty, if any (The fees set forth in Schedule E do not include any amounts for sales taxes, as it is anticipated that all software and related materials will be provided by Tyler by electronic delivery.)

**21. Jurisdiction and Venue**

This Agreement shall be construed in accordance with the laws of the State of California and the parties hereto agree that venue shall be in the state or federal courts serving the County of Santa Clara.

**22. Compliance with Applicable Laws**

The Tyler shall comply with any and all federal, state and local laws, codes, ordinances, rules and regulations applicable to its performance under the Agreement.

**23. Authority**

All Parties to this Agreement warrant and represent that they have the power and authority to enter into this Agreement in the names, titles and capacities herein stated on behalf of any entities, persons, or firms represented or purported to be represented by such entity(ies), person(s), or firm(s) and that all formal requirements necessary or required by any state and/or federal law in order to enter into this Agreement have been fully complied with. Furthermore, by entering into this Agreement, Tyler hereby warrants that it shall not have breached the terms or conditions of any other contract or agreement to which Tyler is obligated, which breach would have a material effect hereon.

**24. Expert Witness**

Not Applicable.

**25. Section Headings**

The headings of the several sections of this Schedule A and other Sections which comprise this Agreement, and any table of contents appended hereto, shall be solely for convenience of reference and shall not affect the meaning, construction or effect hereof.

**26. Severability**

If any one or more of the provisions of this Agreement shall for any reason be held to be invalid or unenforceable in any respect, then such provision or provisions shall be deemed severable from the remaining provisions hereof, and such invalidity, illegality or unenforceability shall not affect any other provision hereof, and this Agreement shall be construed as if such invalid, illegal or unenforceable provision had never been contained herein.

**27. Amendment and Waivers**

Any term or provision of this Agreement may be amended, and the observance of any term of this Agreement may be waived (either generally or in a particular instance and either retroactively or prospectively) only by a writing signed by the Party to be bound thereby. The waiver by a Party of any breach hereof or default hereunder shall not be deemed to constitute a waiver of any other breach or default. The failure of any Party to enforce any provision hereof shall not be construed as or constitute a waiver of the right of such Party thereafter to enforce such provision.

**28. Force Majeure**

Neither party shall be deemed to be in default of its obligations hereunder if and so long as it is prevented from performing such obligations by any act of war, hostile action, or catastrophic natural event. Should there be such an occurrence that impacts the ability of either party to perform their responsibilities under this Agreement, the nonperforming party shall give immediate written notice

to the other party to explain the cause and probable duration of any such nonperformance.

**29. Publicity**

City authorizes Tyler to use City's name in its list of customers. The parties agree that either party or both may issue a mutually acceptable news release regarding City's use of the applicable Software and Support Services. Each party's approval of such news release will not be unreasonably withheld or delayed. Once a press release has been issued, Tyler may publicly refer to City (by name only) as being a customer of Tyler, and only in relation to this Agreement except as otherwise authorized by City.

**30. Dispute Resolution**

Each party agrees to provide the other with written notice within thirty (30) days of becoming aware of a dispute. Both parties agree to cooperate in trying to reasonably resolve all disputes, including, if requested by either party, appointing a senior representative to meet and engage in good faith negotiations with the other party's appointed senior representative. Senior representatives will convene within thirty (30) days of the written dispute notice, unless otherwise agreed. Unless subject to disclosure under the California Public Records Act (Government Code Section 6250 et. seq.), all meetings and discussions between senior representatives will, if and only to the extent permitted by applicable law, be deemed confidential settlement discussions not subject to disclosure under Federal Rule of Evidence 408 or any similar applicable state rule. If both parties fail to resolve the dispute, either party may assert their respective rights and remedies in a court of competent jurisdiction. Nothing in this section shall prevent either party from seeking necessary injunctive relief during the dispute resolution procedures.

## **SCHEDULE B—SaaS AGREEMENT**

### **Part 1: SaaS Terms and Conditions**

1. **Rights Granted.** Tyler grants to City the non-exclusive, non-assignable limited right to use the SaaS Services solely for City's internal business purposes for the number of Defined Users only. The Tyler Software will be made available to the City according to the terms of the SLA. The City acknowledges that Tyler has no delivery obligations and Tyler will not ship copies of the Tyler Software as part of the SaaS Services. City may use the SaaS Services to access updates and enhancements to the Tyler Software, as further described in Section C(8).
2. **SaaS Fees.** City agrees to pay Tyler the SaaS Fees. Those amounts are payable in accordance with CITY Invoicing and Payment Policy. The SaaS Fees are based on the number of Defined Users and amount of Data Storage Capacity. City may add additional users or additional data storage capacity on the terms set forth in Section H(1). In the event City regularly and/or meaningfully exceeds the Defined Users or Data Storage Capacity, Tyler reserves the right to charge City additional fees commensurate with the overage(s).
3. **Ownership.**
  - 3.1 Tyler retains all ownership and intellectual property rights to the SaaS Services, the Tyler Software, and anything developed by Tyler under this Agreement. City does not acquire under this Agreement any license to use the Tyler Software in excess of the scope and/or duration of the SaaS Services.
  - 3.2 The Documentation is licensed to City and may be used and copied by City employees for internal, non-commercial reference purposes only.
  - 3.3 City retains all ownership and intellectual property rights to the Data.

- 3.4 Tyler will deliver a complete copy of the Client SQL database then residing in Tyler's hosted environment within thirty (30) days of a written request and, without request, upon expiration or termination of this Agreement. Alternatively, at the agreement of both parties, copies of the Data in ASCII or a different, mutually agreed upon format will be provided, at no additional cost. Upon termination or expiration of this Agreement, Tyler shall promptly make all Client Data available to Client in ASCII or other such format as may be mutually agreed upon no later than sixty (60) days prior to the date of expiration or termination, as applicable, (provided at least 10 days advance notice by Client).
4. Restrictions. City may not: (a) make the Tyler Software or Documentation resulting from the SaaS Services available in any manner to any third party for use in the third party's business operations; (b) modify, make derivative works of, disassemble, reverse compile, or reverse engineer any part of the Tyler Software or SaaS Services; (c) access or use the Tyler Software or SaaS Services in order to build or support, and/or assist a third party in building or supporting, products or services competitive to Tyler; or (d) license, sell, rent, lease, transfer, assign, distribute, display, host, outsource, disclose, permit timesharing or service bureau use, or otherwise commercially exploit or make the SaaS Services, Tyler Software, or Documentation available to any third party other than as expressly permitted by this Agreement.
5. SaaS Services.
- 5.1 Tyler's SaaS Services are audited at least yearly in accordance with the AICPA's Statement on Standards for Attestation Engagements ("SSAE") No. 18. Tyler has attained, and will maintain, SOC 1 and SOC 2 compliance, or its equivalent, for so long as City are timely paying for SaaS Services. Upon execution of a mutually agreeable Non-Disclosure Agreement ("NDA"), Tyler will provide City with a summary of its compliance report(s) or the equivalent. Every year thereafter, for so long as the NDA is in effect and in which City make a written request, Tyler will provide that same information.
- 5.2 City will be hosted on shared hardware in a Tyler data center, but in a database dedicated to City, which is inaccessible to Tyler's other customers.
- 5.3 Tyler has fully-redundant telecommunications access, electrical power, and the required hardware to provide access to the Tyler Software in the event of a disaster or component failure. In the event any of City's Data has been lost or damaged due to an act or omission of Tyler or its subcontractors. or due to a defect in Tyler's software, Tyler will use best commercial efforts to restore all the Data on servers in accordance with the architectural design's capabilities and with the goal of minimizing any Data loss as greatly as possible. In no case shall the recovery point objective ("RPO") exceed a maximum of twenty-four (24) hours from declaration of disaster. For purposes of this subsection, RPO represents the maximum tolerable period during which City's Data may be lost, measured in relation to a disaster Tyler declares, said declaration will not be unreasonably withheld.
- 5.4 In the event Tyler declares a disaster, Tyler's Recovery Time Objective ("RTO") is twenty-four (24) hours. For purposes of this subsection, RTO represents the amount of time, after Tyler declares a disaster, within which City's access to the Tyler Software must be restored.
- 5.5 Tyler conducts annual penetration testing of either the production network and/or web application to be performed. Tyler will maintain industry standard intrusion detection and prevention systems to monitor malicious activity in the network and to log and block any such activity. Tyler will provide City with a written or electronic record of the actions taken by Tyler in the event that any unauthorized access to City's database(s) is detected as a result of Tyler's security protocols. Tyler will undertake an additional security audit, on terms and timing to be mutually agreed to by the parties, at City's written request. City may not attempt to bypass or subvert security restrictions in the SaaS Services or environments related to the Tyler Software. Unauthorized attempts to access files, passwords or other confidential information, and unauthorized vulnerability and penetration test scanning of Tyler's network and systems (hosted or otherwise) is prohibited without the prior written approval of TYLER IT Security Officer.

- 5.6 Tyler tests its disaster recovery plan on an annual basis. Tyler's standard test is not client-specific. Should City request a client-specific disaster recovery test, Tyler will work with City to schedule and execute such a test on a mutually agreeable schedule. At City's written request, we will provide test results to City within a commercially reasonable timeframe after receipt of the request.
- 5.7 Tyler will be responsible for importing back-up and verifying that City can log-in. City will be responsible for running reports and testing critical processes to verify the returned Data. At City's written request, Tyler will provide test results to City within a commercially reasonable timeframe after receipt of the request.
- 5.8 Tyler provides secure Data transmission paths between each of City's workstations and Tyler's servers.
- 5.9 Tyler data centers are accessible only by authorized personnel with a unique key entry. All other visitors must be signed in and accompanied by authorized personnel. Entry attempts to the data center are regularly audited by internal staff and external auditors to ensure no unauthorized access.
- 5.10 Where applicable with respect to Tyler applications that take or process card payment data, Tyler is responsible for the security of cardholder data that it possess, including functions relating to storing, processing, and transmitting of the cardholder data and affirm that, as of the Effective Date, Tyler complies with applicable requirements to be considered PCI DSS compliant and have performed the necessary steps to validate compliance with the PCI DSS. Tyler agrees to supply the current status of TYLER'S PCI DSS compliance program in the form of an official Attestation of Compliance, which can be found at <https://www.tylertech.com/about-us/compliance>, and in the event of any change in Tyler's status, will comply with applicable notice requirements.
- 5.11 Tyler current backup schedule for a SaaS City's Data is to retain daily backups for thirty (30) days, weekly backups for five (5) weeks, monthly backups for thirteen (13) months, and yearly backups for ninety-nine (99) years. Tyler reserves the right to change its backup schedule provided such change is at least as frequent as industry standard. Tyler will make available to City a copy of City's database on a monthly basis via Tyler's SFTP (secure FTP) server for City to pull to City's local site. City, on rare occasion for specific purpose, may request, and Tyler will endeavor to provide, a copy of City's database then residing in Tyler's hosted environment.
- 5.12 In the event that Tyler becomes aware that the security of any City data or personal information (PII) has been compromised, or that such City data or personal information has been or is reasonably expected to be subject to a use or disclosure not authorized by this Agreement (an "Information Security Incident"), Tyler shall: (i) promptly (and in any event within 24 hours of becoming aware of such information Security Incident), notify City, in writing, of the occurrence of such Information Security Incident; (ii) investigate such Information Security Incident and conduct a reasonable analysis of the cause(s) of such Information Security Incident; (iii) provide periodic updates of any ongoing investigation to City; (iv) develop and implement an appropriate plan to remediate the cause of such Information Security Incident to the extent such cause is within Tyler's control; and (v) cooperate with City's reasonable investigation or City's efforts to comply with any notification or other regulatory requirements applicable to such Information Security Incident.
- 6 For so long as City timely pays City's SaaS Fees according to the Invoicing and Payment Policy, then in addition to the terms set forth in the SLA and the Support Call Process, Tyler will:
- 6.1 perform its maintenance and support obligations in a professional, good, and workmanlike manner, consistent with industry standards, to resolve Defects in the Tyler Software (limited to the then-current version and the immediately prior version);
- 6.2 provide telephone support during our established support hours;
- 6.3 maintain personnel that are sufficiently trained to be familiar with the Tyler Software and Third Party

Software, if any, in order to provide maintenance and support services;

6.4 make available to City all major and minor releases to the Tyler Software (including updates and enhancements) that Tyler makes generally available without additional charge to customers who have a maintenance and support agreement in effect; and

6.5 provide non-Defect resolution support of prior releases of the Tyler Software in accordance with Tyler's then-current release life cycle policy.

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

For the avoidance of doubt, SaaS Fees do not include the following services: (a) onsite support (unless Tyler cannot remotely correct a Defect in the Tyler Software, as set forth above); (b) application design; (c) other consulting services; or (d) support outside our normal business hours as listed in Tyler's then-current Support Call Process. Requested services such as those outlined in this section will be billed to City on a time and materials basis at Tyler's then current rates. City must request those services with at least one (1) weeks' advance notice.

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## **Part 2: Service Level Agreement**

### **I. Agreement Overview**

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

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

*Attainment:* The percentage of time the Tyler Software is available during a calendar quarter, with percentages rounded to the nearest whole number.

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

*Downtime:* Those minutes during which the Tyler Software is not available for City's use. Downtime does not include those instances in which only a Defect is present.

*Service Availability:* The total number of minutes in a calendar quarter that the Tyler Software is capable of receiving, processing, and responding to requests, excluding maintenance windows, City Error Incidents and Force Majeure.

### **III. Service Availability**

The Service Availability of the Tyler Software is intended to be 24/7/365. We set Service Availability goals and measures whether we have met those goals by tracking Attainment.

- "Downtime" means the time in which any service listed above is not capable of being accessed or used by the City, as monitored by Tyler.
- "Quarterly Uptime Percentage" means the total number of minutes in a calendar quarter minus the number of minutes of Downtime suffered in a calendar quarter, divided by the total number of minutes in a calendar quarter.
- "Exclusion from Downtime" The following are not counted as Downtime for the purpose of calculating Quarterly Uptime Percentage:
  - Service unavailability caused by scheduled maintenance of the platform used to provide the applicable service (Service Provider will provide seven days' advance notice of service-affecting scheduled maintenance); or

Service unavailability caused by events outside of the direct control of Service Provider or its subcontractor(s), including any force majeure event, the failure or unavailability of Customer's systems, the Internet, and the failure of any other technology or equipment used to connect to or access the service.a.

#### **City's Responsibilities**

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

City must document, in writing, all Downtime that City have experienced during a calendar quarter. City must deliver such documentation to the Tyler within 30 days of a quarter's end.

The documentation City provide must evidence the Downtime clearly and convincingly. It must include, for example, the support incident number(s) and the date, time and duration of the Downtime(s).

#### **b. Tyler Responsibilities**

When Tyler support team receives a call from City that Downtime has occurred or is occurring, Tyler will work with City to identify the cause of the Downtime (including whether it may be the result of a City Error Incident or Force Majeure). Tyler will also work with City to resume normal operations.

Upon timely receipt of City's Downtime report, Tyler will compare that report to Tyler's own outage logs and support tickets to confirm that Downtime for which Tyler was responsible indeed occurred. In the event the parties do not reach agreement as to the Downtime actually experienced, the parties will refer the dispute to the Dispute Resolution Process of this Agreement.

Tyler will respond to City's Downtime report within 15 business day(s) of receipt. To the extent Tyler have confirmed Downtime for which Tyler are responsible, Tyler will provide the City with the relief set forth below.

c. City Relief

When a Service Availability goal is not met due to confirmed Downtime, Tyler will provide the City with relief that corresponds to the percentage amount by which that goal was not achieved, as set forth in the City Relief Schedule below.

The total credits confirmed by the Tyler in one or more quarters of a billing cycle will be applied to the SaaS Fee for the next billing cycle. Issuing of such credit does not relieve the Tyler of Tyler obligations under the Agreement to correct the problem which created the service interruption.

Every quarter, Tyler will compare confirmed Downtime to Service Availability. In the event actual Attainment does not meet the targeted Attainment, the following City relief will apply, on a quarterly basis:

Targeted Attainment	Actual Attainment	Client Relief
100%	99.00-99.99%	Remedial action will be taken.
100%	97.00-98.99%	5% credit of fee for affected calendar quarter will be posted to next billing cycle
100%	<97%%	10% credit of fee for affected calendar quarter will be posted to next billing cycle

City may request a report from the Tyler that documents the preceding quarter's Service Availability, Downtime, any remedial actions that have been/will be taken, and any credits that may be issued.

**IV. Applicability**

The commitments set forth in this SLA do not apply during maintenance windows, City Error Incidents, and Force Majeure.

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

**V. Force Majeure**

City will not hold the Tyler responsible for not meeting service levels outlined in this SLA to the extent any failure to do so is caused by Force Majeure. In the event of Force Majeure, Tyler will file with the City a signed request that said failure be excused. That writing will at least include the essential details and circumstances

supporting Tyler request for relief pursuant to this Section. The City will not unreasonably withhold its acceptance of such a request.

### **Service Level Agreement**

- 7.1 Tyler will maintain a website accessible by City, which contains information concerning the Software and Support Services, including access to a service request system.
- 7.2 Tyler will respond to City requests for software support services regarding the licensed software in accordance with the procedures identified below. In each case, City may describe and submit notice of the support need by telephone, facsimile or electronic mail.
- 7.3 All Tyler staff assigned to provide services to City will be appropriately qualified by education, training and experience to deliver those services, and will be familiar with the functional capabilities of the Software.

#### **Staffing:**

Coordination of Resources . Tyler will work with City to assess and meet staffing and resource needs for the provision of the Services.

If Client notifies Consultant that it is dissatisfied with the services of any individual supplied by Consultant, Consultant shall try in good faith to promptly resolve any concerns. If Client continues to be dissatisfied with such individual, Consultant will remove that individual from the situation and identify a suitable/qualified proposed replacement that the Client has the authority to interview and approve before the Consultant assigns the replacement. Consultant shall have the right to remove or replace an assigned individual with a similarly skilled individual in the event such removal or replacement is required due to promotion, leave of absence, illness, or the like. Any replacement, of an individual at the Consultant's request shall include a transition plan approved by City that provides continuity and avoids cost and schedule impact to the project. Notwithstanding, Client may not require the replacement of Consultant personnel assigned to a fixed-fee or similar engagement except for issues related to performance, organizational fit, or inappropriate behavior.

- 7.4 Telephone Support includes: (i) remote diagnostics; (ii) service desk and dispatch; (iii) question and answer consulting; and, (iv) non-chargeable user error remedies. Tyler shall provide a toll-free maintenance telephone number. Remote diagnostics equipment is required at City's location for remote support, which equipment is to be obtained by City at its sole expense.

Tyler shall provide City with telephone support services for Software from 8:00 a.m. to 5:00 p.m. Pacific Time, Monday through Friday excluding pre-defined holidays.

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## **Part 3: Support Call Process**

### **Support Channels**

Tyler Technologies, Inc. provides the following channels of software support:

- (1) Tyler Community – an on-line resource, Tyler Community provides a venue for all Tyler clients with current maintenance agreements to collaborate with one another, share best practices and resources, and access documentation.
- (2) On-line submission (portal) – for less urgent and functionality-based questions, users may create unlimited support incidents through the customer relationship management portal available at the

- Tyler Technologies website.
- (3) Email – for less urgent situations, users may submit unlimited emails directly to the software support group.
  - (4) Telephone – for urgent or complex questions, users receive toll-free, unlimited telephone software support.

**Support Resources**

A number of additional resources are available to provide a comprehensive and complete support experience:

- (1) Tyler Website – [www.tylertech.com](http://www.tylertech.com) – for accessing client tools and other information including support contact information.
- (2) Tyler Community – available through login, Tyler Community provides a venue for clients to support one another and share best practices and resources.
- (3) Knowledgebase – A fully searchable depository of thousands of documents related to procedures, best practices, release information, and job aides.
- (4) Program Updates – where development activity is made available for client consumption

**Support Availability**

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

New Year’s Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Day
Labor Day	

**Issue Handling**

*Incident Tracking*

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

*Incident Priority*

Each incident is assigned a priority number, which corresponds to the client’s needs and deadlines. The client is responsible for reasonably setting the priority of the incident per the chart below. This chart is not intended to address every type of support incident, and certain “characteristics” may or may not apply depending on whether the Tyler software has been deployed on customer infrastructure or the Tyler cloud. The goal is to help guide the client towards clearly understanding and communicating the importance of the issue and to describe generally expected responses and resolutions.

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

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

*Incident Escalation*

Tyler Technology's software support consists of four levels of personnel:

- (1) Level 1: front-line representatives
- (2) Level 2: more senior in their support role, they assist front-line representatives and take on escalated issues
- (3) Level 3: assist in incident escalations and specialized client issues
- (4) Level 4: responsible for the management of support teams for either a single product or a product group

If a client feels they are not receiving the service needed, they may contact the appropriate Software Support Manager. After receiving the incident tracking number, the manager will follow up on the open issue and determine the necessary action to meet the client's needs.

On occasion, the priority or immediacy of a software support incident may change after initiation. Tyler encourages clients to communicate the level of urgency or priority of software support issues so that we can respond appropriately. A software support incident can be escalated by any of the following methods:

- (1) Telephone – for immediate response, call toll-free to either escalate an incident's priority or to escalate an issue through management channels as described above.
- (2) Email – clients can send an email to software support in order to escalate the priority of an issue
- (3) On-line Support Incident Portal – clients can also escalate the priority of an issue by logging into the client incident portal and referencing the appropriate incident tracking number.

*Remote Support Tool*

Some support calls require further analysis of the client's database, process or setup to diagnose a problem or to assist with a question. Tyler will, at its discretion, use an industry-standard remote support tool. Support is able to quickly connect to the client's desktop and view the site's setup, diagnose problems, or assist with screen navigation. More information about the remote support tool Tyler uses is available upon request.

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## **SCHEDULE C— Services and Third Party Products Agreement**

### **Part 1: Professional Services**

1. Other Professional Services. Tyler will provide City the various implementation-related services itemized in the Investment Summary and described in the Statement of Work.
2. Professional Services Fees. City agrees to pay Tyler the professional services fees in the amounts set forth in the Investment Summary. Those amounts are payable in accordance with the Invoicing and Payment Policy. Any discrepancies in the total values set forth in the Investment Summary will be resolved by multiplying the applicable hourly rate by the quoted hours. The Investment Summary contains the total costs for Professional Services required to implement the Statement of Work. The services in the Investment Summary are reasonably sufficient to deliver the mutually agreed scope of the project as documented in this Agreement. If the services in the Investment Summary are not reasonably sufficient to deliver such scope of the project through no fault of Client, Tyler will perform such services as are reasonably necessary to complete the mutually agreed scope without additional cost to Client.
3. Cancellation. If travel is required, Tyler will make all reasonable efforts to schedule travel for its personnel, including arranging travel reservations, at least two (2) weeks in advance of commitments. Therefore, if City cancels services less than two (2) weeks in advance (other than for Force Majeure or breach by Tyler), City will be liable for all (a) non-refundable expenses incurred by Tyler on City's behalf, and (b) daily fees associated with cancelled professional services if Tyler is unable to reassign our personnel. Tyler will make all reasonable efforts to reassign personnel in the event City cancel within two (2) weeks of scheduled commitments.
4. Site Access and Requirements. At no cost to Tyler, City agree to provide Tyler with full and free access to City's personnel, facilities, and equipment as may be reasonably necessary for Tyler to provide implementation services, subject to any reasonable security protocols or other written policies provided to Tyler as of the Effective Date, and thereafter as mutually agreed to by City and Tyler.
5. Background Checks. For at least the past twelve (12) years, all of Tyler's employees have undergone criminal background checks prior to hire. All employees sign Tyler's confidentiality agreement and security policies.
6. Client Assistance. City acknowledge that the implementation of the Tyler Software is a cooperative process requiring the time and resources of City's personnel. City agree to use all reasonable efforts to cooperate with and assist Tyler as may be reasonably required to meet the agreed upon project deadlines and other milestones for implementation. This cooperation includes at least working with Tyler to schedule the implementation-related services outlined in this Agreement. Tyler will not be liable for failure to meet any deadlines and milestones when such failure is due to Force Majeure or to the failure by City's personnel to provide such cooperation and assistance (either through action or omission).

### **Part 2: Third Party Products**

1. Third Party Hardware. Tyler will sell, deliver, and install onsite the Third Party Hardware, if City has purchased any, for the price set forth in the Investment Summary. Those amounts are payable in accordance with the Invoicing and Payment Policy.
2. Third Party Software. As part of the SaaS Services, City will receive access to the Third Party Software

and related documentation for internal business purposes only. City's rights to the Third Party Software will be governed by the Third Party Terms.

3. Third Party Products Warranties.

3.1 Tyler is authorized by each Developer to grant access to the Third Party Software.

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

3.3 City acknowledges that Tyler is not the manufacturer of the Third Party Products. Tyler does not warrant or guarantee the performance of the Third Party Products. However, Tyler grants and passes through to City any warranty that it may receive from the Developer or supplier of the Third Party Products.

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

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## SCHEDULE D —SCOPE OF PROFESSIONAL SERVICES

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# 1 Executive Summary

## 1.1 Project Overview

The Statement of Work (SOW) documents the Project Scope, methodology, roles and responsibilities, implementation Stages, and deliverables for the implementation of Tyler products.

The Project goals are to offer City of Sunnyvale the opportunity to make the City more accessible and responsive to external and internal customer needs and more efficient in its operations through:

- Streamlining, automating, and integrating business processes and practices
- Providing tools to produce and access information in a real-time environment
- Enabling and empowering users to become more efficient, productive and responsive
- Successfully overcoming current challenges and meeting future goals

## 1.2 Product Summary

Below, is a summary of the products included in this Project, as well as reference to the City's functional area utilizing the Tyler product(s). Refer to the Implementation Stages section of this SOW for information containing detailed service components.

[PRODUCT]	[APPLICATION]
EnerGov	Community Development
EnerGov	Business Management
Socrata EnerGov Socrata	Citizen Connect
Tyler Tyler	311
EnerGov	SDKs and APIs
EnerGov	Citizen Self Service LRM and PLM
EnerGov	eReviews
EnerGov	Intelligent Automation Agent
EnerGov	Intelligent Objects
EnerGov	MyGovPay
EnerGov	Report Toolkit
EnerGov	iG Workforce
Tyler Tyler	Content Manager – EnerGov Attachments
Tyler	GIS Integration

## 1.3 Project Timeline

The Project Timeline establishes a start and end date for each Phase of the Project. Developed during the Initiate & Plan Stage and revised as mutually agreed to, if needed, the timeline accounts for resource availability, business goals, size and complexity of the Project, and task duration requirements.

## 1.4 Project Methodology Overview

Tyler bases its implementation methodology on the Project Management Institute's (PMI) Process Groups (Initiating, Planning, Executing, Monitoring & Controlling, and Closing). Using this model, Tyler developed a 6-stage process specifically designed to focus on critical project success measurement factors.

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

## 1.5 Project Criteria for Success

- Ensure the needs of the City are thoroughly defined, documented, and understood by the Tyler implementation staff
- Business process reengineering takes place, as appropriate, during the appropriate project phase(s)
- Tyler has a clear understanding of what the City intends to accomplish with its replacement land management solution
- Qualified and experienced consulting staff with adequate Tyler product knowledge and public sector business process experience will be available during the Assess & Define Stage and other critical operational activities, as scheduled
- Tyler and the City will work jointly to achieve buy-in from all departments on the process and practices to manage the business system
- Tyler and the City will work jointly to achieve system ownership by the departments on the selected system
- Tyler and the City provides adequate resources to implement the new system
- Tyler and the City will work jointly to ensure users are sufficiently trained so they can effectively use the system
- Ensure a robust user help system is in place to provide quality, timely help to trained users and to provide training to new employees and users
- Successful conversion of legacy data for historical access

## 2 Project Governance

The purpose of this section is to define the resources required to adequately establish the business needs, objectives, and priorities for the Project; communicate the goals to other project participants; and provide support and guidance to accomplish these goals. Project governance also defines the structure for issue escalation and resolution, Change Control review and authority, and organizational Change Management activities.

The preliminary governance structure establishes a clear escalation path when issues and risks require escalation above the project manager level. Further refinement of the governance structure, related processes, and specific roles and responsibilities occurs during the Initiate & Plan Stage.

The identified roles and responsibilities below illustrate an overall team perspective where Tyler and the City collaborate to resolve project challenges according to defined escalation paths. In the event project managers do not possess authority or agree on the best approach to determine a solution, resolve an issue, or mitigate a risk, Tyler implementation management and the City steering committee become the escalation points to triage responses prior to escalation to the City and Tyler executive sponsors. As part of the escalation process, each project governance tier presents recommendations and supporting information to facilitate knowledge transfer and issue resolution. The City and Tyler executive sponsors will serve as the final escalation point.

### 2.1 Client Governance

Depending on the City's organizational structure and size, the following governance roles may be filled by one or more people:

#### 2.1.1 City Project Manager

The City's project manager(s) coordinate project team members, subject matter experts, and the overall implementation schedule and serves as the primary point of contact with Tyler. The City project manager(s) will be responsible for reporting to the City Steering Committee and determining appropriate escalation points.

#### 2.1.2 City Steering Committee

The City Steering Committee understands and supports the cultural change necessary for the Project and fosters an appreciation of the Project's value throughout the organization. Oversees the City project manager(s) and the Project and through participation in regular internal meetings, the City Steering Committee remains updated on all project progress, project decisions, and achievement of project milestones. The City Steering Committee also provides support to the City project manager(s) by communicating the importance of the Project to all impacted departments. The City Steering Committee is responsible for ensuring the Project has appropriate resources, provides strategic direction to the project team, for making timely decisions on critical project issues or policy decisions. The City Steering Committee also serves as primary level of issue resolution for the Project.

- Works to resolve all decisions and/or issues not resolved at the Project Manager level as part of the escalation process
- Attends all scheduled City Steering Committee meetings
- Provides support for the Project team
- Assists with communicating key Project messages throughout the organization
- Prioritizes the Project within the organization
- Provides management support for the Project to ensure it is staffed appropriately and staff have necessary resources
- Monitors Project progress including progress towards agreed upon goals and objectives
- Has the authority to approve or deny changes impacting the following areas:
  - Cost
  - Scope
  - Schedule
  - Project Goals
  - City Policies

### 2.1.3 Project Sponsor(s)

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

- Provides clear direction for the Project and how it applies to the organization's overall strategy
- Champions the Project at the executive level to secure buy-in
- Authorizes required Project Resources
- Resolves all decisions and/or issues not resolved at the City Steering Committee level as part of the escalation process
- Actively participates in Organizational Change Communications

## 2.2 Tyler Governance

### 2.2.1 Tyler Project Manager

The Tyler project manager(s) have direct involvement with the Project and coordinates Tyler project team members, subject matter experts, the overall implementation schedule, and serves as the primary point of contact with the City. As requested by the City, the Tyler project manager(s) provide regular updates to the City's steering committee and other Tyler governance members.

## 2.2.2 Tyler Implementation Management

Tyler implementation management has indirect involvement with the Project and is part of the Tyler escalation process. Tyler project manager(s) consult implementation management on issues and outstanding decisions critical to the Project. Implementation management works toward a solution with the Tyler project manager(s) or with the City management, as appropriate. Tyler executive management is the escalation point for any issues not resolved at this level. The name(s) and contact information for this resource will be provided and available to the project team.

## 2.2.3 Tyler Executive Management

Tyler executive management has indirect involvement with the Project and is part of the Tyler escalation process. This team member offers additional support to the project team and collaborates with other Tyler department managers, as needed, in order to escalate and facilitate implementation project tasks and decisions. The name(s) and contact information for this resource will be provided and available to the project team.

## 2.3 Acceptance and Acknowledgment Process

All Deliverables and Control Points must be accepted or acknowledged following the process below. The City acceptance periods will be incorporated into the Tyler Project Plan. All deliverables to be accepted with the associated Control Point will be defined in the Tyler Project Plan. Acceptance requires a formal sign-off while acknowledgement may be provided without formal sign-off at the time of delivery. The following process will be used for accepting or acknowledging Deliverables and Control Points:

- The City shall have fifteen (15) business days from the date of delivery, or as otherwise mutually agreed upon by the parties in writing, to accept or acknowledge each Deliverable or Control Point. If the City does not provide acceptance or acknowledgement within fifteen (15) business days, or the otherwise agreed upon timeframe, not to be unreasonably withheld, Tyler deems the Deliverable or Control Point as accepted.
- If the City does not agree the particular Deliverable or Control Point meets requirements, the City shall notify Tyler project manager(s), in writing, with reasoning within fifteen (15) business days, or the otherwise agreed-upon timeframe, not to be unreasonably withheld, of receipt of the Deliverable.
- Tyler shall address any deficiencies and redeliver the Deliverable or Control Point. The City shall then have fifteen (15) business days from receipt of the redelivered Deliverable or Control Point to accept or again submit written notification of reasons for rejecting the milestone. If the City does not provide acceptance or acknowledgement within fifteen (15) business days, or the otherwise agreed upon timeframe, not to be unreasonably withheld, Tyler deems the Deliverable or Control Point as accepted.
- The process set forth in paragraphs above shall continue until all issues have been addressed and the Deliverable or Control Point is accepted by the City.

### 2.3.1 Acceptance Requirements/Notes

- All control points and associated review periods will be tracked on the project plan
- All deliverables associated with control points will be identified and tracked on the project plan
- The City project manager will have decision authority to approve/reject all project Control Points and Deliverables
- Any open issues shall be resolved or decisions made on appropriate plans within five (5) business days after the Control Point Acceptance review, or as mutually agreed upon between the parties, for resolution prior to advancing on in the project.
- Both Tyler and City recognize that failure to complete tasks and resolve open issues may have a negative impact on the project.
- For any tasks not yet complete, Tyler and/or City will provide sufficient resources to expedite completion of tasks to prevent negatively impacting the project.

### 2.3.2 Escalation Procedure

It is in the best interest of both parties to resolve differences as early as possible to avoid conflicts that could pose risk to achieving expected project objectives and outcomes. In the event there is a conflict identified by members of the City or Tyler project teams, the conflict shall be immediately brought to the attention of both the Tyler Implementation Consultant and City Project Manager as early as possible. Each party shall ensure the other is made aware of any issue requiring attention.

Level #1: The Tyler Project Manager and City Project Manager document the issue in the project issue and risk logs. Both staff roles shall document their concerns and attempt to find a resolution that can be immediately instituted with the [least impact to project resources (schedule/ scope, risk, and/or cost)]. If the issue is resolved to the satisfaction of both parties, it shall be documented in the project issue log as being resolved. If the issue cannot be resolved/ the parties shall escalate the matter to Tyler's Project Manager for immediate action.

Level #2: The Tyler Project Manager shall be notified of the concern by either the City Project Manager or Tyler Implementation Consultant. The Tyler Project Manager shall meet with the City Project Manager as soon as possible to address the concern. If the issue can be resolved to the satisfaction of both parties, the issue shall be determined resolved and its resolution documented in the project log. If the issue cannot be resolved the parties shall escalate the matter to the Tyler Executive Management.

Level #3: The City's Project Manager and/or City Executive Sponsor shall represent the concerns to the Tyler Executive Management. Both parties shall meet as soon as possible to address the concern. If both parties determine the issue can be resolved to the satisfaction of both parties, then it shall be determined resolved and its resolution documented in the project fog. If the issue cannot be resolved, the parties shall escalate the matter to the Tyler Director of Implementation:

Level #4: The City's Project Manager and/or City Executive Sponsor shall represent the concerns to the Tyler Senior Director of Implementation. Both parties shall meet as soon as possible to address the concern. If both parties determine the issue can be resolved to the satisfaction of both parties/ then it shall be determined resolved and its resolution documented in the project log. If the issue cannot be resolved/the parties shall escalate the matter to the Tyler Vice-President of Implementation:

Level #5: The City's Executive Sponsor shall represent the concerns to the Tyler Vice-President of Implementation. Both parties shall meet as soon as possible to address the concern. If both parties determine the issue can be resolved to the satisfaction of both parties/ then it shall be determined resolved and its resolution documented in the project log. If the issue cannot be resolved, the parties shall follow the Dispute Resolution provisions as detailed in the License and Services Agreement. If a change order is necessary to resolve the concerns at any of the above Levels (1-5) it shall be managed according to the Change Order Process as detailed in Section 2.3.3 of this Statement of Work.

### 2.3.3 Change Order Process

If the City requires the performance of services that are not expected according to the Project Plan, or requires a change to the existing services represented in the Project Plan/ the City's Project Manager shall deliver to a Tyler Project Manager a change order form specifying the proposed work with sufficient detail to enable Tyler to evaluate it. Tyler, within ten (10) business days, or longer as may be mutually agreed between the parties following the date of receipt of such change order form, shall provide City with a written change order proposal valid up to 90 days that contains the following:

- Detailed description of resources (both Tyler and City) required to perform the change
- Specifications
- Implementation Plans
- Schedule for completion
- Acceptance criteria
- Impact on current milestones and payment terms
- Impact on project goals and objectives
- Price

The City shall notify Tyler in writing if the City elects to proceed with the change order proposal. **Tyler shall promptly outline a plan in the project schedule for performing the services described in the change order proposal upon Tyler's receipt of the City's written notice to proceed.**

All change order proposals shall be governed by the terms and conditions of the License and Services Agreement, including rates for services, unless mutually agreed in writing otherwise.

## 3 Overall Project Assumptions

### 3.1 Project, Resources and Scheduling

- Project activities will begin, as mutually agreed to, after the Agreement has been fully executed.
- The City has the ability to allocate additional internal resources if needed. The City also ensures the alignment of their budget and Scope expectations.
- The City and Tyler ensure that the assigned resources are available, they buy-into the change process, and they possess the required business knowledge to complete their assigned tasks successfully. Should there be a change in resources, the replacement resource should have a comparable level of availability, buy-in, and knowledge.
- Tyler and City provide adequate resources to support the efforts to complete the Project as scheduled and within the constraints of the Project budget.
- Abbreviated timelines and overlapped Phases can result in Project delays if there are not sufficient resources assigned to complete all required work as scheduled.
- Changes to Project Plan, availability of resources or changes in Scope may result in schedule delays, which may result in additional charges to the Project.
- Tyler (project manager) provides a written agenda and notice of any prerequisites to the City project manager(s) ten (10) business days prior to any scheduled on site or remote sessions.
- Tyler provides notice of any prerequisites to the City project manager(s) a minimum of ten (10) business days prior to any key deliverable due dates.
- **Tyler Key Personnel have extensive EnerGov application and business process experience and provide recommendations based on industry standards and best practices.**
- City users complete prerequisites prior to applicable scheduled activities.
- **Tyler provides appropriate and reasonable timelines for any prerequisites completion, prior to applicable scheduled activities.**
- Tyler provides guidance for configuration and processing options available within the Tyler software. The City is responsible for making decisions based on the options available.
- Tyler provides guidance for configuration and processing options available and will communicate those particular options whereby the option is not widely used or adopted by the client base, unless completely irrelevant to City operations.

- In the event the City may elect to add and/or modify current business policies during the course of this Project, such policy changes are solely the City's responsibility to define, document, and implement.
- The City makes timely Project related decisions in order to achieve scheduled due dates on tasks and prepare for subsequent training sessions. Decisions left unmade may affect the schedule, as each analysis and implementation session builds on the decisions made in prior sessions.
- Tyler considers additional services out of Scope and requires additional time and costs be requested via Change Request approved through the Change Control process.
- The City will respond to information requests in a comprehensive and timely manner, in accordance with the Project Plan.
- Tyler will respond to information requests or problem resolution in a comprehensive and timely manner, in accordance with the Project Plan, if information requests and issue reporting has followed appropriate escalation paths.

## 3.2 Project Status Reports

- Tyler will prepare project status reports on a weekly basis throughout the project; including issues
- Project status reports are intended for the City Project Manager, but may be distributed to the City Project Sponsor(s), City Steering Committee, Tyler Executive Oversight and Tyler Regional Manager
- Project Status Reports contain the following components:
  - Summary of accomplishments
  - Status of key deliverables, control points, and milestones
  - Budget (Payment summary, upcoming invoices)
  - Upcoming tasks and schedule
  - Assist with Identification Issues/Risks (including issues/risk that may impact project goals)
  - Planned risk mitigation strategy
  - Summary of change requests.
- City will cooperate and provide information for inclusion on the status report in a timely manner
- The Status report will be delivered at least two (2) business days prior to any scheduled City Project Sponsor(s), Steering Committee, or Project Manager meeting at which the status report is being discussed

## 3.3 Data Conversion

- The City is readily able to produce the data files needed for conversion from the Legacy System in order to provide them to Tyler on the specified due date(s). **At the time the Legacy System data file is extracted, the City will produce reports and detail screen captures to reconcile the converted data in cooperation with the Tyler implementation team.**

- Each Legacy System data file submitted for conversion includes all associated records in a single approved file layout.
- The City understands the Legacy System data extract(s) must be provided to Tyler in the same format each time unless changes are mutually agreed upon in advance. If not, negative impacts to the schedule, budget, and resource availability may occur and/or data in the new system may be incorrect.
- The City will grant Tyler access to the Legacy System to assist with understanding data relationships to improve the accuracy and quality of the converted data.
- During this process, the City may need to correct data scenarios in the Legacy System prior to the final data pull. This is a complex activity and requires due diligence by the City to ensure all data pulled includes all required data and the Tyler system contains properly mapped data.
- The City will require four acceptance rounds prior to go-live.

### 3.4 Data Exchanges, Modifications, Forms and Reports

- The City ensures the 3rd party data received conforms to a Tyler standard format.
- The 3rd party possesses the knowledge of how to program their portion of the interaction and understands how to manipulate the data received.
- Client is on a supported, compatible version of the 3<sup>rd</sup> party software or Tyler standard Data Exchange tools may not be available.
- The City is willing to make reasonable business process changes rather than expecting the product to conform to every aspect of their current system/process.
- Any Modification requests not expressly stated in the contract are out of Scope. Modifications requested after contract signing have the potential to change cost, Scope, schedule, and production dates for project Phases. Modification requests not in Scope must follow the Project Change Request process.
- Custom Reports for EnerGov will be addressed using the Report Development Package
- Modifying existing EnerGov Reports will be addressed using the Report Modification Packs
- All Energov standard reports are in Scope.
- All in scope standard reports (those designated with a “Y” or “Standard Report” in Tyler’s response to Exhibit X - Functional Requirements) will be met produced directly out of the software.

- Any changes or customizations to these standard delivered reports requested by City may result in a change order and additional cost, unless covered by the Agreement specifically for report customization.

### 3.5 Workflow

- All of the available workflow functionality in the licensed modules purchased by the City shall be considered as in scope.
- Tyler consultants will work with City resources to help identify, configure, and train on included workflow processes.

### 3.6 Hardware and Software

- Tyler will initially install the most current generally available version of the purchased Tyler software.
- The City will provide network access for Tyler modules, printers, and Internet access to all applicable City and Tyler project staff.
- The City's system hardware and software meet Tyler standards to ensure sufficient speed and operability of Tyler software. Tyler will not support use of software if the City does not meet minimum standards of Tyler's published specifications.

### 3.7 Environments and Databases

- Tyler SaaS hosting services will provide a minimum of three (3) software environments and three (3) databases for each software group in the Project. The environments will be production, train and test. Each environment will have a corresponding database named the same as the environments; production database, train database and test database.
- The train and test databases will be used by the City for reviewing the converted data, testing, and training.
- At Production Cutover the production database will be used for processing daily functions.

### 3.8 Education

- Throughout the Project lifecycle, the City provides a training room for Tyler staff to transfer knowledge to the City's resources, for both onsite and remote sessions. The City will provide staff with a location to practice what they have learned without distraction. If Phases overlap, the City will provide multiple training facilities to allow for independent sessions scheduling without conflict.
- The training room is set up in a classroom setting. The City determines the number of workstations in the room. Tyler recommends every person attending a scheduled session with a

Tyler Consultant or Trainer have their own workstation. However, Tyler requires there be no more than two (2) people at a given workstation.

- The City provides a workstation which connects to the Tyler system for the Tyler trainer conducting the session. The computer connects to a City provided projector, allowing all attendees the ability to actively engage in the training session.
- The City testing database contains the Tyler software version required for delivery of the Modification prior to the scheduled delivery date for testing.
- The City is responsible for verifying the performance of the Modification as defined by the specification.
- Users performing user acceptance testing (UAT) have attended all applicable training sessions or have been adequately trained by City staff in advance of performing UAT.

### 3.9 Testing

- The testing approach may vary depending on the product and/or module being implemented
- Tyler will provide sample test cases and test scripts.
- The City may decide to add testing activities not supported by Tyler, such as Stress Testing, writing detailed UAT Test Scripts, Live parallel processing
- Tyler supported Test activities include:
  - Configuration Validation – system design test of new process decisions with sample data (or combination of sample and basic master file data like vendor file)
  - Conversion Validation – iterative testing of conversion program accuracy, identification of acceptable discrepancies, system balancing
  - Forms Testing – validation of form layout, design, and accuracy; acceptance by bank (as applicable)
  - Process Testing – repeated testing of new processes to ensure correct configuration, data population integration, cross product interaction, cross module integration
  - Import/Export Testing – test of imports and exports to/from 3<sup>rd</sup> Party systems
  - Parallel Testing - pre-live parallel testing of all Tyler products, integrated Tyler products, and products with integrations Tyler supports to ensure full accuracy before Production Cutover
  - Custom Report Testing – validation of customized and modified reports
  - User Acceptance Testing – creation of a summary UAT Test Plan to guide the Client in high level testing steps

### 3.10 Assumption Mitigation

- In the event that any assumptions are not met or prove to be invalid the parties agree to work in good faith to mitigate any resulting issues.

## 4 Implementation Stages

### 4.1 Work Breakdown Structure (WBS)

The Work Breakdown Structure (WBS) is a hierarchical representation of a Project or Phase broken down into smaller, more manageable components. The top-level components are called “Stages” and the second level components are called “work packages.” The work packages, shown below each Stage, contain the high-level work to be done. The detailed Project Plan, developed during Initiate & Plan and finalized during Assess & Define, will list the tasks to be completed within each work package. Each Stage ends with a “Control Point”, confirming the work performed during that Stage of the Project.

Implementation schedule to be as follows:

Phase 1 – Development Review Process: Entitlement > Permitting > Construction > Acceptance  
(Including Tyler Licensing)

Phase 2 - Code Enforcement

Phase 3 – Business Licensing



\* - If included in project scope





## 4.2.2 Project/Phase Planning

Project and Phase planning provides an opportunity to review the contract, software, data conversions and services purchased, identify Applications to implement in each Phase (if applicable), and discuss implementation timeframes. The Tyler Project Manager(s) deliver an Implementation Management Plan, which is mutually agreeable by City and Tyler.

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

STAGE 1	Project/Phase Planning																			
	TYLER								CITY											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	City Project Sponsor	City Steering Committee	City Project Manager	City Business Process Owners	City Change Management Leads	City Subject Matter Experts	City Department Heads	City End Users	City Technical Team	City Project Toolset Coordinator	City Upgrade Coordinator
Perform Project/Phase Planning		A	R							I	C	C			I					
Deliver implementation management plan		A	R								C	C	I							

### 4.2.3 Project Schedule

Client and Tyler will mutually develop an initial Project schedule. The initial schedule includes, at minimum, enough detail to begin Project activities while the detailed Project Plan/schedule is being developed and refined.

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

STAGE 1	Project Schedule																			
	TYLER								CITY											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	City Project Sponsor	City Steering Committee	City Project Manager	City Business Process Owners	City Change Management Leads	City Subject Matter Experts	City Department Heads	City End Users	City Technical Team	City Project Toolset Coordinator	City Upgrade Coordinator
Develop initial Project schedule		A	R	I								C	I	I						
Deliver Project Plan and schedule for Project Phase		A	R	I						I	I	C	C	I	I	I				
Client reviews Project Plan & initial schedule			C							I	A	R	C	C		C				
Client approves Project Plan & initial schedule			I							I	A	R	C	C	I	I		I	I	I

### 4.2.4 Stakeholder Presentation

City stakeholders join Tyler Project Management to communicate successful Project criteria, Project goals, Deliverables, a high-level milestone schedule, and roles and responsibilities of Project participants.

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

STAGE 1	Stakeholder Presentation																			
	TYLER								CITY											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	City Project Sponsor	City Steering Committee	City Project Manager	City Business Process Owners	City Change Management Leads	City Subject Matter Experts	City Department Heads	City End Users	City Technical Team	City Project Toolset Coordinator	City Upgrade Coordinator
Present overview of Project Deliverables, project schedule and roles and responsibilities		A	R	I					I	I	I	C	I	I	I		I	I	I	
Communicate successful Project criteria and goals			I							R	C	A	C	I	I	C	I	I		

## 4.2.5 Control Point 1: Initiate & Plan Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below. Advancement to the Assess & Define Stage is dependent upon Tyler's receipt of the Stage Acceptance.

### 4.2.5.1 Initiate & Plan Stage Deliverables

- Implementation Management Plan
  - Objective: Update and deliver baseline management plans to reflect the approach to the City's Project.
  - Scope: The Implementation Management addresses how communication, quality control, risks/issues, resources and schedules, and Software Upgrades (if applicable) will be managed throughout the lifecycle of the Project.
  - Acceptance criteria: City reviews and acknowledges Implementation Management Plan
- Project Plan/Schedule
  - Objective: Provide a comprehensive list of tasks, timelines and assignments related to the Deliverables of the Project.
  - Scope: Task list, assignments and due dates: This includes all homework and other activities required of either the City Project Team or Tyler consultants will be included on the project plan.
  - Acceptance criteria: City acceptance of schedule based on City resource availability and Project budget and goals.

### 4.2.5.2 Initiate & Plan Stage Acceptance Criteria

- Reference Deliverable 1-1: Implementation Management Plan delivered, reviewed, and modified
- Project Plan/Schedule delivered; dates confirmed , activities reviewed, resources assigned (where possible)

Stakeholder Presentation complete

### 4.3 Assess & Define (Stage 2)

The primary objective of Assess & Define is to gather information about current City business processes and translate the material into future business processes using Tyler Applications. Tyler uses a variety of methods for obtaining the information, all requiring City collaboration. The City shall provide complete and accurate information to Tyler staff for analysis and understanding of current workflows and business processes.

#### 4.3.1 Fundamentals Review

Fundamentals Review provides Business Process Owners and Subject Matter Experts an overall understanding of software capabilities prior to beginning current and future state analysis. The primary goal is to provide a basic understanding of system functionality, which provides a foundation for upcoming conversations regarding future state processing. Tyler utilizes a variety of methods for completing fundamentals training including the use of eLearning, videos, documentation, and walkthroughs.

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

STAGE 2	Fundamentals Review																			
	TYLER								CITY											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	City Project Sponsor	City Steering Committee	City Project Manager	City Business Process Owners	City Change Management Leads	City Subject Matter Experts	City Department Heads	City End Users	City Technical Team	City Project Toolset Coordinator	City Upgrade Coordinator
Schedule fundamentals review & provide fundamentals materials & prerequisites, if applicable		A	R	I								C	I		I				I	
Complete fundamentals materials review and prerequisites				I								A	R		I				C	
Ensure all scheduled attendees are present				I	I						A	R	C		I					
Facilitate fundamentals review			A	R								I	I		I					

### 4.3.2 Change Management Discovery Analysis & Planning

Key analysis and assessment leveraging the tools based on The Learning Center and Prosci Research Institute that will assist the City Change Management Team Lead, City Project Manager and Project Management Team to design and execute the Change Management strategies that will support project success. A presentation of Analysis Results and Change Management Plan and Strategies to Organization Project Management, Project Sponsors, and City Change Management Team Lead to focus on the analysis findings as well as the benchmark strategies from Prosci Research.

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

STAGE 2	Change Management Discovery Analysis & Planning																				
	TYLER								CLIENT												
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Change Management Team	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	City Project Sponsor(s)	City Executive Steering Committee	City Project Manager	Client Business Advisory Team Leads	Client Change Management Leads	Client Subject Matter Experts	Client Department Heads	City End Users	City Technical Advisory Leads	City Project Toolset Coordinator	City Upgrade Coordinator	
Develop surveys for current project understanding			A	I	R								C	I	C	I					
Conduct onsite interviews			A	I	R								I	C	I	C					
Document Findings from Surveys			A	R									I	I	C	I					
Perform presentation of analysis findings			I	I									C	A	R	I	C	I			
Develop Change Management Plan			A	I	R								I	I	C	I					
Acceptance of Change Management Plan			I	I	C								A	I	R	I					
Development and Delivery of Executive Playbook			A		R								I	I	C	I					
Acceptance of Executive Playbook			I		C								A	I	R	I					
Execution of agreed upon change and communication strategies			I		C								A	I	R	I					

### 4.3.3 Current/Future State Analysis

City and Tyler evaluate current state processes, options within the new software, pros and cons of each option based on current or desired state, and make decisions about future state configuration and processing.

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

STAGE 2	Current/Future State Analysis																			
	TYLER								CITY											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	City Project Sponsor	City Steering Committee	City Project Manager	City Business Process Owners	City Change Management Leads	City Subject Matter Experts	City Department Heads	City End Users	City Technical Team	City Project Toolset Coordinator	City Upgrade Coordinator
Provide Current/Future State analysis materials to the City, as applicable		A	R	I								C	I		I					
Conduct Current & Future State analysis			A	R								I	C	I	C					
Provide pros and cons of Tyler software options			A	R								I	C	I	C					
Make Future State Decisions according to due date in the Project Plan			I	I							C	A	R	I	C	I				
Record Future State decisions			A	R								I	C	I	C					

### 4.3.4 Data Conversion Planning & Mapping

This entails the activities performed to prepare to convert data from the City’s Legacy System Applications to the Tyler system. Tyler staff and the City work together to complete Data Mapping for each piece of data (as outlined in the Agreement) from the Legacy System to a location in the Tyler system.

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

STAGE 2	Data Conversion Planning & Mapping																			
	TYLER								CITY											
	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	City Project Sponsor	City Steering Committee	City Project Manager	City Business Process Owners	City Change Management Leads	City Subject Matter Experts	City Department Heads	City End Users	City Technical Team	City Project Toolset Coordinator	City Upgrade Coordinator
TASKS																				
Review contracted data conversion(s) options			A	R	I							C	C		C			C		
Map data from Legacy System to Tyler system			I	C	I							A	C		C			R		
Pull conversion data extract			I		I							A	C		C			R		
Run balancing Reports for data pulled and provide to Tyler			I		I							A	C		R			I		
Review and approve initial data extract		A	I	C	R							I						I		
Correct issues with data extract, if needed			I	C	C							A	C		C			R		

### 4.3.5 Standard Interfaces (Standard 3rd Party Data Exchange Planning)

Standard Data Exchange tools are available to allow clients to get data in and out of the Tyler system with external systems. Data exchange tools can take the form of Imports and Exports, and Interfaces.

A Standard Interface is a real-time or automated exchange of data between two systems. This could be done programmatically or through an API. It is Tyler’s responsibility to ensure the Tyler programs operate correctly. It is the City’s responsibility to coordinate the third party’s activities in providing, receiving, testing, and reporting data exchange requirements or issues in a timely manner.

The City and Tyler Project Manager(s) will work together to define/confirm which Data Exchanges are needed (if not outlined in the Agreement). Tyler will provide a file layout for each Standard Data Exchange.

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

STAGE 2	Standard 3 <sup>rd</sup> Party Data Exchange Planning																			
	TYLER								CITY											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	City Project Sponsor	City Steering Committee	City Project Manager	City Business Process Owners	City Change Management Leads	City Subject Matter Experts	City Department Heads	City End Users	City Technical Team	City Project Toolset Coordinator	City Upgrade Coordinator
Review Standard or contracted Data Exchanges			A	R								C	I		I			C		
Define or confirm needed Data Exchanges			I	C								A	C		C			R		

### 4.3.6 Modification Analysis & Specification, if contracted

Tyler staff conducts additional analysis and develops specifications based on information discovered during this Stage. The City reviews the specifications and confirms they meet City’s needs prior to acceptance. Out of Scope items or changes to specifications after acceptance may require a Change Request.

Tyler’s intention is to minimize Modifications by using Standard functionality within the Application, which may require a City business process change. It is the responsibility of the City to detail all of their needs during the Assess and Define Stage. Tyler will write up specifications (for City approval) for contracted program Modifications. Upon approval, Tyler will make the agreed upon Modifications to the respective program(s). Once the Modifications have been delivered, the City will test and approve those changes during the Build and Validate Stage.

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

STAGE 2	Modification Analysis & Specification, if contracted																			
	TYLER								CITY											
	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	City Project Sponsor	City Steering Committee	City Project Manager	City Business Process Owners	City Change Management Leads	City Subject Matter Experts	City Department Heads	City End Users	City Technical Team	City Project Toolset Coordinator	City Upgrade Coordinator
TASKS																				
Analyze contracted modified program requirements			A	C			R					C	C	I	C				C	
Develop specification document(s)	A		I	C			R					I	I		I				I	
Review specification document(s); provide changes to Tyler, if applicable			I	C			C					A	R	I	C				C	
Sign-off on specification document(s) and authorize work			I				I			A	R	C	I	I				C		

### 4.3.7 Forms & Reports Planning

City and Tyler Project Manager(s) review Forms and Reporting needs. Items that may be included in the Agreement are either Standard Forms and Reports or known/included Modification(s). Items not included in the Agreement could be either City-developed Reports or a newly discovered Modification that will require a Change Request.

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

STAGE 2	Forms & Reports Planning																				
	TYLER								CITY												
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	City Project Sponsor	City Steering Committee	City Project Manager	City Business Process Owners	City Change Management Leads	City Subject Matter Experts	City Department Heads	City End Users	City Technical Team	City Project Toolset Coordinator	City Upgrade Coordinator	
Review required Forms output			A	R									C	I	C						
Review and complete Forms options and submit to Tyler			I			I						A	R		C						
Review in Scope Reports			A	R								I	C		C						
Identify additional Report needs			I	C								A	R		C						
Add applicable tasks to Project schedule	A	R	I		C							C	I		I			I			

### 4.3.8 System Deployment

The Tyler Technical Services team installs Tyler Applications on the server (hosted ) and ensures the platform operates as expected.

Network information (VPN) is sent to Client. A webinar is scheduled to review:

- Naming conventions
- Password policy
- Login process
- Admin tools
- Alternative ways to connect
- Support #'s for SaaS
- ID Configuration

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

STAGE 2	Tyler Internal Coordination & Planning																			
	TYLER								CITY											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	City Project Sponsor	City Steering Committee	City Project Manager	City Business Process Owners	City Change Management Leads	City Subject Matter Experts	City Department Heads	City End Users	City Technical Team	City Project Toolset Coordinator	City Upgrade Coordinator
Install contracted software on server	A		I					R				I						C		
Ensure platform operates as expected	A		I					R				I						C		

### 4.3.9 Control Point 2: Assess & Define Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below. Advancement to the Build & Validate Stage is dependent upon Tyler's receipt of the Stage Acceptance.

#### 4.3.9.1 Assess & Define Stage Deliverables

- Completed analysis Questionnaire
  - Objective: Gather and document information related to City business processes for current/future state analysis as it relates to Tyler approach/solution.
  - Scope: Provide comprehensive answers to all questions on Questionnaire(s).
  - Acceptance criteria: City acceptance of completed Questionnaire based on thoroughness of capturing all City business practices to be achieved through Tyler solution.
- Data conversion summary and specification documents
  - Objective: Define data conversion approach and strategy
  - Scope: Data conversion approach defined, data extract strategy, conversion and reconciliation strategy.
  - Acceptance criteria: Data conversion document(s) delivered to the City, reflecting complete and accurate conversion decisions.
- Modification specification documents, if contracted
  - Objective: Provide comprehensive outline of identified gaps, and how the modified program meets the City's needs
  - Scope: Design solution for Modification
  - Acceptance criteria: City accepts Modified Specification Document(s) and agrees that the proposed solution meets their requirements
- Completed Forms options and/or packages
  - Objective: Provide specifications for each City in Scope form, Report and output requirements
  - Scope: Complete Forms package(s) included in agreement and identify Reporting needs.
  - Acceptance criteria: Identify Forms choices and receive supporting documentation
- Installation checklist
  - Objective: Installation of purchased Tyler software
  - Scope: Tyler will conduct an initial coordination call, perform an installation of the software included in the Agreement, conduct follow up to ensure all tasks are complete, and complete server system administration training, unless the City is hosted.
  - Acceptance criteria: Tyler software is successfully installed and available to authorized users, City team members are trained on applicable system administration tasks.

#### 4.3.9.2 Assess & Define Stage Acceptance Criteria

- Reference Deliverable 1-2: Tyler software is installed
- Reference Deliverable 2-1: Fundamentals review is complete

- Reference Deliverables 2-2 to 2-7: Current/Future state analysis completed; Questionnaires delivered and reviewed
- Reference Deliverable 2-8: Required Form information complete and provided to Tyler
- Reference Deliverable 2-9: Data conversion mapping and extractions completed and provided to Tyler
- Interface planning is complete

## 4.4 Build & Validate (Stage 3)

The objective of the Build & Validate Stage is to prepare the software for use in accordance with the City’s needs identified during the Assess and Define Stage, preparing the City for Final Testing and Training.

### 4.4.1 Configuration & Power User Training

Tyler staff collaborates with the City to complete software configuration based on the outputs of the future state analysis performed during the Assess and Define Stage. Tyler staff will train the City Subject Matter Experts to prepare them for the Validation of the software. The City collaborates with Tyler staff iteratively to Validate software configuration.

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

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STAGE 3	Configuration & Power User Training																			
	TYLER								CITY											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	City Project Sponsor	City Steering Committee	City Project Manager	City Business Process Owners	City Change Management Leads	City Subject Matter Experts	City Department Heads	City End Users	City Technical Team	City Project Toolset Coordinator	City Upgrade Coordinator
Perform configuration			A	R								I	R		I					
Power User process and Validation training			A	R								I	C	I	C				I	
Validate configuration			I	C								A	C		R			C		

### 4.4.2 Data Conversion & Validation

Tyler completes an initial review of the converted data for errors. With assistance from the City, the Tyler Data Conversion Team addresses items within the conversion program to provide the most efficient data conversion possible. With guidance from Tyler, the City reviews specific data elements within the system and identifies and Reports discrepancies in writing. Iteratively, Tyler collaborates with the City to address conversion discrepancies prior to acceptance.

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

STAGE 3	Data Conversion & Validation																			
	TYLER								CITY											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	City Project Sponsor	City Steering Committee	City Project Manager	City Business Process Owners	City Change Management Leads	City Subject Matter Experts	City Department Heads	City End Users	City Technical Team	City Project Toolset Coordinator	City Upgrade Coordinator
Write and run data conversion program against Client data		A	I	C	R													C		
Complete initial review of data errors		A	I	C	R							I	I					C		
Review data conversion and submit needed corrections			I	C	I							A	C		R			C		
Revise conversion program(s) to correct error(s)		A	I	C	R							I	I		C			C		

### 4.4.3 Standard 3rd Party Data Exchange Validation

Tyler provides training on Data Exchange(s) and the City tests each Data Exchange.

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

STAGE 3	Standard 3rd Party Data Exchange Validation																			
	TYLER								CITY											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	City Project Sponsor	City Steering Committee	City Project Manager	City Business Process Owners	City Change Management Leads	City Subject Matter Experts	City Department Heads	City End Users	City Technical Team	City Project Toolset Coordinator	City Upgrade Coordinator
Train Data Exchange(s) processing in Tyler software			A	R								C	I	I				C	I	
Coordinate 3 <sup>rd</sup> Party Data Exchange activities			I	I								A	C		C			R		
Test all Standard 3 <sup>rd</sup> party Data Exchange(s)			I	C								A	C	I	R			C		

#### 4.4.4 Modification Delivery & Validation, if contracted

Tyler delivers in Scope Modification(s) to the City for preliminary testing. Final acceptance will occur during the Final Testing and Training Stage.

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

STAGE 3	Modification Delivery & Validation, if contracted																			
	TYLER								CITY											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	City Project Sponsor	City Steering Committee	City Project Manager	City Business Process Owners	City Change Management Leads	City Subject Matter Experts	City Department Heads	City End Users	City Technical Team	City Project Toolset Coordinator	City Upgrade Coordinator
Develop and deliver contracted modified program(s)		A	I	C	I		R					I	C	I	C			I		C
Test contracted modified program(s) in isolated database			I	C			C					A	C		R			C		
Report discrepancies between specification and delivered contracted modified program(s)			I	I			I					A	R		C			C		
Make corrections to contracted modified program(s) as required	A	I	C	I			R					I	C		C			I		

### 4.4.5 Forms & Reports Validation

Tyler provides training on Standard Forms/Reports and the City tests each Standard Form/Report.

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

STAGE 3	Forms & Reports Validation																			
	TYLER								CITY											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	City Project Sponsor	City Steering Committee	City Project Manager	City Business Process Owners	City Change Management Leads	City Subject Matter Experts	City Department Heads	City End Users	City Technical Team	City Project Toolset Coordinator	City Upgrade Coordinator
Standard Forms & Report Training			A	R								I	C							
Test Standard Forms & Reports			I	C		C						A	C		R			C		

### 4.4.6 Change Management Resistance and Procedural Communication Planning

Tyler team develops and utilizes plans and tools to mitigate potential user resistance to increase acceptance and adoption of new policies and procedures. **Utilization of management tools** for sustaining and reinforcing organizational change for the project. Plan to build awareness and understanding of the proposed changes so that any potential change management obstacles can be identified and addressed. Enables users to have an awareness of the changes prior to attending End User training.

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

STAGE 3	Change Management Resistance and Procedural Comm Planning																				
TASKS	TYLER								CLIENT												
	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Change Management Team	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	City Project Sponsor(s)	City Executive Steering Committee	City Project Manager	Client Business Advisory Team Leads	Client Change Management Leads	Client Subject Matter Experts	Client Department Heads	City End Users	City Technical Advisory Leads	City Project Toolset Coordinator	City Upgrade Coordinator	
Develop resistance management plan			A	I	R								C	I	C	I					
Review and Accept Resistance Management Plan			I	I	C								A	C	R	C					
Execute on agreed to Resistance Management Plan			I	I	C								A	I	R	I					
Develop Communications Plan based on key procedural changes			A	I	R								C	I	C	I					
Review and Accept Communications Plan			I	I	C								A	C	R	C					
Execute on agreed upon communications Plan			I	I	C								A	C	R	C					

### 4.4.7 Control Point 3: Build & Validate Stage Acceptance

Acceptance criteria for this Stage includes all criteria listed below. Advancement to the Final Testing & Training Stage is dependent upon Tyler’s receipt of the Stage Acceptance.

#### 4.4.7.1 Build & Validate Stage Deliverables

- Initial data conversion
  - Objective: Convert Legacy System data into Tyler system

- Scope: Data conversion program complete; deliver converted data for review
- Acceptance criteria: Initial error log available for review
- Data conversion verification document
  - Objective: Provide instructions to the City to verify converted data for accuracy
  - Scope: Provide self-guided instructions to verify specific data components in Tyler system
  - Acceptance criteria: City accepts data conversion delivery; City completes data issues log
- Installation of Modifications on the City's server(s) \*except for hosted Clients
  - Objective: Deliver Modification(s) in Tyler software
  - Scope: Program for Modification is complete and available in Tyler software, Modification testing
  - Acceptance criteria: Delivery of Modification(s) results in objectives described in the City-signed specification.
- Standard Forms & Reports Delivered
  - Objective: Provide Standard Forms & Reports for review
  - Scope: Installation of all Standard Forms & Reports included in the Agreement
  - Acceptance criteria: Standard Forms & Reports available in Tyler software for testing in Stage 4

#### 4.4.7.2 Build & Validate Stage Acceptance Criteria

- Reference Deliverable 3-1: Configuration Training Complete
- Reference Deliverables 3-2 to 3-8: Application configuration completed
- Reference Deliverable 3-9: Data conversions (except final pass) delivered
- Reference Deliverable 3-10: Standard 3<sup>rd</sup> party Data Exchange API Consulting provided
- Reference Deliverable 3-11: Standard Forms & Reports delivered and available for testing in Stage 4
- Modifications delivered and available for testing in Stage 4
- The City and Tyler have done a review of primary configuration areas to Validate completeness and readiness for testing and acceptance in Stage 4.

## 4.5 Final Testing & Training (Stage 4)

During Final Testing and Training, Tyler and the City review the final Cutover plan. A critical Project success factor is the City understanding the importance of Final Testing and Training and dedicating the resources required for testing and training efforts in order to ensure a successful Production Cutover.

### 4.5.1 Cutover Planning

City and Tyler Project Manager(s) discuss final preparations and critical dates for Production Cutover. Tyler delivers a Production Cutover Checklist to outline Cutover tasks to help prepare the City for success.

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

STAGE 4	Cutover Planning																			
	TYLER								CITY											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	City Project Sponsor	City Steering Committee	City Project Manager	City Business Process Owners	City Change Management Leads	City Subject Matter Experts	City Department Heads	City End Users	City Technical Team	City Project Toolset Coordinator	City Upgrade Coordinator
Cutover Planning Session		A	R	C						I	I	C	C	C	C			C	C	
Develop Production Cutover Checklist		A	R	C						I	I	C	C	I	I			C		

### 4.5.2 User Acceptance Testing (UAT)

The City performs User Acceptance Testing to verify software readiness for day-to-day business processing. Tyler provides a Test Plan for users to follow to ensure proper Validation of the system.

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

STAGE 4	User Acceptance Testing (UAT)																			
	TYLER								CITY											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	City Project Sponsor	City Steering Committee	City Project Manager	City Business Process Owners	City Change Management Leads	City Subject Matter Experts	City Department Heads	City End Users	City Technical Team	City Project Toolset Coordinator	City Upgrade Coordinator
Deliver Test Plan for User Acceptance Testing		A	R	C								I	I							
Perform User Acceptance Testing			I	C							A	R	C	C	C	I	I	C	I	
Accept modified program(s), if applicable			I	I			I				A	R	C	I	C			C		

Validate Report performance			I	C		C						A	C		R			C	
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### 4.5.3 End User Training

End Users attend training sessions to learn how to utilize Tyler software. Training focuses primarily on day-to-day City processes that will be delivered via group training, webinar, eLearnings and/or live training sessions.

Unless stated otherwise in the Agreement, Tyler provides one occurrence of each scheduled training or implementation topic with up to the maximum number of users as defined in the Agreement, or as otherwise mutually agreed. City users who attended the Tyler sessions may train any City users not able to attend the Tyler sessions or additional sessions may be contracted at the applicable rates for training.

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

STAGE 4	End User Training																			
	TYLER									CITY										
	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	City Project Sponsor	City Steering Committee	City Project Manager	City Business Process Owners	City Change Management Leads	City Subject Matter Experts	City Department Heads	City End Users	City Technical Team	City Project Toolset Coordinator	City Upgrade Coordinator
TASKS																				
Conduct user training sessions			A	R								C	I		I	I		I	I	
Conduct additional End User training sessions			I								I	A	C	I	R	I	I	I	I	

### 4.5.4 Control Point 4: Final Testing & Training Stage Acceptance

Acceptance criteria for this Stage includes all criteria listed below. Advancement to the Production Cutover Stage is dependent upon Tyler’s receipt of the Stage Acceptance.

#### 4.5.4.1 Final Testing & Training Stage Deliverables

- Production Cutover checklist

- Objective: Provide a detailed checklist outlining tasks necessary for production Cutover
- Scope: Dates for final conversion, date(s) to cease system processing in Legacy System, date(s) for first processing in Tyler system, contingency plan for processing
- Acceptance criteria: Definition of all pre-production tasks, assignment of owners and establishment of due dates
- User Acceptance Test Plan
  - Objective: Provide testing steps to guide users through testing business processes in Tyler software.
  - Scope: Testing steps for Standard business processes.
  - Acceptance criteria: Testing steps have been provided for Standard business processes.

#### 4.5.4.2 Final Testing & Training Stage Acceptance Criteria

- Reference Deliverable 4-1: Production Cutover Checklist delivered and reviewed
- Reference Deliverable 4-2: UAT training completed
- Reference Deliverables 4-3 to 4-7: User Acceptance Testing completed
- Reference Deliverable 4-8: Data conversion acceptance testing and issue resolution complete
- Modification(s) tested and accepted, if applicable
- Reference Deliverable 4-9: Standard 3<sup>rd</sup> party Data Exchange programs tested and accepted
- Reference Deliverable 4-10: Standard & Custom Forms & Reports tested and accepted
- Reference Deliverable 4-11: Organizational Change Management Completed
- Reference Deliverable 4-12: End User training completed

## 4.6 Production Cutover (Stage 5)

City and Tyler resources complete tasks as outlined in the Production Cutover Plan and the City begins processing day-to-day business transactions in the Tyler software. Following production Cutover, the City transitions to the Tyler support team for ongoing support of the Application.

### 4.6.1 Final Data Conversion, if applicable

The City provides final data extract and Reports from the Legacy System for data conversion and Tyler executes final data conversion. The City may need to manually enter into the Tyler system any data added to the Legacy System after final data extract but will be mitigated wherever possible.

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



Provide production assistance			A	R				C				I	C	C	C	C	C		
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### 4.6.3 Transition to Tyler Support

Tyler Project Manager(s) introduce the City to the Tyler Support team, who provides the City with day-to-day assistance following Production Cutover.

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

STAGE 5	Transition to Tyler Support																				
	TYLER								CITY												
	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	City Project Sponsor	City Steering Committee	City Project Manager	City Business Process Owners	City Change Management Leads	City Subject Matter Experts	City Department Heads	City End Users	City Technical Team	City Project Toolset Coordinator	City Upgrade Coordinator	
TASKS																					
Develop internal support plan			I								A	R	C	C	C	C		C	C	C	C
Conduct transfer to Support meeting	A	I	C					R				C	C	C	C	I	I	C	I	I	

### 4.6.4 Schedule Post-Production Services, if applicable

Tyler provides post-production services of 60 days from the Final Acceptance to Go-Live . Prior to scheduling services, the Tyler Project Manager(s) collaborate with City Project Manager(s) to identify needs.

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

STAGE 5	Schedule Post-Production Services, if applicable																			
	TYLER								CITY											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	City Project Sponsor	City Steering Committee	City Project Manager	City Business Process Owners	City Change Management Leads	City Subject Matter Experts	City Department Heads	City End Users	City Technical Team	City Project Toolset Coordinator	City Upgrade Coordinator
Identify topics for post-production services			C	C								A	R	I	C				I	
Schedule services for post-production topics		A	R	I								C	C	I	C				I	

### 4.6.5 Control Point 5: Production Cutover Stage Acceptance

Acceptance criteria for this Stage includes all criteria listed below. Advancement to the Phase/Project Closure Stage is dependent upon Tyler’s receipt of this Stage Acceptance.

#### 4.6.5.1 Production Cutover Stage Deliverables

- Final data conversion, if applicable
  - Objective: Ensure (in Scope) Legacy System data is available in Tyler software in preparation for production processing.
  - Scope: Final passes of all conversions completed in this Phase
  - Acceptance criteria: Data is available in production environment
- Support transition documents
  - Objective: Define strategy for on-going Tyler support
  - Scope: Define support strategy for day-to-day processing, conference call with City Project Manager(s) and Tyler support team, define roles and responsibilities, define methods for contacting support
  - Acceptance criteria: The City receives tools to contact support and understands proper support procedures.

#### 4.6.5.2 Production Cutover Stage Acceptance Criteria

- Final data conversion(s) delivered
- Reference Deliverable 5-1: Processing within all modules for the associated phase is being done in Tyler production

- Transition to Tyler support is completed
- Post-live services have been scheduled, if applicable

## 4.7 Phase/Project Closure (Stage 6)

Project or Phase closure signifies full implementation of all products purchased and encompassed in the Phase or Project. The City moves into the next cycle of their relationship with Tyler (next Phase of implementation or long-term relationship with Tyler Support).

### 4.7.1 Close Phase/Project

The City and Tyler Project Manager(s) review the list of outstanding Project activities and develop a plan to address them. The Tyler Project Manager(s) review the Project budget and status of each contract Deliverable with the City Project Manager(s) prior to closing the Phase or Project.

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

STAGE 6	Close Phase/Project																			
	TYLER								CITY											
	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	City Project Sponsor	City Steering Committee	City Project Manager	City Business Process Owners	City Change Management Leads	City Subject Matter Experts	City Department Heads	City End Users	City Technical Team	City Project Toolset Coordinator	City Upgrade Coordinator
TASKS																				
Review outstanding Project activities and develop action plan		A	R	C								C	C	I	C	I		C		
Review Project budget and status of contract Deliverables		A	R							I	I	C								

### 4.7.2 Change Management After Action Review

The City and Tyler will perform after action review of go-live and effectiveness of project Implementation and Change Management strategies. During such time, a post-live audit of the Change Management effectiveness, lessons learned and desired adjustments for subsequent stages will be discussed.

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

STAGE 6	Change Management Resistance and Procedural Comm Planning																			
	TYLER								CLIENT											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Change Management Team	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	City Project Sponsor(s)	City Executive Steering Committee	City Project Manager	Client Business Advisory Team Leads	Client Change Management Leads	Client Subject Matter Experts	Client Department Heads	City End Users	City Technical Advisory Leads	City Project Toolset Coordinator	City Upgrade Coordinator
Hold After Action Review Session			A	I	R								C	I	C	I				
Update Change Management Plans and Executive Playbook			A	I	R								C	I	C	I				
Acceptance of Change management strategies			I	I	C								A	I	R	I				

### 4.7.3 Control Point 6: Phase/Project Closure Stage Acceptance

Acceptance criteria for this Stage includes all criteria listed below. This is the final acceptance for the Phase/Project.

#### 4.7.3.1 Phase/Project Closure Stage Deliverables

- Phase/Project reconciliation report
  - Objective: Provide comparison of contract Scope and Project budget
  - Scope: Contract Scope versus actual, analysis of services provided and remaining budget, identify any necessary Change Requests or Project activity.
  - Acceptance criteria: Acceptance of services and budget analysis and plan for changes, if needed.

#### 4.7.3.2 Phase/Project Closure Stage Acceptance Criteria

- Outstanding Phase or Project activities have been documented and assigned
- Phase/final Project budget has been reconciled
- Tyler Deliverables for the Phase/Project are complete

## 5 Roles and Responsibilities

### 5.1 Tyler Roles and Responsibilities

Tyler assigns project manager(s) prior to the start of each Phase of the Project. The project manager(s) assign additional Tyler resources as the schedule develops and as needs arise. One person may fill multiple project roles.

#### 5.1.1 Tyler Executive Management

- Provides clear direction for Tyler staff on executing on the Project Deliverables to align with satisfying the City's overall organizational strategy.
- Authorizes required project resources.
- Resolves all decisions and/or issues not resolved at the implementation management level as part of the escalation process.
- Offers additional support to the project team and is able to work with other Tyler department managers in order to escalate and facilitate implementation project tasks and decisions.
- Acts as the counterpart to the City's executive sponsor.

#### 5.1.2 Tyler Implementation Management

- Acts as the counterpart to the City steering committee.
- Assigns initial Tyler project personnel.
- Works to resolve all decisions and/or issues not resolved at the Project Management level as part of the escalation process.
- Attends City steering committee meetings as necessary.
- Provides support for the project team.
- Provides management support for the Project to ensure it is staffed appropriately and staff have necessary resources.
- Monitors project progress including progress towards agreed upon goals and objectives.

#### 5.1.3 Tyler Project Manager

The Tyler project manager provides oversight of the Project, coordination of resources between departments, management of the project budget and schedule, effective risk and issue management, and is the primary point of contact for all Project related items.

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

- Update and deliver Implementation Management Plan.
- Defines project tasks and resource requirements.
- Develops initial project schedule and full scale Project Plan.
- Collaborates with City project manager(s) to plan and schedule project timelines to achieve on-time implementation.
- Manager Management
  - Tightly manages Scope and budget of Project; establishes process and approval matrix with the City to ensure Scope changes and budget planned versus actual are transparent and handled effectively and efficiently.
  - Establishes and manages a schedule and resource plan that properly supports the Project Plan that is also in balance with Scope/budget.
  - Establishes risk/issue tracking/reporting process between the City and Tyler and takes all necessary steps to proactively mitigate these items or communicates with transparency to the City any items that may impact the outcomes of the Project.
  - Collaborates with the City's project manager(s) to establish key business drivers and success indicators that will help to govern project activities and key decisions to ensure a quality outcome of the project.
  - Sets a routine communication plan that will aide all project team members, of both the City and Tyler, in understanding the goals, objectives, current status and health of the project.
- Team Management
  - Acts as liaison between project team and Tyler manager(s).
  - Identifies and coordinates all Tyler resources across all applications, Phases, and activities including development, forms, installation, reports, implementation, and billing.
  - Provides direction and support to project team.
  - Builds partnerships among the various stakeholders, negotiating authority to move the Project forward.
  - Manages the appropriate assignment and timely completion of tasks as defined in the Project Plan, task list, and Production Cutover Checklist.
  - Assesses team performance and adjusts as necessary.
  - Interfaces closely with Tyler developers to coordinate program Modification activities.
  - Coordinates with in Scope 3<sup>rd</sup> party providers to align activities with ongoing project tasks.

#### 5.1.4 Tyler Implementation Consultant

- Completes tasks as assigned by the Tyler project manager(s).
- Performs problem solving and troubleshooting.
- Follows up on issues identified during sessions.
- Documents activities for on site services performed by Tyler.
- Provides conversion Validation and error resolution assistance.
- Recommends guidance for testing Forms and Reports.
- Tests software functionality with the City following configuration.
- Assists during Production Cutover process and provides production support until the City transitions to Tyler Support.
- Provides product related education.

- Effectively facilitates training sessions and discussions with City and Tyler staff to ensure adequate discussion of the appropriate agenda topics during the allotted time.
- Conducts training (configuration, process, conversion Validation) for Power Users and the City's designated trainers for End Users.
- Clearly documents homework tasks with specific due dates and owners, supporting and reconciling with the final Project Plan.
- Keeps Tyler project manager(s) proactively apprised of any and all issues which may result in the need for additional training, change in schedule, change in process decisions, or which have the potential to adversely impact the success of the Project prior to taking action.

### 5.1.5 Tyler Sales

- Provide sales background information to Implementation during Project initiation.
- Support Sales transition to Implementation.
- Provide historical information, as needed, throughout implementation.

### 5.1.6 Tyler Software Support

- Manages incoming client issues via phone, email, and online customer incident portal.
- Documents and prioritizes issues in Tyler's Customer Relationship Management (CRM) system.
- Provides issue analysis and general product guidance.
- Tracks issues and tickets to timely and effective resolution.
- Identifies options for resolving reported issues.
- Reports and escalates defects to Tyler Development.
- Communicates with the City on the status and resolution of reported issues.

### 5.1.7 Tyler SaaS Technicians

- Provides maintenance of hosted server hardware, operating system, and Software Upgrades.
- Provides IT-related services for server environment.
- Provides remote technical assistance and tracks issues.
- Provides systems management and disaster recovery services within hosting services.
- Adds new City users; SaaS determines user names incorporating a unique client identifier and user initials.
- Performs Tyler Software Upgrades through coordination with the City.

### 5.1.8 Tyler Subject Matter Expert

- Possesses both a broad and deep understanding of the functionality within Tyler software products for his/her functional area(s).
- Provides confident recommendations regarding configuration decisions and business process best practices using Tyler's products based on his/her experience and expertise implementing Tyler software products with similar organizations.
- Provides conversion consulting and mapping assistance.
- Follows up on issues identified during sessions.

- Documents activities for on site services.
- Clearly documents homework tasks with specific due dates and owners, supporting and reconciling with the final Project schedule.
- Keeps Tyler project manager(s) proactively apprised of any and all issues which may result in the need for additional training needs, change in schedule, change in process decisions, or which have the potential to adversely impact the success of the Project prior to taking action.
- Performs gap analysis and documents non-contracted Modifications requests.

### 5.1.9 Tyler Data Conversion Experts

- Validates client data files are in proper format.
- Develops customized conversion programs to convert Legacy System data into the Tyler database for production use according to defined mapping.
- Provides error Reports on unsupported data conditions and the merging or normalization of data fields.
- Assists the City with understanding and interpreting error Reports.
- Performs changes and corrections to customized conversion programs as the City discovers data anomalies and exception conditions.

### 5.1.10 Tyler Reports/Forms Experts

- Provides specifications for all Forms & Reports in Scope.
- Reviews requirements for Peripherals and Consumables, if applicable.
- Conducts review of City's form mockup sheets.
- Develops final form designs.
- Configures and installs Forms software and approved Forms.

### 5.1.11 Tyler Trainer

- Provides product related education.
- Effectively facilitates training sessions and discussions with City and Tyler staff to ensure adequate discussion of the appropriate agenda topics during the allotted time.
- Conducts training (configuration, process, conversion Validation) for Power Users and the City's designated trainers for End Users.

## 5.2 City Roles and Responsibilities

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

### 5.2.1 City Project Sponsor

- Provides clear direction for the Project and how the Project applies to the organization's overall strategy.
- Champions the Project at the executive level to secure buy-in.
- Authorizes required Project resources.

- Resolves all decisions and/or issues not resolved at the City steering committee level as part of the escalation process.
- Actively participates in organizational change communications.

## 5.2.2 City Steering Committee

- Works to resolve all decisions and/or issues not resolved at the project manager level as part of the escalation process.
- Attends all scheduled steering committee meetings.
- Provides support for the project team.
- Assists with communicating key project messages throughout the organization.
- Prioritizes the project within the organization.
- Provides management support for the project to ensure it is staffed appropriately and staff have necessary resources.
- Monitors project progress including progress towards agreed upon goals and objectives.
- Has the authority to approve or deny changes impacting the following areas:
  - Cost
  - Scope
  - Schedule
  - Project Goals
  - City Policies

## 5.2.3 City Project Manager

The City shall assign project manager(s) prior to the start of this Project with overall responsibility and authority to make decisions related to project Scope, scheduling, and task assignment, and communicates decisions and commitments to the Tyler project manager(s) in a timely and efficient manner. When the City project manager(s) do not have the knowledge or authority to make decisions, he or she engages the correct resources from City to participate in discussions and make decisions in a timely fashion to avoid Project delays.

- Contract Management
  - Validates contract compliance throughout the Project.
  - Ensures invoicing and Deliverables meet contract requirements.
  - Acts as primary point of contact for all contract and invoicing questions.
  - Signs off on contract milestone acknowledgment documents.
  - Collaborates on and approves Change Requests, if needed, to ensure proper Scope and budgetary compliance.
- Planning
  - Review and acknowledge Implementation Management Plan.
  - Defines project tasks and resource requirements for City project team.
  - Collaborates in the development and approval of the initial Project Plan and Project Plan.
  - Collaborates with Tyler project manager(s) to plan and schedule Project timelines to achieve on-time implementation.
- Implementation Management

- Tightly manages Project budget and Scope and collaborates with Tyler project manager(s) to establish a process and approval matrix to ensure Scope changes and budget planned versus actual are transparent and handled effectively and efficiently.
- Collaborates with Tyler project manager to establish and manage a schedule and resource plan that properly supports the Project Plan, as a whole, that is also in balance with Scope/budget.
- Collaborates with Tyler Project manager(s) to establishes risk/issue tracking/reporting process between the City and Tyler and takes all necessary steps to proactively mitigate these items or communicates with transparency to Tyler any items that may impact the outcomes of the Project.
- Collaborates with Tyler Project manager(s) to establish key business drivers and success indicators that will help to govern Project activities and key decisions to ensure a quality outcome of the Project.
- Routinely communicates with both City staff and Tyler, aiding in the understanding of goals, objectives, current status, and health of the Project by all team members.
- Team Management
  - Acts as liaison between project team and stakeholders.
  - Identifies and coordinates all City resources across all modules, Phases, and activities including data conversions, forms design, hardware and software installation, reports building, and satisfying invoices.
  - Provides direction and support to project team.
  - Builds partnerships among the various stakeholders, negotiating authority to move the Project forward.
  - Manages the appropriate assignment and timely completion of tasks as defined in the Project Plan, task list, and Production Cutover Checklist.
  - Assesses team performance and takes corrective action, if needed.
  - Provides guidance to City technical teams to ensure appropriate response and collaboration with Tyler Technical Support Teams to ensure timely response and appropriate resolution.
  - Coordinates in Scope 3<sup>rd</sup> party providers to align activities with ongoing Project tasks.

## 5.2.4 City Functional Leads

- Makes business process change decisions under time sensitive conditions.
- Communicates existing business processes and procedures to Tyler consultants.
- Assists in identifying business process changes that may require escalation.
- Attends and contributes business process expertise for current/future state analysis sessions.
- Identifies and includes additional subject matter experts to participate in Current/Future State Analysis sessions.
- Provides business process change support during Power User and End User training.
- Completes performance tracking review with client project team on End User competency on trained topics.
- Provides Power and End Users with dedicated time to complete required homework tasks.
- Act as an ambassador/champion of change for the new process.
- Identifies and communicates any additional training needs or scheduling conflicts to City project manager.
- Prepares and Validates Forms.

- Actively participates in all aspects of the implementation, including, but not limited to, the following key activities:
  - Task completion
  - Stakeholder Presentation
  - Implementation Management Plan development
  - Schedule development
  - Maintenance and monitoring of risk register
  - Escalation of issues
  - Communication with Tyler project team
  - Coordination of City resources
  - Attendance at scheduled sessions
  - Change Management activities
  - Modification specification, demonstrations, testing and approval assistance
  - Conversion Analysis and Verification Assistance
  - Decentralized End User Training
  - Process Testing
  - User Acceptance Testing

### 5.2.5 City Subject Matter Experts

- Participate in Project activities as required by the project team and project manager(s).
- Provide subject matter expertise on City business processes and requirements.
- Act as subject matter experts and attend current/future state and validation sessions as needed.
- Attend all scheduled training sessions.
- Participate in all required post-training processes as needed throughout Project.
- Participate in Conversion Validation.
- Test all Application configuration to ensure it satisfies business process requirements.
- Become Application experts.
- Participate in User Acceptance Testing.
- Adopt and support changed procedures.
- Complete all Deliverables by the due dates defined in the Project Plan.
- Demonstrate competency with Tyler products processing prior to Production Cutover.
- Provide knowledge transfer to City staff during and after implementation.

### 5.2.6 City End Users

- Attend all scheduled training sessions.
- Become proficient in Application functions related to job duties.
- Adopt and utilize changed procedures.
- Complete all Deliverables by the due dates defined in the Project Plan.
- Utilize software to perform job functions at and beyond Production Cutover.

### 5.2.7 City Technical Team

- Coordinates updates and releases with Tyler as needed.

- Coordinates the copying of source databases to training/testing databases as needed for training days.
- Extracts and transmits conversion data and control reports from City's Legacy System per the conversion schedule set forth in the Project Plan.
- Coordinates and adds new users and printers and other Peripherals as needed.
- Validates all users understand log-on process and have necessary permission for all training sessions.
- Coordinates Interface development for City third party Data Exchanges.
- Develops or assists in creating Reports as needed.
- Ensures onsite system hardware meets specifications provided by Tyler.
- Assists with software Installation as needed.

### 5.2.8 City Upgrade Coordinator

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

### 5.2.9 City Project Toolset Coordinator

- Ensures users have appropriate access to Tyler project toolsets such as Tyler University, Tyler Community, Tyler Product Knowledgebase, SharePoint, etc.
- Conducts training on proper use of toolsets.
- Validates completion of required assignments using toolsets.

### 5.2.10 City Change Management Lead

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

## 6 Glossary

Word or Term	Definition
<b>Application</b>	A computer program designed to perform a group of coordinated functions, tasks or activities for the benefit of the user.
<b>Change Control</b>	A systematic approach for managing change governing how Change Requests will be received, assessed and acted on.
<b>Change Management</b>	An approach for ensuring that changes are thoroughly and smoothly implemented and that the lasting benefits of change are achieved. The focus is on the global impact of change with an intense focus on people and how individuals and teams move from the current situation to the new one.
<b>Change Request</b>	A form used as part of the Change Control process whereby changes in the Scope of work, timeline, resources, and/or budget are revised and agreed upon by participating parties.
<b>Consumables</b>	Items that are used on a recurring basis, usually by Peripherals. Examples: paper stock or scanner cleaning kits.
<b>Control Point</b>	Occurring at the end of each Stage, the Control Point serves as a formal client review point. Project progress cannot continue until the client acknowledges the agreed upon Deliverables of the Stage have been met or agree on an action plan to make the Deliverable acceptable and move to next Stage while executing final steps of current Stage.
<b>Cutover</b>	The point when a client begins using Tyler software in production.
<b>Data Exchange</b>	A term used to reference Imports and Exports, and Interfaces which allow data to be exchanged between an external system and Tyler software.
<b>Data Mapping</b>	The process of mapping fields from the Legacy System to the appropriate location in the new system from one or more sources.
<b>Deliverable</b>	A tangible or intangible object/document produced as a result of the Project that is intended to be delivered to a client (either internal or external) or vendor at a specific time.
<b>End User</b>	The person for whom the software is designed to use on a day-to-day basis.
<b>Forms</b>	A document which is typically printed on a template background and only captures data for one record per page. Forms are provided to entity customers whether internal (employees) or external (citizens).
<b>Imports and Exports</b>	A process within the system that a user is expected to run to consume (Import) or produce (Export) a specifically defined file format/layout.
<b>Interface</b>	A real-time or automated exchange of data between two systems.

<b>Install</b>	References the initial installation of software files on client services and preparing the software for use during configuration. The version currently available for general release will always be used during the initial install.
<b>Legacy System</b>	The system from which a client is converting.
<b>Modification</b>	Modification of software program package to provide individual client requirements documented within the Scope of the Agreement.
<b>Peripherals</b>	An auxiliary device that connects to and works with the computer in some way. Examples: mouse, keyboard, scanner, external drive, microphone, speaker, webcam, and digital camera.
<b>Phase</b>	A portion of the Project in which specific set of related products are typically implemented. Phases each have an independent start, Production Cutover and closure dates but use the same Implementation Plans as other Phases within the Project. Phases may overlap or be sequential and may have the same Tyler project manager and Tyler project team or different individuals assigned.
<b>Power User</b>	An experienced client person or group who is (are) an expert(s) in the client business processes, as well as knowledgeable in the requirements and acceptance criteria.
<b>Project</b>	The Project includes all implementation activity from Plan & Initiate to Closure for all products, Applications and functionality included in a single Agreement. The Project may be broken down into multiple Phases.
<b>Project Plan</b>	The Project Plan serves as the master blueprint for the Project. As developed, the Project schedule will become a part of the Project Plan and outline specific details regarding tasks included in the Project Plan.
<b>Project Planning Meeting</b>	Occurs during the Plan & Initiate Stage to coordinate with the City project manager to discuss Scope, information needed for project scheduling and resources.
<b>Questionnaire</b>	A document containing a list of questions to be answered by the client for the purpose of gathering information needed by Tyler to complete the implementation.
<b>RACI</b>	A chart describing level of participation by various roles in completing tasks or Deliverables for a Project or process. Also known as a responsibility assignment matrix (RAM) or linear responsibility chart (LRC).
<b>Reports</b>	Formatted to return information related to multiple records in a structured format. Information is typically presented in both detail and summary form for a user to consume.
<b>Scope</b>	Products and services that are included in the Agreement.

<b>Software Upgrade</b>	References the act of updating software files to a newer software release.
<b>Stage</b>	The top-level components of the WBS. Each Stage is repeated for individual Phases of the Project and requires acknowledgement before continuing to the next Stage. Some tasks in the next Stage may begin before the prior Stage is complete.
<b>Stakeholder Presentation</b>	Representatives of the Tyler implementation team will meet with key client representatives to present high level Project expectations and outline how Tyler and the Client can successfully partner to create an environment for a successful implementation.
<b>Standard</b>	Included in the base software (out of the box) package.
<b>Statement of Work (SOW)</b>	Document which will provide supporting detail to the Agreement defining Project -specific activities and Deliverables Tyler will provide to the client.
<b>Test Plan</b>	Describes the testing process. Includes “Test Cases” to guide the users through the testing process. Test cases are meant to be a baseline for core processes; the client is expected to supplement with client specific scenarios and processes.
<b>Validation (or to validate)</b>	The process of testing and approving that a specific Deliverable, process, program or product is working as expected.
<b>Work Breakdown Structure (WBS)</b>	A hierarchical representation of a Project or Phase broken down into smaller, more manageable components.

## 7 Tyler Resources Purchased

Tyler's complete EnerGov proposal as set forth in the Investment Summary have been defined within the project as follows:

- SaaS: Tyler makes the software service available.
- Estimated Timeline of 18-20 months

### 7.1.1 Business Scope (Transactions and Automation)

- Unique Business Transactions in Scope (Tyler) = up to 20 Transactions
- Unique Business Transactions in Scope (Shared) = up to 45 Transactions
- Template Business Transactions in Scope (Tyler) = up to 5 Transactions
- Template Business Transactions in Scope (Shared) = up to 5 Transactions
- Geo-Rules within Scope (Tyler) = up to 10 Geo-Rules
- Geo-Rules within Scope (Shared) = up to 10 Geo-Rules
- Intelligent Objects and IAA's within Scope (Tyler)= up to 10 IO/IAA
- Intelligent Objects and IAA's within Scope (Tyler)= up to 20 IO/IAA
- Custom Reports/Output documents within scope = up to 10 reports
- Integrations within scope = 0 No integrations within Scope (agency to leverage EnerGov SDK/API) and 85 hours of integration assistance
- Data Conversion Sources within scope = 1 DCT (per data source)
- Tyler Change Management Services

### 7.1.2 "Business transaction" is defined by:

- Unique workflow or business process steps & actions (including output actions)
- Unique Automation logic (IO logic etc)
- Unique Fee assessment / configuration definition
- Unique Custom fields/forms definition

Uniqueness of any of these mentioned parameters regulates the need for a unique business case transaction design document and configuration event

### 7.1.3 "Template" transaction is defined by:

- A pre-defined and pre-configured EnerGov best management business process.

### 7.1.4 "Geo-Rule" is defined by:

- An automation event that is triggered by a condition configured around the source Esri geodatabase. Current geo-rule events are:

- 
- |                |  |
|----------------|--|
| • <b>Alert</b> | • Displays a pop-up with a custom message to the user, notifying them of certain spatial data (i.e. noise abatement zones; flood zones; etc.). |
| • <b>Block</b> | • Places a block on the case and prevents any progress or updates from   |

	occurring on the record (i.e. no status changes can be completed, no fees can be paid, the workflow cannot be managed, etc.)
<ul style="list-style-type: none"> <li>• <b>Block with Override</b></li> </ul>	<ul style="list-style-type: none"> <li>• Places a block on the case and prevents any progress or updates from occurring on the record (i.e. no status changes can be completed, no fees can be paid, the workflow cannot be managed, etc.) However, the block can be overridden by end-users who have been given the proper securities.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Fee Date</b></li> </ul>	<ul style="list-style-type: none"> <li>• Populates the CPI vesting date on the record if vesting maps are used by the jurisdiction.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Filed Mapping</b></li> </ul>	<ul style="list-style-type: none"> <li>• A custom field or any field inherent in the EnerGov application can automatically populate with information based on spatial data.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Required Action</b></li> </ul>	<ul style="list-style-type: none"> <li>• A workflow action can automatically populate in the workflow details for the particular record (i.e. plan, permit, code case, etc.) that requires the action based on certain spatial data related to the case.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Required Step</b></li> </ul>	<ul style="list-style-type: none"> <li>• A workflow step can automatically populate in the workflow details for the particular record (i.e. plan, permit, code case, etc.) that requires the step based on certain spatial data related to the case.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Zone Mapping</b></li> </ul>	<ul style="list-style-type: none"> <li>• The zone(s) automatically populate on the “Zones” tab of the record (i.e. plan, permit, code case, etc.).</li> </ul>

### 7.1.5 “Intelligent Object (IO)” is defined by:

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

### 7.1.6 “Intelligent Automation Agent (IAA)” is defined by:

- A tool designed to automate task in a proactive manner by setting values and generating emails and other tasks. On a nightly basis, a Windows service sweeps the EnerGov system looking for IAA conditions that have been met, and the associated actions are then performed. The IAA does not generate alerts or errors.

### 7.1.7 “EnerGov SDK API (Toolkits)” are defined by:

- API’s developed by Tyler Technologies for the purpose of extending the EnerGov Framework and functionality to external agencies and systems. Full documentation is available for each toolkit upon request.

Note: The EnerGov toolkits and related documentation are simply tools that allow clients to create applications and integrations. The purchase of a toolkit does not imply any development related services from Tyler Technologies. The client is responsible for working with their IT staff and VAR's to develop any necessary applications and integrations except as otherwise noted in the Investment Summary for any "in-scope" integrations.

## 8 EnerGov Conversion Summary

### 8.1 Community Development: Permits

- Permit master basic information
- Permit Contacts
- Contacts – Unique (keyed) contacts converted to global contacts
- Non-keyed contacts converted to a Memo Custom Field or a standard note
- Parcels and Addresses
- Reviews and Approvals – Converted to Activity
- Inspections and Inspection Cases
- Sub-Permit Associations – Visible in workflow and attached records section
- Fees
- Meetings and Hearings
- Bonds and Escrow
- Activities and Actions
- Conditions
- Notes
- Zones
- Holds
- Renewals
- Initialized Workflows
- Attachments
- Tylers
- Projects
- Payment and Fee History

### 8.2 Business Management

- Business entity (Only for Business Licensing)
- License master basic information
- License Contacts
- Contacts – Unique (keyed) contacts converted to global contacts
- Non-keyed contacts converted to a Memo Custom Field or a standard note Parcel and Addresses
- Reviews and Approvals – Converted to Activity
- Fees
- Bonds and Escrow
- Activities and Actions
- Conditions
- Notes
- Holds
- Initialized Workflows
- Attachments
- Tylers
- Business Types & NAICS codes

- Payment and Fee History

### 8.3 Community Development: Code Cases

- Code Case master basic information
- Code Case Contacts and Properties
- Contacts – Unique (keyed) contacts converted to global contacts
- Non-keyed contacts converted to a Memo Custom Field or a standard note
- Parcels and Addresses
- Reviews and Approvals – Converted to Activity Active Fees
- Activities and Actions
- Notes
- Holds
- Initialized Workflows
- Attachments
- Violations
  - Fees
  - Payments
  - Notes
- Meetings and Hearings
- Zones
- Requests
- Payment and Fee history

### 8.4 Community Development: Plans

- Plan master basic information
- Plan Contacts
- Contacts – Unique (keyed) contacts converted to global contacts
- Non-keyed contacts converted to a Memo Custom Field or a standard note
- Parcels and Addresses
- Reviews and Approvals – Converted to Activity
- Inspections and Inspection Cases
- Fees
- Meetings and Hearings
- Bonds and Escrow
- Activities and Actions
- Conditions
- Notes
- Zones
- Holds
- Initialized Workflows
- Attachments
- Projects
- Payment and Fee history

## SCHEDULE E —SCHEDULE OF CHARGES AND PAYMENTS

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

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

1. **SaaS Fees.** SaaS Fees are invoiced on an annual basis, beginning on the commencement of the initial term as set forth in Schedule A.16 of this Agreement. Your annual SaaS fees for the initial five (5) year term are set forth in the Investment Summary. Upon expiration of the initial term, your annual SaaS fees will be at our then-current rates.
2. **Implementation Milestone Payments:** Tyler will invoice Client for services according to the following implementation milestones:

Deliverable / Payment	Deliverable Description	Milestone
<b>Stage 1 - Project Initiation &amp; Planning</b>		
<b>Deliverable 1-1</b>	Performed Project Initiation and Project Management Tasks	<b>\$70,816.00</b>
<b>Deliverable 1-2</b>	Software installed in SaaS environment	<b>\$8,400.00</b>
<b>Stage 2 - Assess &amp; Define and Fundamentals Training</b>		
<b>Deliverable 2-1</b>	Completion of Fundamentals review	<b>\$19,000.00</b>
<b>Deliverable 2-2</b>	Future state analysis completed; Up to 25 Unique Business Transaction Questionnaires delivered and reviewed	<b>\$37,000.00</b>
<b>Deliverable 2-3</b>	Future state analysis completed; Up to 20 Unique Business Transaction Questionnaires delivered and reviewed	<b>\$30,700.00</b>
<b>Deliverable 2-4</b>	Future state analysis completed; Up to 20 Unique Business Transaction Questionnaires delivered and reviewed	<b>\$30,700.00</b>
<b>Deliverable 2-5</b>	Future state analysis completed; Up to 10 BMP Business Transaction Questionnaires delivered and reviewed	<b>\$13,900.00</b>
<b>Deliverable 2-6</b>	Completed Intelligent Automation Assessment for up to 30 Automation events	<b>\$18,100.00</b>
<b>Deliverable 2-7</b>	Completed Geo-Rule Assessment for up to 20 Geo-Rules	<b>\$13,900.00</b>
<b>Deliverable 2-8</b>	Complete Forms & Reports planning	<b>\$12,500.00</b>
<b>Deliverable 2-9</b>	Provide Data conversion assessment	<b>\$11,500.00</b>
<b>Stage 3 - Build &amp; Validate</b>		
<b>Deliverable 3-1</b>	Configuration Training completed	<b>\$19,000.00</b>
<b>Deliverable 3-2</b>	Up to 10 Unique Business transactions configured and validated	<b>\$39,400.00</b>

<b>Deliverable 3-3</b>	Up to 10 Unique Business transactions configured and validated	<b>\$39,400.00</b>
<b>Deliverable 3-4</b>	Up to 5 BMP Business process transactions configured and validated	<b>\$18,400.00</b>
<b>Deliverable 3-5</b>	Review of up to 45 Unique Business transactions and 5 BMP Business Transactions to be configured and validated by the City	<b>\$29,950.00</b>
<b>Deliverable 3-6</b>	Up to 20 Intelligent Automation events configured and validated	<b>\$31,000.00</b>
<b>Deliverable 3-7</b>	Up to 10 GeoRules configured and validated	<b>\$16,300.00</b>
<b>Deliverable 3-8</b>	Review of up to 10 Intelligent Automation events and up to 10 Geo Rules configured and validated by the City	<b>\$14,200.00</b>
<b>Deliverable 3-9</b>	Data Conversion Utility mapping document created and validated Initial Data conversion iteration completed	<b>\$34,000.00</b>
<b>Deliverable 3-10</b>	Interface Consulting during Build and Validate for Interfaces to be developed against EnerGov through the APIs	<b>\$22,750.00</b>
<b>Deliverable 3-11</b>	Custom developed Reports delivered and validated	<b>\$45,300.00</b>
<b>Stage 4- Final Testing and Training</b>		
<b>Deliverable 4-1</b>	Production cutover checklist Delivered and accepted	<b>\$6,000.00</b>
<b>Deliverable 4-2</b>	User Acceptance Testing Training completed	<b>\$19,000.00</b>
<b>Deliverable 4-3</b>	Material System Acceptance Testing issues addressed and accepted for up to 20 Unique Business transactions and 5 BMP transactions	<b>\$35,200.00</b>
<b>Deliverable 4-4</b>	Provide assistance to the City during their addressing and accepting of Material System Acceptance Testing issues for up to 45 Unique Business transactions and 5 BMP transactions	<b>\$29,950.00</b>
<b>Deliverable 4-5</b>	Material System Acceptance Testing issues addressed and accepted for up to 20 Automation events	<b>\$14,200.00</b>
<b>Deliverable 4-6</b>	Material System Acceptance Testing issues addressed and accepted for up to 10 Geo-rules	<b>\$14,200.00</b>
<b>Deliverable 4-7</b>	Provide assistance to the City during their addressing and accepting of Material System Acceptance Testing issues for up to 10 Automation events and 10 Geo-rules	<b>\$12,100.00</b>
<b>Deliverable 4-8</b>	Data Conversion acceptance testing issues addressed and accepted up to 5 Additional iterations of Data Conversion completed	<b>\$41,800.00</b>
<b>Deliverable 4-9</b>	Interface Consulting during Final Testing and Training for Interfaces to be developed against EnerGov through the APIs	<b>\$22,750.00</b>
<b>Deliverable 4-10</b>	Developed reports acceptance testing issues addressed and accepted	<b>\$40,804.00</b>

Deliverable 4-11	Organizational Change Management completed	\$14,000.00
Deliverable 4-12	End User Training Completed	\$128,020.00
<b>Stage 5 - Production Cutover</b>		
Deliverable 5-1	On-Site Go-Live Support	\$84,000.00
		<b>\$1,038,240.00</b>

3. Third Party Products.

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

3.2 *Third Party Software Maintenance:* The first year maintenance for the Third Party Software is invoiced when we make it available to you for downloading.

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

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

4. Expenses. The service rates in the Investment Summary do not include travel expenses. Expenses for Tyler delivered services will be billed as incurred and only in accordance with our then-current Business Travel Policy, plus a 10% travel agency processing fee. Our current Business Travel Policy is attached to this Agreement as Schedule F-2. Copies of receipts will be provided upon request; we reserve the right to charge you an administrative fee depending on the extent of your requests. Receipts for miscellaneous items less than twenty-five dollars and mileage logs are not available.

**Payment.** Payment for undisputed invoices is due within forty-five (45) days of the invoice date. Payment can be pay via check or electronically. Tyler's electronic payment information is:

Bank: Wells Fargo Bank, N.A.  
420 Montgomery  
San Francisco, CA 94104  
ABA: 121000248  
Account: 4124302472  
Beneficiary: Tyler Technologies, Inc. – Operating

## **SCHEDULE F**

### Associated Exhibits

The Agreement includes the following Exhibits.

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## **SCHEDULE F-1**

### **Investment Summary**

The following Investment Summary details the software and services to be delivered by us to you under the Agreement. This Investment Summary is effective as of the Effective Date. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Agreement.

*Tyler sales quotation to be inserted prior to Agreement execution.*

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Quoted By: Chuck Newberry  
 Date: 4/2/2020  
 Quote Expiration: 10/31/2020  
 Quote Name: Sunnyvale-EG-LGD-PLM  
 Quote Number: 2019-72217-3  
 Quote Description: Sunnyvale SaaS Option\_v3

**Sales Quotation For**

City of Sunnyvale  
 456 W Olive Ave  
 Sunnyvale, CA 94086-7661  
 Phone +1 (408) 730-7500

**EnerGov SaaS - Gold**

Description	Term	Monthly Fee	Users/Units	Annual Fee
<b>Core Software:</b>				
EnerGov Business Management Suite	5	\$209.00	10	\$25,080.00
EnerGov Community Development Suite	5	\$209.00	82	\$205,656.00
Unlimited Data Storage for Tyler EnerGov	5	\$1,243.00	1	\$14,920.00
Socrata Citizen Connect	5	\$368.00	Site License	\$4,421.00
Tyler 311	5	\$1,658.00	Site License	\$19,893.00
<b>Extensions:</b>				
EnerGov Business Management Feeds	5	\$737.00	Site License	\$8,842.00
EnerGov Business Management SDK	5	\$0.00	1	\$0.00
EnerGov Central Cashiering SDK	5	\$0.00	1	\$0.00
EnerGov Citizen Self Service - Business Management	5	\$1,381.00	Site License	\$16,577.00
EnerGov Citizen Self Service - Community Development	5	\$1,381.00	Site License	\$16,577.00
EnerGov Community Development Feeds	5	\$737.00	Site License	\$8,842.00
EnerGov Community Development SDK	5	\$0.00	1	\$0.00
EnerGov e-Reviews	5	\$2,671.00	Site License	\$32,049.00
EnerGov Intelligent Automation Agent	5	\$0.00	1	\$0.00

**EnerGov SaaS - Gold**

Description	Term	Monthly Fee	Users/Units	Annual Fee
EnerGov Intelligent Objects	5	\$0.00	1	\$0.00
EnerGov My GovPay	5	\$0.00	1	\$0.00
EnerGov O-Data	5	\$0.00	1	\$0.00
EnerGov Report Toolkit	5	\$0.00	1	\$0.00
EnerGov Standard Technical Support	5	\$0.00	1	\$0.00
EnerGov Unlimited iG Workforce App Access	5	\$0.00	1	\$0.00
EnerGov VirtualPay	5	\$0.00	1	\$0.00
Tyler Content Manager - EnerGov Attachments	5	\$1,050.00	Site License	\$12,599.00
Tyler GIS	5	\$0.00	1	\$0.00
Sub-Total:				\$365,456.00
<i>Less Discount:</i>				<i>\$70,255.00</i>
<b>TOTAL:</b>				<b>\$295,201.00</b>

**EnerGov Professional Services**

Description	Hours/Units	Unit Price	Extended Price	Year One Maintenance
Change Management Services	80	\$175.00	\$14,000.00	\$0.00
Data Conversion Services	200	\$250.00	\$50,000.00	\$0.00
System Documentation	100	\$175.00	\$17,500.00	\$0.00
Post Go-Live Support	400	\$175.00	\$70,000.00	\$0.00
Form Services	100	\$250.00	\$25,000.00	\$0.00
Report Development Services	202	\$175.00	\$35,350.00	\$0.00
Fixed Cost Premium 20%	1	\$173,040.00	\$173,040.00	\$0.00
Integration Development	85	\$250.00	\$21,250.00	\$0.00
Fundamentals Review	80	\$175.00	\$14,000.00	\$0.00
Professional Implementation Services	1740	\$175.00	\$304,500.00	\$0.00
Project Management Services	1030	\$175.00	\$180,250.00	\$0.00
Training & Production Support Services	722	\$175.00	\$126,350.00	\$0.00
<b>TOTAL:</b>			<b>\$1,031,240.00</b>	<b>\$0.00</b>

<b>Summary</b>	<b>One Time Fees</b>	<b>Recurring Fees</b>
Total SaaS	\$0.00	\$295,201.00
Total Tyler Software	\$0.00	\$0.00
Total Tyler Services	\$1,031,240.00	\$0.00
Total 3rd Party Hardware, Software and Services	\$0.00	\$0.00
<b>Summary Total</b>	<b>\$1,031,240.00</b>	<b>\$295,201.00</b>
<b>Year One Contract Total</b>	<b>\$1,326,441.00</b>	
<b>Contract Total</b>	<b>\$2,507,245.00</b>	
<b>Estimated Travel Expenses</b>	<b>\$76,500.00</b>	

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

Customer Approval: \_\_\_\_\_ Date: \_\_\_\_\_  
Print Name: \_\_\_\_\_ P.O. #: \_\_\_\_\_

All primary values quoted in US Dollars

Subject to Approval

## Comments

EnerGov e-Reviews requires Bluebeam Studio Prime, at an estimated yearly subscription cost of \$3,000/100 users. Further pricing detail is available by contacting Bluebeam at <https://www.bluebeam.com/solutions/studio-prime>

EnerGov monthly fees are rounded, excluding cents.

EnerGov SaaS includes up to 500GB of storage. Should additional storage be needed it may be purchased as needed at an annual fee of \$3,000 per TB.

### Scope of Services:

- ¢ Change Management Services = 80 resource hours
- ¢ Project Management Services = 1,030 resource hours
- ¢ System Configuration Services = 1740 resource hours
- ¢ Fundamentals Training = 80 resource hours
- ¢ End User Training = 722 resource hours
- ¢ Post Go-Live Support = 400 resource hours
- ¢ Report Development Services = 202 resource hours
- ¢ Form Development Services = 100 resource hours
- ¢ System Documentation Services = 100 resource hours
- ¢ Data Conversion Services = 200 resource hours
- ¢ Integration Development = 85 resource hours
- ¢ Travel Expense Estimate based on 45 on-site trips (where a "trip" is defined as onsite travel of up to five business days)
  - NOTE: A typical "onsite week" is onsite at the customer site Monday – Thursday at an expected duration of 8 hours per day. Exceptions may apply to best serve the needs of the project.

### Business Scope (Transactions and Automation)

- ¢ Unique Business Transactions in Scope (Tyler) = up to 20 Transactions
- ¢ Unique Business Transactions in Scope (Shared) = up to 45 Transactions
- ¢ BMP Business Transactions in Scope (Tyler) = up to 5 Transactions
- ¢ BMP Business Transactions in Scope (Shared) = up to 5 Transactions
- ¢ Geo-Rules within Scope (Tyler) = up to 10 Geo-Rules
- ¢ Geo-Rules within Scope (Shared) = up to 10 Geo-Rules
- ¢ Intelligent Objects and IAA's within Scope (Tyler) = up to 10 IO/IAA
- ¢ Intelligent Objects and IAA's within Scope (Shared) = up to 20 IO/IAA
- ¢ Custom Reports/Output documents within scope = Up to 10 custom reports
- ¢ Data Conversion Sources within scope = one consolidated data source utilizing the Tyler EnerGov DCT template
- ¢ Integration services within scope = Tyler has provided it's full list of SDKs and APIs to facilitate integration requirements. In addition, Tyler has provided 85 hours of integration assistance for the list of integrations represented in the RFP
- ¢ Form services = Includes the creation of all forms listed on the Forms Services tab of the RFP
- ¢ Post Go Live Support = Tyler has provided up to 3 months (400 hours) of support after go-live.
- ¢ Change Management Services = Tyler has provided up to 80 hours of change management services to augment the City's change management plan.

## **SCHEDULE F-2 Business Travel Policy**

### 1. Air Travel

#### A. Reservations & Tickets

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

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

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

#### B. Baggage Fees

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

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

Baggage fees for sports equipment are not reimbursable.

### 2. Ground Transportation

#### A. Private Automobile

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

B. Rental Car

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

C. Public Transportation

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

D. Parking & Tolls

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

3. Lodging

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

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

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

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

4. Meals and Incidental Expenses

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

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

A. Overnight Travel

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

Departure Day

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

Return Day

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

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

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

Breakfast	15%
Lunch	25%
Dinner	60%

B. Same Day Travel

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

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

5. Internet Access – Hotels and Airports

Employees who travel may need to access their e-mail at night. Many hotels provide free high speed internet access and Tyler employees are encouraged to use such hotels whenever possible. If an employee's hotel charges for internet access it is reimbursable up

to \$10.00 per day. Charges for internet access at airports are not reimbursable.

6. International Travel

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

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

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

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

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## SCHEDULE F-3 MyGovPay/VirtualPay EULA

1. MyGovPay/VirtualPay Licensing. Access to MyGovPay and/or Virtual Pay is hereby granted if Customer elects to use MyGovPay or VirtualPay, products of Tyler Technologies (*Powered by Persolvent*), designed for Citizen Users to use for processing online payments.

(a) Special MyGovPay/VirtualPay Definitions.

**“Merchant Agreement”** means the agreement between Customer and Persolvent that provides for the Merchant Fees.

**“Merchant Fees”** means direct costs levied by Visa/Mastercard/Discover or other payment card companies for Interchange Fees, Dues, Assessments and Occurrence Fees, over which Tyler Technologies has no authority.

**“MyGovPay”** means the Product of Tyler Technologies that allows members of the public to pay for Customer’s services with a credit or other payment card on the Customer’s citizen-facing web portal.

**“Persolvent”** means Persolvent, formerly BankCard Services Worldwide, a Payment Card Industry (PCI) compliant processing agent through which the EnerGov Software passes credit card transactions.

**“Use Fees”** means the Technology Fees, Authorization Fees and Program/Convenience Fees as listed in Use Fees Table in Section 2, titled *MyGovPay/VirtualPay*.

**“VirtualPay”** means the Product of Tyler Technologies that allows the Customer to accept and process citizen user’s credit or other payment card using the EnerGov Software.

(b) Conditions of Use. If customer elects to use MyGovPay and/or VirtualPay the following terms apply:

- (1) Customer must apply for and agree to a Merchant Agreement with Persolvent.
- (2) Customer agrees that Citizen Users will be subject to Use Fees as listed in Use Fees table in Section 2.
- (3) Customer agrees that Use Fees are separate from and independent of Merchant Fees.
- (4) Customer agrees that this Agreement does not represent any modification to Customer’s Merchant Agreement with Persolvent.
- (5) Customer agrees that Use Fees are for use on the MyGovPay/VirtualPay online system and will not be deposited or owed to Customer in any way.
- (6) Customer agrees that MyGovPay’s and VirtualPay’s ability to assess Use Fees is dictated by the Card Associations whose rules may change at any time and for any reason. If MyGovPay and/or VirtualPay, for any reason, are unable to process payments using Use Fees, Customer agrees that MyGovPay/VirtualPay reserves the right to negotiate a new pricing model with Customer for the continued use of MyGovPay and/or VirtualPay.

2. MyGovPay/VirtualPay Fees. Customer agrees that the Use Fees set forth on the following page will apply if Customer elects to use MyGovPay/VirtualPay.

**USE FEES TABLE FOLLOWS ON NEXT PAGE**

**Use Fees**

**EnerGov’s MyGovPay (Online / card-not-present payments)\*\***

	<b>MyGovPay (Online Payments)</b>	<b>MyGovPay (Online Payments)</b>
	Percentage Based Fee	+ Transaction Fee
<b>Option 1: Government Entity Paid</b>	2.79%	\$0.20
<b>Option 2: Patron Paid</b>	3.29%	N/A

*\*\*ACH processing is available for a fee of \$20 per month and \$0.30 per transaction.*

**EnerGov’s VirtualPay (retail card present)**

	<b>VirtualPay (Retail Payments)</b>	<b>Virtual Pay (Retail Payments)</b>
	Percentage Based Fee	+ Transaction Fee
<b>Option 1: Government Entity Paid</b>	2.59%	\$0.15
<b>Option 2: Patron Paid</b>	2.99%	N/A

*Patron Paid fees will be communicated as "Service Fees" to the cardholder, at the time of transaction. In the event that the average monthly transaction amount is below \$30, Tyler reserves the right to apply an additional \$0.20 service fee above the quoted rates above.*

3. Interactive Voice Response ("IVR"). If IVR is selected by Customer and included in the pricing, the following additional terms and conditions shall apply of this Agreement:

(a) Network Security. Customer acknowledges that a third-party is used by Tyler Technologies to process IVR Data. Customer’s content will pass through and be stored on the third-party servers and will not be segregated or in a separate physical location from servers on which other customers’ content is or will be transmitted or stored.

(b) Content. Customer is responsible for the creation, editorial content, control, and all other aspects of content to be used solely in conjunction with the EnerGov Software.

(c) Lawful Purposes. Customer shall not use the IVR system for any unlawful purpose.

(d) Critical Application. Customer will not use the IVR system for any life-support application or other critical application where failure or potential failure of the IVR system can cause injury, harm, death, or other grave problems, including, without limitation, loss of aircraft control, hospital life-support system, and delays in getting medicate care or other emergency services.

(e) No Harmful Code. Customer represents and warrants that no content designed to delete, disable, deactivate, interfere with or otherwise harm any aspect of the IVR system now or in the future, shall be knowingly transmitted by Customer or Users.

(f) IVR WARRANTY. Except as expressly set forth in this Agreement, TYLER TECHNOLOGIES MAKES NO REPRESENTATION AND EXTENDS NO WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF TITLE, NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE FOR IVR.

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**SCHEDULE F-4**  
**Socrata Citizen Connect Terms**

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## Socrata Citizen Connect Terms

### 1. Definitions.

- a. "SaaS Services" means Company's off the shelf, cloud-based software service and related services, including maintenance and support services, as specified under this Agreement. SaaS Services do not include support of an operating system or hardware, support outside of our normal business hours, or training, consulting, or other professional services.
- b. "Confidential Information" means nonpublic information that a reasonable person would believe to be confidential and includes, without limitation, personal identifying information (e.g., Social Security numbers) and trade secrets, each as defined by applicable state law.
- c. "Documentation" means any online or written documentation and specifications related to the use of the SaaS Services that we provide, including instructions, user guides, manuals, and other training or self-help documentation.

### 2. Use of Service.

- a. *Customer Owned Data.* Customer retains all ownership and intellectual property rights to all data, files, information, content and links uploaded or provided by Customer through the use of the SaaS Services. During the term of this agreement, Customer may export its Customer Data as allowed by functionality within the Service. When Customer uploads or provides Customer Data to Company's SaaS, Customer grants to Company a perpetual non-exclusive, worldwide, royalty-free, sub-licensable, and transferable license to use, reproduce, publicly display, distribute, modify, create derivative works of, and translate the Client Data as needed in response to Company's use of the SaaS Services, or otherwise use by Public Users. Company may use aggregate anonymized data within the SaaS Services for purposes of enhancement of the SaaS Services, aggregated statistical analysis, technical support and other internal business purposes.
- b. *Reservation of Rights.* The SaaS Services, other services, workflow processes, user interface, designs, and other technologies provided by Company pursuant to this Agreement are the proprietary property of Company and its licensors. All right, title and interest in and to such items, including all associated intellectual property rights, remain only with Company. Customer may not remove or modify any proprietary marking or restrictive legends from items or services provided under this Agreement. Company reserves all rights unless otherwise expressly granted in this Agreement. Company reserves the right to develop derivative data assets based on Customer's publicly available data. These uses might include but aren't necessarily limited to: aggregating and summarizing data; normalizing, standardizing and concatenating data to create new regional or national data assets, developing key performance indicators and benchmarks. While Company agrees to never commercially sell data Customer makes publicly available, Company reserves the right to commercially sell derivative data assets Company creates based on Customer's public data.
- c. *Restrictions.* Company may not: (a) except as explicitly provided for herein, make the SaaS Services or Documentation resulting from the SaaS Services available in any manner to any third party for use in the third party's business operations; (b) modify, make derivative works of, disassemble, reverse compile, or reverse engineer any part of the SaaS Services; (c) access or use the SaaS Services in order to build or support, and/or assist a third party in building or supporting, products or services competitive to us; (d) license, sell, rent, lease, transfer, assign, distribute, display, host, outsource, disclose, permit timesharing or service bureau use, or otherwise commercially exploit or make the SaaS Services or Documentation available to any third party other than as expressly permitted by this Agreement; (e) use the SaaS Services to store or transmit infringing, unsolicited marketing emails, libelous, or otherwise objectionable, unlawful or tortious material, or to store or transmit material in violation of third party rights; (f) interfere with or disrupt the integrity or performance of the SaaS Services (including without limitation, vulnerability scanning, penetration testing or other manual or automated simulations of adversarial actions, without Company's prior written consent); or (g) attempt to gain unauthorized access to the SaaS Services or its related systems or networks.
- d. *Access and Usage by Users and Tylers.* Customer may allow its users and third-party Tylers to access the Service in compliance with the terms of this agreement, which access must be for the sole benefit of Customer. Customer is responsible for the compliance with this agreement by its users and Tylers.
- e. *Public Users.* The Service provides Customer with functionality to publish all or part of Customer Data to the general public through one or more public facing websites. Customer determines which Customer Data is shared publicly, and Customer is responsible for determining the online terms of use and license relative to a public user's (Public User) use of Customer Data, and the enforcement thereof. Once a user publicly publishes Customer Data using the Service, Company has no control over a Public User's use or misuse of Customer Data.

Users have the ability within the Service to remove the public setting applied to Customer Data and revert it to a private setting.

- f. *Customer Responsibilities.* Customer (i) must keep its passwords secure and confidential; (ii) is solely responsible all activity occurring under its account; (iii) must use commercially reasonable efforts to prevent unauthorized access to its account and notify Company promptly of any such unauthorized access; (iv) may use the Service only in accordance with the Service's Documentation; (v) comply with all federal, state and local laws, regulations and policies of Customer, as to its use of the Service, Customer Data, and instructions to Company regarding the same.
- g. *Company Support.* Company will provide customer support for the Service under the terms of Company's Customer Support Policy (Support) which is located at <https://support.socrata.com/hc/en-us>. Company will report scheduled maintenance windows, outages or other events affecting on Company's support site.
- h. *Customer Data Backup.* Customer is providing Company a copy of Customer Data, and Company is not the system of record of Customer Data. Any laws and regulations governing Customer for retention of Customer Data remains Customer's responsibility. CUSTOMER IS SOLELY RESPONSIBLE FOR BACKING UP CUSTOMER DATA.
- i. *API.* Company will provide access to its application-programming interface (API) as part of the Service if purchased under an order. Subject to the other terms of this agreement, Company grants Customer a non-exclusive, nontransferable, terminable license to interact only with the Service as allowed by the API. Customer may not use the API in a manner--as reasonably determined by Company--that exceeds the capacity limits in the order, constitutes excessive or abusive usage, or fails to comply with any part of the API. If any of these occur, Company can suspend or terminate Customer's access to the API on a temporary or permanent basis. Company may change or remove existing endpoints or fields in API results upon at least 30 days' notice to Customer, but Company will use commercially reasonable efforts to support the previous version of the API for at least 6 months. Company may add new endpoints or fields in API results without prior notice to Customer. The API may be used to connect the Service to hosted or on-premise software applications not provided by Company (Non-Company Applications). Customer is solely responsible for development, license, access to and support of Non-Company Applications, and Customer's obligation under this agreement are not contingent on access to or availability of any Non-Company Application.
- j. *Data Security Measures.* In order to protect Customer's Confidential Information, Company will: implement and maintain all reasonable security measures appropriate to the nature of the Confidential Information including without limitation, technical, physical, administrative and organizational controls, and will maintain the confidentiality, security and integrity of such Confidential Information; (ii) implement and maintain industry standard systems and procedures for detecting, mitigating, and responding to attacks, intrusions, or other systems failures and regularly test or otherwise monitor the effectiveness of the safeguards' key controls, systems, and procedures; (iii) designate an employee or employees to coordinate implementation and maintenance of its Security Measures (as defined below); and (iv) identify reasonably foreseeable internal and external risks to the security, availability, confidentiality, and integrity of Confidential Information that could result in the unauthorized disclosure, misuse, alteration, destruction or other compromise of such information, and assess the sufficiency of any safeguards in place to control these risks (collectively, Security Measures).
- k. *Exclusion.* Company is not responsible for any data breach caused by Customer, its users or Tylers, or otherwise arising from their technology or systems or networks (including but not limited to Non-Company Applications), or where Customer Data is used with a Trial Service.
- l. *Notice of Data Breach.* If Company knows that Confidential Information has been accessed, disclosed, or acquired without proper authorization and contrary to the terms of this agreement, we will alert Customer of any such data breach in accordance with applicable law, and take such actions as may be necessary to preserve forensic evidence and return the SaaS Services to standard operability. If so required, Socrata will provide notice in accordance with applicable State data breach notification laws.
- m. *Software Warranty.* Company warrants to Client that the functionality or features of the SaaS Services will substantially perform as communicated to Client in writing, or their functional equivalent, but Socrata has the right to update functionality. The support policies may change but will not materially degrade during the term. Socrata may deprecate features upon at least 30 days' notice to Client, but Socrata will use commercially reasonable efforts to support the previous features for at least 6 months following the deprecation notice. The deprecation notice will be posted at <https://support.socrata.com>. Company will use commercially reasonable

efforts maintain the online availability of the SaaS Service for a minimum of availability in any given month as provided in the chart below (*excluding* maintenance scheduled downtime, outages beyond our reasonable control, and outages that result from any issues caused by you, your technology or your suppliers or Tylers, Service is not in the production environment, you are in breach of this Agreement, or you have not pre-paid for SaaS Fees for the Software as a Service in the month in which the failure occurred).

Availability SLA	Credit
99.9%	3% of monthly fee for each full hour of an outage that adversely impacted Client's access or use of the SaaS Services (beyond the warranty).

Maximum amount of the credit is 100% of the prorated SaaS Service Fees for such month, or \$1,800.00, whichever is less, and the minimum credit cannot be less than \$100.00.

Limited Remedy. Your exclusive remedy and our sole obligation for our failure to meet the warranty under Section C(8.2) is the provision by us of the credit for the applicable month, as provided in the chart above (if this Agreement is not renewed then a refund in the amount of the credit owed); provided that you notify us of such breach of the warranty within thirty (30) days of the end of that month.

3. Other Terms.

- a. *Third-Party Platform Service.* Customer may be provided with access to certain third-party web-based components as part of the SaaS Services. Customer must agree to such Third-Party Service contracts if Customer chooses to use those Third-Party Services. Third-Party Services will be solely governed by such Third-Party Service contracts. As of the Effective Date, Third-Party Service contracts include the AWS Service terms located at <https://aws.amazon.com/service-terms/> and are provided as-is. Customer acknowledges that Company is not the provider of any Third-Party Platform Services. We do not warrant or guarantee the performance of the Third-Party Platform Services.
- b. *Open Source Code with the API.* Company does not own any open source code that may be provided with the API and it is provided as a convenience to Customer. Such opens source code is provided AS IS and is governed by the applicable open source license that applies to such code; provided, however, that any such open source licenses will not materially interfere or prohibit Client's limited right to use the SaaS Services for its internal business purposes..
- c. *Federal Application.* The Service and Documentation is a "commercial item," as that term is defined at 48 C.F.R.

2.101, consisting of “commercial computer software” and “commercial computer software documentation,” as such terms are used in 48 C.F.R. 12.212. Consistent with 48 C.F.R. 12.212 and 48 C.F.R. 227.7202-1 through 227.7202-4, all U.S. Government End Users acquire only those rights in the Service and the Documentation that are provided under this agreement.

- d. Feedback. If Customer provides feedback or suggestions about the Service, then Company (and those it allows to use its technology) may use such information without obligation to Customer.
- e. Confidentiality. Both parties recognize that their respective employees and agents, in the course of performance of this Agreement, may be exposed to Confidential Information and that disclosure of such information could violate rights to private individuals and entities, including the parties. Confidential Information is nonpublic information that a reasonable person would believe to be confidential and includes, without limitation, personal identifying information (e.g., Social Security numbers) and trade secrets, each as defined by applicable state law (“Confidential Information”). Each party agrees that it will not disclose any Confidential Information of the other party and further agrees to take all reasonable and appropriate action to prevent such disclosure by its employees or agents. The confidentiality covenants contained herein will survive the termination or cancellation of this Agreement. This obligation of confidentiality will not apply to information that:
  - i. is in the public domain, either at the time of disclosure or afterwards, except by breach of this Agreement by a party or its employees or agents;
  - ii. a party can establish by reasonable proof was in that party's possession at the time of initial disclosure;
  - iii. a party receives from a third party who has a right to disclose it to the receiving party; or
  - iv. is the subject of a legitimate disclosure request under the open records laws or similar applicable public disclosure laws governing this Agreement; provided, however, that in the event you receive an open records or other similar applicable request, you will give us prompt notice and otherwise perform the functions required by applicable law.

## **SCHEDULE F-5**

**Attachment 1 – Use Case, Functional, Technical, and Reporting Requirements**

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Tyler Technologies	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.2 - General and Technical			EnerGov Enterprise			
Objective: To provide a secure and full-featured application						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Provide a comprehensive governmental land management system.	H	Y		EnerGov Enterprise	
2	Provide integration to and from all system modules.	B	Y		EnerGov Enterprise	
3	Provide a system that meets PCI requirements for transactions involving PII or Credit Card.	B	Y		EnerGov Enterprise	EnerGov by itself does not store Credit Card data and thus PCI compliance is not applicable to it, however please note that Tyler's MyGovPay online payment portal is fully PCI compliant. Integrating with the City's existing Elavon system can also be achieved with City led development against our Credit Card API.
4	Ability to recover individual records and/or to a specified point-in-time.	B	Y		EnerGov Enterprise	Via history tracking (case specific) and SQL backups and restore (system-wide)
5	Ability for the system to be used simultaneously by multiple users.	B	Y		EnerGov Enterprise	

**Priority**

H - High | M - Medium | L - Low

**Availability**

Y - Yes | R - Reporting Tool | T - Third Party  
M - Modification | F - Future | N - Not Available

4.2 - General and Technical		EnerGov Enterprise				
<i>Objective: To provide a secure and full-featured application</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
6	Normalized data structure that prevent the need to enter the same data in multiple places within the application and ability to maintain data integrity for all updates, deletes, or adds. Existence of codes tables and other data validations measures to ensure integrity of the data and support data entry standards.	B	Y		EnerGov Enterprise	Via foreign key GUIDs and other standard data integrity protections
7	Ability to import and export data from (or to) standard file formats including but not limited to: HTML; XML; JSON; PDFs that are text based and searchable; CSV; MS Excel; MS Access.	B	Y		EnerGov Enterprise	
8	Ability to import and export data from within the application, including the ability to define import/export file layouts for use by yours and other systems (internal and external to City).	B	Y		EnerGov Enterprise	
9	Ability to support access to integrated information for internally hosted or externally hosted applications.	B	Y		EnerGov Enterprise	
10	Ability to post data in a real-time fashion.	B	Y		EnerGov Enterprise	
11	Ability to provide a library of standard reports (i.e., "canned" reports).	B	Y		EnerGov Enterprise	EnerGov includes over 90 standard and dynamic reports out-of-the-box.
12	Ability to provide an ad hoc reporting environment that is OLE-DB and SQL native compliant using SQL Server Reporting Services (SSRS)	B	Y		EnerGov Enterprise	
13	Ability to provide a list and location of canned reports so users with appropriate security permissions can use them as a basis for needed modification within SSRS.	B	Y		EnerGov Enterprise	
14	Ability for technical and non-technical city staff to modify or add reports and schedule distribution as needed.	B	Y		EnerGov Enterprise	
15	Ability to access data files at the same time without collision or file/record/field locking problems.	B	Y		EnerGov Enterprise	
16	Ability to support foreign zip codes.	B	Y		EnerGov Enterprise	
17	Ability to provide a centralized data dictionary, that fully describes table structure and appropriate levels of metadata.	B	Y		EnerGov Enterprise	Can be provided to actively contracted municipalities

**Priority**

H - High | M - Medium | L - Low

**Availability**

Y - Yes | R - Reporting Tool | T - Third Party  
M - Modification | F - Future | N - Not Available

4.2 - General and Technical			EnerGov Enterprise			
<i>Objective: To provide a secure and full-featured application</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
18	Ability to allow sub-second screen response time for all applications.	B	Y		EnerGov Enterprise	Tyler's EnerGov solution can be configured multiple ways with a range of automation options which will determine overall system performance, therefore a sub-second response time for all functions cannot be strictly guaranteed. However, Tyler's development teams make consistent efforts to monitor and improve system responsiveness based on user feedback, and work to guarantee benchmark performance at optimal levels for a wide range of municipalities and usage patterns, from cities with only a few hundred cases to large counties with millions of records.
19	Ability to generate all standard reports in less than five minutes. Identify any Reports that will require more than this amount of time in the Comments field with a description of the reason so much time is required for each individual report.	B	Y		EnerGov Enterprise	
20	Ability to support IE 11 or Edge	B	Y		EnerGov Enterprise	Please refer to the system requirements section of Tyler's proposal for browser details.
21	Operating System, Database and Network	B	Y		EnerGov Enterprise	
22	Supports 64 bit platform and is certified to run on latest versions of Windows Server OS, Windows OS, IIS, and MS SQL Server. Specify any parts of the application platform that runs only on 32 bit.	B	Y		EnerGov Enterprise	64-bit is fully supported for all components.
23	Provides a browser-based user interface running on IIS	B	Y		EnerGov Enterprise	

**Priority**

H - High | M - Medium | L - Low

**Availability**

Y - Yes | R - Reporting Tool | T - Third Party  
M - Modification | F - Future | N - Not Available

4.2 - General and Technical		EnerGov Enterprise				
<i>Objective: To provide a secure and full-featured application</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
24	Provide Administrative capabilities to change labels or add user defined fields to a screen from within the application.	B	Y		EnerGov Enterprise	
25	Provide software that complies with guidelines published in Microsoft's User Interface Style Guide.	B	Y		EnerGov Enterprise	EnerGov apps are developed using Google's material design guidelines.
26	Provide TCP/IP connectivity to the database server, preferably Microsoft SQL Server or Oracle.	B	Y		EnerGov Enterprise	MS SQL databases
27	Ability to store role-based user permissions, data access, dashboard menu access, and personal dashboard preferences entirely in a relational database (e.g., SQL Server) and the latest Windows OS Active Directory Domain for single sign-on purposes.	B	Y		EnerGov Enterprise	
28	Ability to work over a wide area network (WAN) at multiple City sites via fiber optic connections the City's central data center.	B	Y		EnerGov Enterprise	
29	Ability to work with Outlook, for both internal and external City email traffic (365 compatible)	B	Y		EnerGov Enterprise	Via SMTP relay settings
30	Application Security	B	Y		EnerGov Enterprise	
31	Ability to utilize LDAP (Active Directory) for user validation.	B	Y		EnerGov Enterprise	
32	Role-based data access that extends security permissions to export capabilities, report access, ad-hoc queries. Role-based data access that controls which roles can view PPI and PCI information.	B	Y		EnerGov Enterprise	
33	Provide role-based security at the following levels: Jurisdiction, Department; Division; User ID; Screen; Menu; Report; Field; Transaction/Process Type.	B	Y		EnerGov Enterprise	
34	Ability to allow the City to determine which fields are visible to users.	B	Y		EnerGov Enterprise	
35	Provide role-based security.	B	Y		EnerGov Enterprise	
36	Provide role-based document-based security.	B	Y		EnerGov Enterprise	

**Priority**

H - High | M - Medium | L - Low

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**Availability**

Y - Yes | R - Reporting Tool | T - Third Party  
M - Modification | F - Future | N - Not Available

4.2 - General and Technical		EnerGov Enterprise				
<i>Objective: To provide a secure and full-featured application</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
37	Ability to track audit track changes throughout the system including: date and time of change; user making the change, information prior to change and what it was changed to; IP Address of machine that made the change.	B	Y		EnerGov Enterprise	IP Addresses are not logged in history. All other listed changes are automatically recorded.
38	Ability to update all security roles automatically when a change in the "master" role is made.	B	Y		EnerGov Enterprise	Dependent upon user role configuration decisions.
39	Provide role-based functional permissions to control what processes can be performed by users.	B	Y		EnerGov Enterprise	
40	Provide role-based access to audit trails.	B	Y		EnerGov Enterprise	Audit trails are not editable. Access to audit trails is dependent upon user role configuration decisions.
41	Ability to print audit trail information with appropriate role-based permissions.	B	Y		EnerGov Enterprise	With standard reports
42	Ability to allow system hardware to integrate security and file system permissions within an LDAP (Active Directory) environment.	B	Y		EnerGov Enterprise	Active Directory is currently only used for users are passwords. Security and file permission settings for EnerGov users would be managed by system administrators within the application.
43	Ability to allow the System Administrator to add and change permissions for system access.	B	Y		EnerGov Enterprise	
44	Ability to log users off the system after an administrator-defined period of inactivity, based on browser-based administrative configuration settings.	B	N		EnerGov Enterprise	Automatic logout settings based on inactivity periods are not supported due to the potential for critical data loss.
45	Ability to allow a System Administrator to log out users or lock-out users during upgrades, maintenance, or other activities and provide ability to display maintenance notifications.	B	Y		EnerGov Enterprise	Users can be unchecked as "Active" by system administrators.

**Priority**

H - High | M - Medium | L - Low

**Availability**

Y - Yes | R - Reporting Tool | T - Third Party  
M - Modification | F - Future | N - Not Available

4.2 - General and Technical		EnerGov Enterprise				
<i>Objective: To provide a secure and full-featured application</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
46	Ability to allow a System Administrator to log out users by module (i.e. inquiry only access).	B	Y		EnerGov Enterprise	With user role configuration changes
47	Provide parameter-driven audit reports.	B	Y		EnerGov Enterprise	
48	Provide parameter-driven exception reports.	B	Y		EnerGov Enterprise	
49	Ability to allow authorized users to have access to a log of security activity to determine users that have signed on and off the system, as well as unsuccessful attempts to sign on to the system.	H	Y		EnerGov Enterprise	With Active Sessions widget
50	Ability to allow the audit trail to have a date/time stamp to the nearest second.	H	Y		EnerGov Enterprise	
51	Ability to mask fields by user role including but not limited to: Tax ID Number; Date of Birth; Passwords; Drivers License Numbers; Email Addresses; Rates.	B	Y		EnerGov Enterprise	
52	Ability to be operational on a 24 x 7 scheduled basis and ability for maintenance message during server maintenance.	B	Y		EnerGov Enterprise	
53	Ability to support both tape and tapeless backups.	B	Y		EnerGov Enterprise	
54	Ability to prove point-of-sale solution is a validated payment application with PCI Security Standards Council and is still in force (not expired).	H	Y		EnerGov Enterprise	
55	System Administration	H	Y		EnerGov Enterprise	
56	Provide a data dictionary for City application administrator report creation.	B	Y		EnerGov Enterprise	
57	Provide a menu that is configurable by the City application administrator.	H	Y		EnerGov Enterprise	Tyler Hub, a performance analytics dashboard, is fully customizable by individual users and application administrators.
58	Ability to lock-down record deletion capability to only the application administrator.	B	Y		EnerGov Enterprise	

**Priority**

H - High | M - Medium | L - Low

**Availability**

Y - Yes | R - Reporting Tool | T - Third Party  
M - Modification | F - Future | N - Not Available

4.2 - General and Technical		EnerGov Enterprise				
<i>Objective: To provide a secure and full-featured application</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
59	Ad hoc query capabilities and the ability to store queries to retrieve records from database by non-technical personnel, including ability to select records based on the value(s) specified, control ordering of such records via a browse window and ability to export results to PDF, Excel, etc.	H	Y		EnerGov Enterprise	
60	Ability for application administrator or end-user to activate/deactivate/forward/cancel forwarding of automatic workflow notifications for any event (e.g., alerts, changes).	B	Y		EnerGov Enterprise	Dependent upon workflow configuration decisions and user role settings.
61	Ability for the application administrator to create user-defined fields that can be placed on various screen within the application.	B	Y		EnerGov Enterprise	Custom fields are inserted onto the "additional info" menu/tab
62	Provide form creation tools or integration to Office that allow the City application administrator to create or copy existing user defined forms for modification.	B	Y		EnerGov Enterprise	With native configuration functions
63	<u>Querying and Reporting</u>	B	Y		EnerGov Enterprise	
64	Ability to provide all reporting and query capabilities within an integrated report builder.	B	Y		EnerGov Enterprise	Both SSRS and Crystal Reports are fully supported.
65	<u>Ability to integrate with third-party reporting services</u>	B	Y		EnerGov Enterprise	
66	Ad hoc query capabilities that allow users to search and report on matching values for any field or combinations of fields utilizing characters to separate values within a field or search for range of fields, or return all values for a given field. (i.e. wildcard - *,   for distinct values, or : to separate ranges of data or any other equivalent).	B	Y		EnerGov Enterprise	
67	Provide the report date on all printed reports including any date range used in parameter-driven report criteria.	B	Y		EnerGov Enterprise	
68	Provide a performance dashboard consisting of Key Performance Indicators or web parts, with ability to setup data desired for KPIs or web parts based on business area. Users should have the ability to save links to favorite reports and queries.	B	Y		EnerGov Enterprise	Tyler Hub integrates natively with EnerGov data feeds and is built to perform the exact functions described and more.

**Priority**

H - High | M - Medium | L - Low

**Availability**

Y - Yes | R - Reporting Tool | T - Third Party  
M - Modification | F - Future | N - Not Available

4.2 - General and Technical		EnerGov Enterprise				
<i>Objective: To provide a secure and full-featured application</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
69	Ability to establish role-based customized dashboards and assign to specific users. Also, ability for individual users to customize their dashboards (user dashboard preferences should be stored in the database).	B	Y		EnerGov Enterprise	With Tyler Hub
70	Ability to determine frequency in which information on the Performance Dashboard is updated (minutes) and ability for user to force a refresh of information in any given KPI or dashboard web part at will.	B	Y		EnerGov Enterprise	Tyler Hub data feeds are real-time
71	Ability to configure the refresh rate of the Performance Dashboard.	B	Y		EnerGov Enterprise	
72	Ability to allow a user to manually refresh the Performance Dashboard.	B	Y		EnerGov Enterprise	
73	Provide an integrated report writer.	B	Y		EnerGov Enterprise	
74	Provide an integrated report writer that has a consistent look and feel across all system modules.	B	Y		EnerGov Enterprise	
75	Provide an integrated report writer that supports building calculations based on data values selected (i.e., percentages of existing values).	B	Y		EnerGov Enterprise	
76	Provide an integrated report writer that allows the creation of reports comprised of any discrete data field throughout the system with appropriate security.	B	Y		EnerGov Enterprise	
77	Ability to allow generated reports to be saved in an integrated content manager.	H	Y		EnerGov Enterprise	
78	Ability to allow generated reports to be viewed on screen prior to printing.	B	Y		EnerGov Enterprise	
79	Ability to allow reports to be generated that are searchable.	B	Y		EnerGov Enterprise	
80	Ability to schedule reports to run in the future.	B	Y		EnerGov Enterprise	
81	Ability to schedule reports to be run on a recurring basis.	B	Y		EnerGov Enterprise	
82	Ability to configure automatic distribution paths for generated reports (i.e., automatically send a report to a particular user or printer).	B	Y		EnerGov Enterprise	

**Priority**

H - High | M - Medium | L - Low

**Availability**

Y - Yes | R - Reporting Tool | T - Third Party  
M - Modification | F - Future | N - Not Available

4.2 - General and Technical		EnerGov Enterprise				
<i>Objective: To provide a secure and full-featured application</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
83	Ability to display an indicator when a report is being run, or in process, so that a user does not run the report again.	B	Y		EnerGov Enterprise	
84	Ability to configure the page breaks for any printed report.	B	Y		EnerGov Enterprise	
85	Ability to allow reports to be generated that have "drill-down" capabilities.	B	Y		EnerGov Enterprise	
86	Ability to support the creation of reports using SQL Reporting Services.	B	Y		EnerGov Enterprise	
87	Provide a standard search with configurable default fields (e.g., address, case number).	B	Y		EnerGov Enterprise	
88	Provide enhanced search capabilities utilizing multiple fields in the query.	B	Y		EnerGov Enterprise	Via the Tyler Search app and EnerGov's module-based advanced search screens
89	Ability to track time for tasks/project so that the time can be billed.	B	Y		EnerGov Enterprise	
90	Applications Usability	B	Y		EnerGov Enterprise	
91	Provide drop down boxes and "pick lists" for data selection and to allow easy insert, delete, and edit capability to existing or new lookups by certain City staff.	B	Y		EnerGov Enterprise	Via standard setup screens for native fields and EnerGov's Combobox Template setup screen for custom fields
92	Provide configurable quick keys (i.e., function keys).	B	Y		EnerGov Enterprise	Quick key functions would be dependent upon the user's local machine settings. Standard CTRL + z,x,c,v undo/cut/copy/paste functions are all supported.
93	Ability to comply with accessibility standards pronounced in the Americans with Disabilities Act (ADA).	B	Y		EnerGov Enterprise	EnerGov's Citizen Self Service online portal is fully WCAG 2.0 Level AA compliant
94	Provide functional online help documentation for system end users.	B	Y		EnerGov Enterprise	End user training can be supplemented with support documentation.

**Priority**

H - High | M - Medium | L - Low

**Availability**

Y - Yes | R - Reporting Tool | T - Third Party  
M - Modification | F - Future | N - Not Available

4.2 - General and Technical			EnerGov Enterprise			
<i>Objective: To provide a secure and full-featured application</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
95	Provide technical online help documentation for system administrators.	B	Y		EnerGov Enterprise	Via Tyler U and Tyler Community
96	Provide integration with the Microsoft clipboard.	B	Y		EnerGov Enterprise	
97	Ability to generate Mail Merge exports accessible using Microsoft Word or Excel.	B	Y		EnerGov Enterprise	
98	Provide meaningful error messages that appear in a consistent format across all system modules.	B	Y		EnerGov Enterprise	
99	Provide error messages that are integrated with online help functionality.	B	Y		EnerGov Enterprise	
100	Ability to create error logs with detail associated with the error.	B	Y		EnerGov Enterprise	
101	Ability to allow users to send error reports to System Administrator.	B	Y		EnerGov Enterprise	Via an automatically generated and referenceable "global error" number
102	Provide administrator configurable error messages.	B	Y		EnerGov Enterprise	Via EnerGov's configurable Intelligent Objects automation engine
103	Provide user-defined fields with appropriate security permissions.	B	Y		EnerGov Enterprise	
104	Ability to allow the City to determine which fields are required.	B	Y		EnerGov Enterprise	
105	Provide an administrative messaging system (e.g., a message to alert users of system maintenance activity).	B	Y		EnerGov Enterprise	
106	Provide customizable screens based on roles and permissions.	B	Y		EnerGov Enterprise	
107	Provide customizable screens including moving rows and columns, locking fields, and freeze columns based on roles and security permissions.	B	Y		EnerGov Enterprise	
108	Provide contextual help with the ability to turn this feature off at the user level (i.e., field descriptions that are displayed based on the location of the mouse or cursor).	B	Y		EnerGov Enterprise	Contextual help displays would be configured at the system-wide level
109	Provide customizable help.	B	Y		EnerGov Enterprise	With field tips and other configurable options
110	Provide data validation on entry.	B	Y		EnerGov Enterprise	
111	Ability to attach files to records in the system.	B	Y		EnerGov Enterprise	

**Priority**

H - High | M - Medium | L - Low

**Availability**

Y - Yes | R - Reporting Tool | T - Third Party  
M - Modification | F - Future | N - Not Available

4.2 - General and Technical			EnerGov Enterprise			
<i>Objective: To provide a secure and full-featured application</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
112	Ability to accommodate City-defined requirements for file type of uploads	B	Y		EnerGov Enterprise	
113	Ability to add a new value to a drop down table without having to navigate from the screen with appropriate security permissions.	B	Y		EnerGov Enterprise	Via navigating to a separate setup tab within the system
114	Ability to accommodate City-defined limitations on the size of file attachments.	B	Y		EnerGov Enterprise	
115	Provide reconciliation tools for all modules.	B	Y		EnerGov Enterprise	With standard and/or custom reports
116	Provide drill down capability for applicable screens.	B	Y		EnerGov Enterprise	
117	Provide ability to view attachments associated with records on the screen with appropriate security permissions.	B	Y		EnerGov Enterprise	
118	Ability to restrict drill down capability based on security permissions.	B	Y		EnerGov Enterprise	
119	Ability to allow a user screen to have an option for the number of records that will be displayed (i.e., 25, 50, 100 search results with the option to choose how many).	B	Y		EnerGov Enterprise	
120	Provide the user with standard field editing capabilities including but not limited to: navigation forward and backward to complete data entry and the ability to correct spelling mistakes without having to retype the entire word again.	B	Y		EnerGov Enterprise	
121	Ability for authorized users to edit system data that was automatically populated (e.g., data the system returns as a result of user address query to master land record).	B	Y		EnerGov Enterprise	
122	Ability to spell check on any field with the ability to turn this feature on and off.	B	Y		EnerGov Enterprise	Spell check is available for free-form text fields only. It can be turned on or off in system settings.
123	Ability to allow an administrator to configure the dictionary within the system that drives the spell check functionality.	B	Y		EnerGov Enterprise	
124	Ability to accommodate word-wrap in a data field without having to hit "return."	B	Y		EnerGov Enterprise	

**Priority**

H - High | M - Medium | L - Low

**Availability**

Y - Yes | R - Reporting Tool | T - Third Party  
M - Modification | F - Future | N - Not Available

4.2 - General and Technical		EnerGov Enterprise				
<i>Objective: To provide a secure and full-featured application</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
125	Provide predictive text capability.	B	Y		EnerGov Enterprise	Via Tyler Search and a GIS Address Locator service with Suggest functionality enabled
126	Provide customizable screens.	B	Y		EnerGov Enterprise	Some screen elements are customizable, others are hard-coded
127	Ability to search by wild cards, based on security permission, along with the ability to select multiple distinct values or range of values for any field desired	H	Y		EnerGov Enterprise	
128	Ability to allow the user to select search result items and drill down for further detail, with security permissions.	H	Y		EnerGov Enterprise	
129	Ability to support pre-filled fields in appropriately pre-formatted screens eliminating redundant data entry.	H	Y		EnerGov Enterprise	
130	Provide links to associated modules from any display screen to minimize backing out of one screen to access another, with appropriate security.	H	Y		EnerGov Enterprise	
131	Ability for multiple windows to be open at the same time.	H	Y		EnerGov Enterprise	
132	Ability to warn a user that they are about to execute a process and ask if they want to proceed (i.e., to warn before posting a batch of changes, etc.).	B	Y		EnerGov Enterprise	With Alert automation or Alert-level holds
133	Ability to allow a user to configure which business process are prompted with a warning to proceed, with appropriate security permissions.	H	Y		EnerGov Enterprise	
134	Ability to allow split screen views on dual monitors.	H	Y		EnerGov Enterprise	
135	Ability to allow the configuration of processes using either the keyboard only, the mouse only, or a combination of the two, depending on a user's preference.	H	Y		EnerGov Enterprise	Some system operations may require both keyboard and mouse use (e.g. GIS map navigation)
136	Provide the user with integrated application modules that offer a consistent user interface to minimize user training and administration of the system.	H	Y		EnerGov Enterprise	

**Priority**

H - High | M - Medium | L - Low

**Availability**

Y - Yes | R - Reporting Tool | T - Third Party  
M - Modification | F - Future | N - Not Available

4.2 - General and Technical		EnerGov Enterprise				
<i>Objective: To provide a secure and full-featured application</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
137	Workflow	H	Y		EnerGov Enterprise	
138	Role-based ability to authorize users to create, modify, delete and audit workflows.	H	Y		EnerGov Enterprise	
139	Ability to initiate and track the approval process.	H	Y		EnerGov Enterprise	
140	Ability to assign different levels of approval for the same user.	B	Y		EnerGov Enterprise	
141	Ability to maintain separation of duties related to workflow approval processes.	B	Y		EnerGov Enterprise	
142	Provide workflow functionality in all system modules.	B	Y		EnerGov Enterprise	
143	Ability to integrate workflow capability to all applications listed in the Interfaces Tab that have a type of integration of "BOTH." Exceptions should be noted in the comment field.	B	Y		EnerGov Enterprise	Tyler's EnerGov solution integrates out-of-the-box with other Tyler products such as MyGovPay, Tyler Content Manager, etc. Moreover, EnerGov provides a full suite of APIs architected in JSON Restful Services against which the City can develop for third party applications.
144	Ability to set workflow rules by: User; Role; Jurisdiction; Department; Division; Thresholds; Percentage Argument; Numerical Argument, permit, license or inspection type, route/territory and process type.	B	Y		EnerGov Enterprise	
145	Ability for users or administrator to forward workflows based on workflow process whenever a user is unavailable (e.g. unavailable due to vacation time).	B	Y		EnerGov Enterprise	
146	Based on role-based security, the ability to delete a step in workflow process or all steps for given workflow and to re-release the item to workflow.	B	Y		EnerGov Enterprise	
147	Ability to escalate workflow assignments based on a predefined period of no response or action.	B	Y		EnerGov Enterprise	
148	Provide escalation paths based on user-defined criteria (e.g., minimum period of no response).	B	Y		EnerGov Enterprise	

**Priority**

H - High | M - Medium | L - Low

**Availability**

Y - Yes | R - Reporting Tool | T - Third Party  
M - Modification | F - Future | N - Not Available

4.2 - General and Technical		EnerGov Enterprise				
<i>Objective: To provide a secure and full-featured application</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
149	Provide workflow notifications via dashboard web-part, KPI, or email.	B	Y		EnerGov Enterprise	
150	Ability to analyze and report on workflow performance to identify constraints and bottlenecks for management review and intervention (e.g., graphical workflow printout with flags).	B	Y		EnerGov Enterprise	
151	Ability to allow all notifications to be configurable by the City.	B	Y		EnerGov Enterprise	
152	Geographic Data Management	B	Y		EnerGov Enterprise	
153	The ability for the user to define a coordinate position for a given event (inspection, permit, violation, etc.) which is stored in the database associated with the given record.	B	Y		EnerGov Enterprise	Via a Geocoding service maintained by the City
154	The ability for City to define an Esri compatible coordinate system for a given event (inspection, permit, violation, etc) which is stored in the database associated with the given record.	B	Y		EnerGov Enterprise	
155	The ability for the City to define a coordinate position in an Esri compatible US National Grid coordinate system for a given event (inspection, permit, violation, etc) which is stored in the database associated with the given record.	B	Y		EnerGov Enterprise	
156	Ability to identify parcels of land including, but not limited to the following information:	B	Y		EnerGov Enterprise	
157	Address	B	Y		EnerGov Enterprise	
158	Owner	B	Y		EnerGov Enterprise	
159	Structure Type	B	Y		EnerGov Enterprise	
160	Use Type	H	Y		EnerGov Enterprise	
161	Subdivision	H	Y		EnerGov Enterprise	
162	Specific Land development agreements	H	Y		EnerGov Enterprise	
163	Future Land Use Designation	H	Y		EnerGov Enterprise	
164	Zoning Designation	H	Y		EnerGov Enterprise	
165	Building Setbacks by structure and Zoning/Subdivision	H	Y		EnerGov Enterprise	
166	Geographic areas by user defined polygon	B	Y		EnerGov Enterprise	
167	Legal Description	B	Y		EnerGov Enterprise	

**Priority**

H - High | M - Medium | L - Low

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**Availability**

Y - Yes | R - Reporting Tool | T - Third Party  
M - Modification | F - Future | N - Not Available

4.2 - General and Technical		EnerGov Enterprise				
<i>Objective: To provide a secure and full-featured application</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
168	Zoning Designation	H	Y		EnerGov Enterprise	
169	Building Setbacks by structure and Zoning/Subdivision	H	Y		EnerGov Enterprise	
170	Geographic areas by user defined polygon	H	Y		EnerGov Enterprise	
171	Legal Description	B	Y		EnerGov Enterprise	
172	Ability to track both the owner and resident (could be different) for a given address or property.	B	Y		EnerGov Enterprise	
173	Ability to enforce City of Sunnyvale addressing standards.	B	Y		EnerGov Enterprise	
174	Ability to add free-form comments to properties.	B	Y		EnerGov Enterprise	
175	Provides capability to display Related Information including: Code Enforcement Information; Permitting and inspection Information; Occupational Licensing Information.	B	Y		EnerGov Enterprise	
176	Provides support to save and query unlimited historical property owners/occupants	B	Y		EnerGov Enterprise	
177	Ability to maintain and display Historical and current Improvements	B	Y		EnerGov Enterprise	
178	Ability to show structural information including: Structure Improvement Information; Structure Value; Structural Classifications (multiple); Year Built; Number of Stories; Unlimited user-defined fields.	B	Y		EnerGov Enterprise	
179	Provides capability to maintain and query unlimited zoning history	B	Y		EnerGov Enterprise	
180	Provide the function for splitting or merging parcels	H	Y		EnerGov Enterprise	
181	Ability to maintain a relationship of existing and historical parcels throughout time	B	Y		EnerGov Enterprise	
182	Ability to attach an unlimited number and type of documents (e.g., jpeg, bmp, doc, xls, gif, htm, pdf, txt, xml, mp4, mpeg).	B	Y		EnerGov Enterprise	
183	Provide access to associated Permits, including: Land Development Agreements; Rezoning Agreements; Conditional Use Agreements; Concept Plans; Aesthetic Review Agreements.	B	Y		EnerGov Enterprise	
184	Integration and access to associated Code Enforcement Cases	B	Y		EnerGov Enterprise	

**Priority**

H - High | M - Medium | L - Low

**Availability**

Y - Yes | R - Reporting Tool | T - Third Party  
M - Modification | F - Future | N - Not Available

4.2 - General and Technical		EnerGov Enterprise				
<i>Objective: To provide a secure and full-featured application</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
185	Provide support for 'hiding' items assigned to secure owner records / properties, especially for access via a public or citizen interface	B	Y		EnerGov Enterprise	
186	Ability to limit GIS queries based on time parameters such that only records within a given date range will be returned, including the ability to generate these queries as part of a system workflow	B	Y		EnerGov Enterprise	
187	Ability to flag parcels with the following criteria: Description of the flag; Type of hold (e.g., not work allowed, no permit issued, informational only).	B	Y		EnerGov Enterprise	
188	Ability to notify certain people based on the type of hold when a specified activity has occurred on the property.	B	Y		EnerGov Enterprise	
189	Ability for authorized user to remove the hold based on an activity occurring and/or a specified date.	B	Y		EnerGov Enterprise	
190	Ability for the System Administrator to specify which activities are to be held and/or which activities are to be allowed.	H	Y		EnerGov Enterprise	
191	Ability to view GIS map of resulting queried data.	B	Y		EnerGov Enterprise	
192	Provide a the following reports within a user-defined date range:	B	Y		EnerGov Enterprise	
193	Parcel Ownership	B	Y		EnerGov Enterprise	
194	Change Report	B	Y		EnerGov Enterprise	
195	Parcel Split/Merge activity Report	B	Y		EnerGov Enterprise	
196	Parcel Improvement Report	B	Y		EnerGov Enterprise	
197	Zoning Change or Activity Report	B	Y		EnerGov Enterprise	
198	Permits issued by defined geographic boundary area.	B	Y		EnerGov Enterprise	
199	Ability to associate structural information to a parcel.	B	Y		EnerGov Enterprise	
200	Ability to associate business information to a parcel and structure	B	Y		EnerGov Enterprise	
201	Ability to save street segments and other objects that may not be legally described as a parcel within the system as history	B	Y		EnerGov Enterprise	Via point, line, or polygon spatial collections
202	Ability to associate system records (permits, violations, etc.) with geometries other than parcels or addresses (e.g. building footprint, tenant space, right-of-way segment, user-defined polygon)	H	Y		EnerGov Enterprise	

**Priority**

H - High | M - Medium | L - Low

**Availability**

Y - Yes | R - Reporting Tool | T - Third Party  
M - Modification | F - Future | N - Not Available

4.2 - General and Technical		EnerGov Enterprise				
<i>Objective: To provide a secure and full-featured application</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
203	Ability to link to and display project or case related documents such as record drawings, plans, as-builts, building layouts, permits, inspections, and images by choosing a location on the map	H	Y		EnerGov Enterprise	
204	Ability to choose an address, parcel/parcels, common area, street segment, or other area and have the system auto-fill the location on a building, planning, engineering project or a code enforcement case.	B	Y		EnerGov Enterprise	
205	Ability to highlight the location on a map of objects such as projects or parcels currently displayed or returned from a query.	B	Y		EnerGov Enterprise	
206	Ability to obtain owner and/or tenant lists for noticing or other purposes by choosing a point and radius or other region on the map or via a query.	B	Y		EnerGov Enterprise	
207	Ability to choose polygons or other geographic areas on a map and obtain all city-related activities in that area as well as histories (i.e. businesses, building, planning, or engineering projects, code enforcement cases, parcel comments)	B	Y		EnerGov Enterprise	
208	Ability to perform geo-queries w/in regions or using a given radius and under given conditions on business license related data such as: number of employees, aggregate sales tax, and Business Improvement District (BID) information	B	Y		EnerGov Enterprise	
209	Ability to provide additional map detail based upon zoom level. For example, display address range labels on multi-address parcels when appropriate.	B	Y		EnerGov Enterprise	
210	Ability to choose addresses/areas beyond city limits as the location for certain Engineering projects or when generating mailing lists when a noticing radius extends beyond city boundaries.	B	Y		EnerGov Enterprise	
211	Ability to provide map layers for various planning and land attributes such as zoning, combining district, general plan, specific plan, sense of place, and land use.	B	Y		EnerGov Enterprise	EnerGov consumes the map layer data that exists on the City's ArcGIS map and feature servers.

**Priority**

H - High | M - Medium | L - Low

**Availability**

Y - Yes | R - Reporting Tool | T - Third Party  
M - Modification | F - Future | N - Not Available

4.2 - General and Technical		EnerGov Enterprise				
<i>Objective: To provide a secure and full-featured application</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
212	Ability to store attributes on common areas and represent them accurately on the map. The County Assesor provides the city base map. It is parcel-based, with the APN (tax number) as the parcel identifier. Common areas have no APN.	B	Y		EnerGov Enterprise	
213	Ability to generate XY coordinates from pinning on the map.	B	Y		EnerGov Enterprise	

**Priority**

H - High | M - Medium | L - Low

**Availability**

Y - Yes | R - Reporting Tool | T - Third Party  
 M - Modification | F - Future | N - Not Available

Tyler Technologies	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.3 - Cash Receipting-POS	EnerGov Enterprise
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Objective: *Upgrading and centralizing the cash receipting and point-of-sale system to streamline the processing of revenue collection*

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	<b>Daily Processing</b>					
2	Ability to accept multiple payment types including cash, checks, credit/debit cards, money order, ACH, and EFT.	H	Y		EnerGov Enterprise	
3	Ability to establish unique personnel identification numbers with authority to perform specific functions.	H	Y		EnerGov Enterprise	Based on user role cashiering permission configuration options
4	Ability to configure and process workflows for approvals, review, and modification.	H	Y		EnerGov Enterprise	
5	<b>Point-of-Sale (POS) System</b>					
6	Ability to connect Point of sale (POS) terminals to the financial system within the departments where volume of transactions warrants the use.	H	Y		EnerGov Enterprise	
7	Ability to accommodate numerous POS terminals and consolidate all POS terminal receipts at day's end.	H	Y		EnerGov Enterprise	
8	Ability to use extensive on-line inquiry (via the POS terminal) and printout of customer account history and current balances for all modules to help with lien searches.	H	Y		EnerGov Enterprise	
9	Ability to sort POS transactions by key fields including Division/Department, Date, Transaction Type, Clerk, or any segment of the GL Account Number.	H	Y		EnerGov Enterprise	
10	Ability to assign multiple operators per drawer/register.	M	Y		EnerGov Enterprise	
11	Ability to provide multiple drawer functionality.	M	Y		EnerGov Enterprise	
12	Ability to accept over-the-counter cash register (i.e., point-of-sale-terminal) payments from multiple departments distributed around the City.	H	Y		EnerGov Enterprise	
13	Ability to quickly access a menu of receivable types when accepting payments over-the-counter.	H	Y		EnerGov Enterprise	
14	Ability to quickly access a menu of charge code types when accepting payments over-the-counter.	H	Y		EnerGov Enterprise	
15	Ability to search by charge code/description when entering in a transaction.	H	Y		EnerGov Enterprise	

4.3 - Cash Receipting-POS			EnerGov Enterprise			
Objective: Upgrading and centralizing the cash receipting and point-of-sale system to streamline the processing of revenue collection						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
16	Ability to restrict payment to cash only as directed by item alerts.	H	Y		EnerGov Enterprise	
17	Ability to calculate the amount of change due back from amount tendered.	H	Y		EnerGov Enterprise	
18	Ability to void all or part of a transaction only when the daily reconciliation has not occurred and only if the user has permission to do so.	H	Y		EnerGov Enterprise	
19	Prevent fee changes once the fee has been paid.	H	Y		EnerGov Enterprise	
20	Ability to maintain a complete audit trail for all transactions.	H	Y		EnerGov Enterprise	
21	Ability to image checks.	H	Y		EnerGov Enterprise	
22	Ability for cash receipting solution to be certified to Check 21 compliance standards.	H	Y		EnerGov Enterprise	
23	Ability to link supporting documents to a specific transaction. (Requires the ability to attach documentation to transactions after-the-fact).	M	Y		EnerGov Enterprise	
24	Ability to calculate fees and take in payments unrelated to projects or cases and assign those fees to a revenue account on-the-fly.	H	Y		EnerGov Enterprise	
25	<b>Payment and Receipt Processing</b>					
26	Ability to define batch payment creation (electronic Checks, over the counter, mail, etc.).	H	Y		EnerGov Enterprise	
27	Ability to include the following information on receipts for individual transactions:	-			EnerGov Enterprise	
28	Name of entry clerk	H	Y		EnerGov Enterprise	
29	Customer Name (Defaults to Applicant/Permitee)	H	Y		EnerGov Enterprise	
30	A/R Account number	H	Y		EnerGov Enterprise	
31	G/L Account coding	H	Y		EnerGov Enterprise	
32	Description for the receipt	H	Y		EnerGov Enterprise	
33	Amount	H	Y		EnerGov Enterprise	
34	Account Balance	H	Y		EnerGov Enterprise	
35	Check number (if payment by check)	H	Y		EnerGov Enterprise	
36	Credit Card Type (Visa, MasterCard, Discover, Diner, etc.)	H	Y		EnerGov Enterprise	
37	Authorization or Error Code (Credit Card)	H	Y		EnerGov Enterprise	
38	Date	H	Y		EnerGov Enterprise	
39	Customer ID	H	Y		EnerGov Enterprise	
40	Location ID	H	Y		EnerGov Enterprise	
41	Ability to track and search receipts by any field on the receipt.	H	Y		EnerGov Enterprise	
42	Ability to print receipts upon request at any point in time.	H	Y		EnerGov Enterprise	
43	Ability to view receipts online in the system and "drill-down or drill-around" to all related information such as the GL Account.	H	Y		EnerGov Enterprise	
44	Ability to print user configurable comments and messages on the receipt.	H	Y		EnerGov Enterprise	
45	Ability to require entering of comments on specific user defined receipt types	H	Y		EnerGov Enterprise	

4.3 - Cash Receipting-POS			EnerGov Enterprise			
Objective: Upgrading and centralizing the cash receipting and point-of-sale system to streamline the processing of revenue collection						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
46	Ability to see the full account description when processing a receipt.	M	Y		EnerGov Enterprise	
47	Ability to have an unlimited number of detail lines per receipt	M	Y		EnerGov Enterprise	
48	Ability to take receipts offline in the system when the main system is non operational (down for maintenance, etc.) and upload after the fact.	M	Y		EnerGov Enterprise	
49	Ability to take website payments when the main system is non operational (down for maintenance, etc.) and upload after the fact.	M	Y		EnerGov Enterprise	
50	Ability to specify the order in which receipts are processed against outstanding receivables with the option of overriding the order. This would include outstanding receivables across all modules.	H	Y		EnerGov Enterprise	
51	Ability to prepare online receipts for departments without a point of sale terminal.	M	Y		EnerGov Enterprise	
52	Ability to customize detailed customer receipts, including but not limited to amount owed and received, type of payment, check number, account number, and transaction number.	H	Y		EnerGov Enterprise	
53	Ability to designate whether a transaction was post-marked on-time to remove potential interest that may be applied to the bill associated with that payment.	H	Y		EnerGov Enterprise	
54	Ability to assign each transaction a unique receipt number which is auto-generated by the system.	H	Y		EnerGov Enterprise	
55	Ability for the receipt numbering system to automatically reset itself based on the City's defined number of digits per receipt.	M	Y		EnerGov Enterprise	
56	Ability to have receipt number ranges or receipt number format "masks" to be associated to a department or user.	M	Y		EnerGov Enterprise	
57	Ability to have receipts remain fully editable until the time they are printed and posted.	H	Y		EnerGov Enterprise	
58	Ability to change the payment type (cash, check, credit card, etc.) without voiding a receipt	H	Y		EnerGov Enterprise	The payment type can be changed until the transaction is formally completed. Once the transaction is finalized, it would have to be voided in order to change the payment type.
59	Ability to use Optical Character Recognition (OCR) or laser bar code readers for scanning receipted bills.	M	Y		EnerGov Enterprise	
60	Ability to centralize receipting of mailed checks.	H	Y		EnerGov Enterprise	
61	Ability to take payments and recognize revenue even when a receivable has not been established.	H	Y		EnerGov Enterprise	
62	Ability to apply a payment to multiple invoices or G/L accounts.	H	Y		EnerGov Enterprise	
63	Ability to accept mail-in payments via multiple batch entry	H	Y		EnerGov Enterprise	
64	Ability to accept partial payments to reduce receivable amounts.	H	Y		EnerGov Enterprise	
65	Ability to configure order of processing for partial payments.	H	Y		EnerGov Enterprise	
66	Ability to process credit memos.	H	Y		EnerGov Enterprise	
67	Ability to pay multiple bills with a single payment w/description	H	Y		EnerGov Enterprise	

4.3 - Cash Receipting-POS			EnerGov Enterprise			
Objective: Upgrading and centralizing the cash receipting and point-of-sale system to streamline the processing of revenue collection						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
68	Ability to accommodate multiple check/cash payments for single bill	H	Y		EnerGov Enterprise	
69	Ability to endorse/validate multiple checks, bills, and documents within a single transaction	H	Y		EnerGov Enterprise	
70	Ability to print inscription of amount receipted on checks	H	Y		EnerGov Enterprise	
71	Ability to enter comments (to be used internally) at time of receipt.	H	Y		EnerGov Enterprise	
72	Ability to override who is making the payment versus the name on the account when processing a payment.	H	Y		EnerGov Enterprise	
73	Ability to inquire the lists of pre-coded transaction templates assigned to each department (i.e. department X receipts against GL account code Y for the Z transaction).	M	Y		EnerGov Enterprise	
74	Ability to automatically retrieve account information including amount owed from scanned bills. User only has to "key in" amount paid, if different from amount owed.	H	Y		EnerGov Enterprise	
75	Ability to prompt user at time of entry/scan that the account being receipted to has had a history of bad checks based on user defined rules.	H	Y		EnerGov Enterprise	Via contact-level alert or stop action hold(s).
76	Ability to perform online entry of remittance information by the department as payment is received, including account distribution.	H	Y		EnerGov Enterprise	
77	Ability to enter in a cash receipt "on the fly" that does not have pre-defined codes where the clerk will have to enter in the GL account(s) manually	H	Y		EnerGov Enterprise	
78	Ability to differentiate sales tax payment based on cash receipt code	H	Y		EnerGov Enterprise	
79	Ability to enter a reason code to enter a reason for canceling any payment.	H	Y		EnerGov Enterprise	
80	Ability to apply payments in current year for a future year license	H	Y		EnerGov Enterprise	Functionality would depend upon various configuration parameters
81	<b>On-Line Payment Processing</b>					
82	System has the ability to process on-line payments made via:	-			EnerGov Enterprise	
83	Credit Cards / Debit Cards	H	Y		EnerGov Enterprise	
84	Electronic Funds Transfer (EFT)	H	Y		EnerGov Enterprise	
85	Electronic Checks	H	Y		EnerGov Enterprise	
86	System is capable of processing recurring on-line payments.	H	N		EnerGov Enterprise	Recurring online payments are not supported at the current time; all invoices must be manually paid for.
87	<b>Deposits</b>					
88	Ability to track and maintain any customer payments towards an account(s) / retainers where customer pre-pays (e.g., deposits, escrows, pre-pays) and as transactions occur/services provided, the balance is adjusted down.	H	Y		EnerGov Enterprise	
89	Ability to have multiple individual receipts per deposit.	H	Y		EnerGov Enterprise	
90	Ability to perform after-the-fact adjustments to deposits w/approvals.	H	Y		EnerGov Enterprise	
91	Ability for Finance to check validity of deposits.	H	Y		EnerGov Enterprise	

4.3 - Cash Receipting-POS		EnerGov Enterprise				
Objective: Upgrading and centralizing the cash receipting and point-of-sale system to streamline the processing of revenue collection						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
92	<b>Electronic Payments</b>					
93	Ability to efficiently and promptly process electronic payments and match them with the relevant customer invoice.	H	Y		EnerGov Enterprise	
94	System has the ability to process on-line payments made via:	-			EnerGov Enterprise	
95	Credit Cards / Debit Cards	H	Y		EnerGov Enterprise	
96	Electronic Funds Transfer (EFT)	H	Y		EnerGov Enterprise	
97	Electronic Checks	H	Y		EnerGov Enterprise	
98	System is capable of processing recurring on-line payments.	H	N		EnerGov Enterprise	Recurring online payments are not supported at the current time; all invoices must be manually paid for.
99	<b>Credit Card Processing</b>					
100	Solution conforms to Payment Card Industry (PCI) standards and has received PA-DSS certification.	H	Y		EnerGov Enterprise	EnerGov itself does not store credit card data thus PCI compliance does not apply to it by itself.
101	Ability to generate credit card authorizations and error codes.	H	Y		EnerGov Enterprise	
102	Ability to print credit card receipts with authorization number.	H	Y		EnerGov Enterprise	
103	Ability to support credit card refunds based upon user permissions.	H	Y		EnerGov Enterprise	
104	Ability to support separate Merchant ID for each physical location for accepting credit cards.	H	Y		EnerGov Enterprise	
105	<b>Closing, Balancing and Depositing</b>					
106	Ability to close registers at the end of the day to a holding area until they are later approved and posted. Summary information is posted to the G/L with drill down capabilities and the detail receipt information posted to the individual modules.	H	Y		EnerGov Enterprise	
107	Ability to provide detail to support daily closing at the department/cash register level and monthly bank account reconciliation at the overall level.	H	Y		EnerGov Enterprise	
108	Ability to balance cash drawers at any point in time.	H	Y		EnerGov Enterprise	
109	Ability to distinguish among cash, check or credit card payment and to provide separate totals at days end to assist in balancing the drawer.	H	Y		EnerGov Enterprise	
110	Ability to summarize and post daily cash receipts by validated General Ledger account.	H	Y		EnerGov Enterprise	
111	Ability to assign a department to a batch and change the department on the batch without closing the batch.	H	Y		EnerGov Enterprise	
112	Ability for tenders within a batch to have different deposit references by tender type.	H	Y		EnerGov Enterprise	
113	Ability to settle batches individually or by selection versus all open batches.	H	Y		EnerGov Enterprise	
114	Ability to edit and correct transaction errors prior to posting with proper authorization.	H	Y		EnerGov Enterprise	
115	Ability to enter cash count of bills for each denomination for individual receipt balancing.	H	Y		EnerGov Enterprise	

4.3 - Cash Receipting-POS			EnerGov Enterprise			
<i>Objective: Upgrading and centralizing the cash receipting and point-of-sale system to streamline the processing of revenue collection</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
116	Ability to balance cash/checks for each receipt prior to release.	M	Y		EnerGov Enterprise	
117	Ability to enter check list for individual receipt balancing.	H	Y		EnerGov Enterprise	
118	Ability to support multiple depository bank accounts and create separate bank deposit slips.	H	Y		EnerGov Enterprise	
119	Ability to assign a bank deposit reconciliation code with each department.	M	Y		EnerGov Enterprise	
120	Ability to print deposit ticket with appropriate deposit reconciliation code.	H	Y		EnerGov Enterprise	
121	Ability to assign a bank bag number to each deposit slip.	H	Y		EnerGov Enterprise	
122	Ability to provide end-of-day check list by user detailing each check included in a deposit.	H	Y		EnerGov Enterprise	
123	Ability to process NSF checks as a reversal to the original revenue posting.	H	Y		EnerGov Enterprise	Transactions can be voided due to NSF checks.
124	<b>Reporting</b>					
125	Ability to create a Daily Receipts Detail Report for in-person payments and another for on-line payments.	H	Y		EnerGov Enterprise	
126	Ability to create a User/POS Terminal Productivity Report, showing number of transactions processed per day, by operator, by POS terminal, and by transaction type. Shows average time to process a transaction.	H	Y		EnerGov Enterprise	
127	Ability to create a Bank Reconciliation Report, listing amounts deposited into each account, and total deposits compared with cash receipts for that date.	H	Y		EnerGov Enterprise	
128	Ability to create a Bank Totals Report, Showing Bank Code, Bank Number, Bank Name and Address, and Deposit Amount.	H	Y		EnerGov Enterprise	
129	Ability to create a Detailed Receipt Report, Showing Receipt number, entry date, user name, notes, receipt type, payment method. Within receipt type, the report shows the GL Note, GL number, bank code, and amount. Run by department, sorted by payment method.	H	Y		EnerGov Enterprise	
130	Ability to wildcard search or report on any field captured by the system.	H	Y		EnerGov Enterprise	
131	Ability to report based on user defined period-to-date; summary or detail.	H	Y		EnerGov Enterprise	
132	Ability to create a Revenue Report, by account and/or by department. Shows current period receipts and expenses, monthly budget, YTD budget, YTD received, remaining and total budget.	H	Y		EnerGov Enterprise	
133	Ability to produce daily summary revenue report breaking down revenues received for the day by Cash, Check, eCheck, Credit Cards (showing totals for each type: Mastercard, Visa, American Express, etc.)	H	Y		EnerGov Enterprise	Note that while summary revenue reports can be generated, credit card and card holder data is not stored in EnerGov; only end transactional data is stored.

4.3 - Cash Receipting-POS				EnerGov Enterprise		
<i>Objective: Upgrading and centralizing the cash receipting and point-of-sale system to streamline the processing of revenue collection</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
134	Ability to pull totals of all receipts and postings for a user or user-defined group for the day for balancing. These totals by user or group are broken down by Cash, Check, eCheck, Credit Cards (showing totals for each type: Mastercard, Visa, American Express, etc.)	H	Y		EnerGov Enterprise	Note that while totals and postings are balanced and can be reported on, credit card and card holder data is not stored in EnerGov; only end transactional data is stored.
135	Ability to create an Audit Trail of all receipts and postings for a user-specified time period. Includes transaction number of each receipt and G/L transaction.	H	Y		EnerGov Enterprise	
136	<b>Permit Issuance</b>					
137	Ability to pay for multiple projects/transactions in batch and for the Cashier to issue a batch of permits at once rather than one by one.	H	Y		EnerGov Enterprise	
138	Ability to capture an electronic signature and place on all permits being batch issued.	H	Y		EnerGov Enterprise	
139	Ability to store e-copies of receipts and permits issued and provide to the customer (hard-copy, email).	H	Y		EnerGov Enterprise	
140	Ability to only allow permit issuance once all fees have been calculated and paid and all reviewers associated with the final plan check have signed off (if plans are required).	H	Y		EnerGov Enterprise	
141	Ability to print customer requested information sheets such as project information summary sheets, permit re-prints, and fee estimates.	H	Y		EnerGov Enterprise	
142	Ability to calculate mitigation/impact fees for specified projects by requiring the user to enter certain information about the current site and proposed project. Ability to store all inputs, calculations, user information, and timestamp on mitigation fee calculations and retrieve those calculations at a later date.	H	Y		EnerGov Enterprise	

Tyler Technologies	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.4 - Code Enforcement				EnerGov Enterprise		
<i>Objective: To manage the code violation lifecycle throughout the City, including management of inspections, adjudication of cases, and collection of fines and fees.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Ability to automatically assign unique case identifiers, to include the year and a sequential number, and to include in the identifier a way to distinguishes among building, planning, engineering, and code enforcement cases/projects.	H	Y		EnerGov Enterprise	
2	Ability to automatically assign sequential code violation numbers, with the ability to assign manual numbers as required.	B	Y		EnerGov Enterprise	
3	Ability to configure the required and available inspection events for each code violation type.	H	Y		EnerGov Enterprise	
4	Ability for authorized, appropriate staff to override a specific inspection in the workflow process.	B	Y		EnerGov Enterprise	
5	Ability to alert staff if a workflow process is out of sequence, with the ability to override the sequence.	H	Y		EnerGov Enterprise	
6	Ability to track annual and ad hoc inspection of all types of dwelling units.	B	Y		EnerGov Enterprise	
7	Ability to assign a priority to all complaints from the field, allowing staff to determine the urgency of response.	B	Y		EnerGov Enterprise	
8	Ability to alert the appropriate NPS specialist and the supervisor on their workstations of the receipt of a complaint.	H	Y		EnerGov Enterprise	
9	Ability to reassign given complaints and/or inspections based upon staff availability and operational requirements.	H	Y		EnerGov Enterprise	
10	Ability to identify violations by code, displaying or printing the associated code description when required.	H	Y		EnerGov Enterprise	
11	Ability to view the violation code/description drop-down list either on-line or from a hard copy printout as part of a field manual.	H	Y		EnerGov Enterprise	
12	Ability to create a violation form (i.e., Notice of Violation) for a given complaint. The violation form would differ based upon the violation type.	H	Y		EnerGov Enterprise	
13	Ability to include a narrative section on the violation form to add free form narrative and corrective action.	H	Y		EnerGov Enterprise	

4.4 - Code Enforcement		EnerGov Enterprise				
<i>Objective: To manage the code violation lifecycle throughout the City, including management of inspections, adjudication of cases, and collection of fines and fees.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
14	Ability to attach pictures and documents to code violation records from within the application.	H	Y		EnerGov Enterprise	
15	Ability to update property owner information on all open/expired permits and all open code violations.	B	Y		EnerGov Enterprise	
16	Ability to view existing attachments either on the field personnel lap top or a departmental desk top workstation.	B	Y		EnerGov Enterprise	
17	Ability for a supervisor to view an attached document from the mobile platform.	H	Y		EnerGov Enterprise	
18	Ability for recent code activity to be displayed on the property address primary display screen. This would alert specialists to a possible duplicate violation.	B	Y		EnerGov Enterprise	
19	Ability to drill down past the violation summary line display and be taken to a specific detailed violation screen, with all entered fields pre-filled.	B	Y		EnerGov Enterprise	
20	Ability to document and track, but not be limited to, the following code violation parameters:	B	Y		EnerGov Enterprise	
21	Address	H	Y		EnerGov Enterprise	
22	Date of Violation	H	Y		EnerGov Enterprise	
23	Violation Number	H	Y		EnerGov Enterprise	
24	Violation Type	H	Y		EnerGov Enterprise	
25	Violator Name	B	Y		EnerGov Enterprise	
26	Complaint vs. Proactive	B	Y		EnerGov Enterprise	
27	NPS Specialist Name	B	Y		EnerGov Enterprise	
28	NPS Specialist Number	B	Y		EnerGov Enterprise	
29	Complainant's Name/Contact Info	B	Y		EnerGov Enterprise	
30	Current Status	B	Y		EnerGov Enterprise	
31	Ability to automatically generate user modifiable initial correspondence to the complainant, owner and/or tenant as required through either hard-copy or via email.	H	Y		EnerGov Enterprise	
32	Ability to send appropriate correspondence as part of a pre-defined workflow process, or manually at the discretion of staff.	H	Y		EnerGov Enterprise	
33	Ability to bypass appropriate correspondence at staff's discretion.	H	Y		EnerGov Enterprise	
34	Ability to keep track automatically of the number, type, and sequence of inspections for a given violation.	H	Y		EnerGov Enterprise	
35	Ability to automatically calculate the date for each follow-up code inspection required if not closed.	H	Y		EnerGov Enterprise	
36	Ability for staff to either extend or reduce the automatically calculated date for a specific violation.	H	Y		EnerGov Enterprise	
37	Ability to provide an automatic assessment of administrative fees.	H	Y		EnerGov Enterprise	
38	Ability to document scheduled re-inspection date and actual re-inspection date.	H	Y		EnerGov Enterprise	

4.4 - Code Enforcement		EnerGov Enterprise				
<i>Objective: To manage the code violation lifecycle throughout the City, including management of inspections, adjudication of cases, and collection of fines and fees.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
39	Ability to enter multiple extensions with administrator defined dates of compliance.	H	Y		EnerGov Enterprise	
40	Ability to process multiple code enforcement hearing documenting each hearing individually, including related adjudication assessments.	H	Y		EnerGov Enterprise	
41	Ability to enter/track foreclosure proceedings.	H	Y		EnerGov Enterprise	
42	Ability to track and document complaints, including:	H	Y		EnerGov Enterprise	
43	Date of complaint	B	Y		EnerGov Enterprise	
44	Complaint #	B	Y		EnerGov Enterprise	
45	Complaint violation type	H	Y		EnerGov Enterprise	
46	Violator's name/contact info	B	Y		EnerGov Enterprise	
47	Violation	B	Y		EnerGov Enterprise	
48	Scheduled Inspection date	B	Y		EnerGov Enterprise	
49	Actual Inspection date	B	Y		EnerGov Enterprise	
50	Hearing Date	B	Y		EnerGov Enterprise	
51	Report of Findings	B	Y		EnerGov Enterprise	
52	Date Cleared	B	Y		EnerGov Enterprise	
53	Action Taken	H	Y		EnerGov Enterprise	
54	Ability to automatically calculate fee assessments based upon the type of activity and including: Flat daily rate; Tiered daily rate; Simple Interest.	B	Y		EnerGov Enterprise	
55	Ability to record fee history for revenue generation tracking and reporting purposes.	B	Y		EnerGov Enterprise	
56	Ability to apply credits and process refunds.	B	Y		EnerGov Enterprise	
57	Ability to back out (reverse) a fee record.	B	Y		EnerGov Enterprise	
58	Ability to view all fees and their status on a single window	B	Y		EnerGov Enterprise	
59	Ability to query a specific address for its permit history, listing it in summary format.	B	Y		EnerGov Enterprise	
60	Ability to select a specific entry from the above query, taking you to the permit detail screen.	B	Y		EnerGov Enterprise	
61	Ability to query a specific contractor for permit activity including: Date Range; Permits Applied For; Open Permits; Closed Permits; Expired Permits.	B	Y		EnerGov Enterprise	
62	Ability to document the violation compliance date and configure follow-up activities and fines based on the adjudication of the case.	H	Y		EnerGov Enterprise	
63	Ability to modify the date of compliance, with a corresponding adjustment to any accumulated fine or lien amount.	B	Y		EnerGov Enterprise	
64	Ability to schedule NPS Specialist activity by: Geographic location of violation; Violation type; Time of day; Day of the week; Certification level.	B	Y		EnerGov Enterprise	
65	Ability to print a "task list" of code violation complaints requiring first action.	B	Y		EnerGov Enterprise	

4.4 - Code Enforcement		EnerGov Enterprise				
<i>Objective: To manage the code violation lifecycle throughout the City, including management of inspections, adjudication of cases, and collection of fines and fees.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
66	Ability to print a code inspection "task list", for any given I date range, either for the department or by NPS specialist.	B	Y		EnerGov Enterprise	
67	Ability to print a list of past due inspections by: NPS Specialist; Geographic Area.	B	Y		EnerGov Enterprise	
68	Ability to print a building permit "issuance list" for each NPS specialist district (in order to expedite the identification of unauthorized activity).	B	Y		EnerGov Enterprise	
69	Ability to print a notice of violation hard copy from the system versus manual completion of pre-printed hard copy forms, merging all applicable database information into the notice.	B	Y		EnerGov Enterprise	
70	Ability to link permit violations to the permit number used to close the violation.	B	Y		EnerGov Enterprise	
71	Ability to modify existing form letter and follow-up notice text, or add additional text.	B	Y		EnerGov Enterprise	
72	Ability to generate new letter template.	B	Y		EnerGov Enterprise	
73	Ability to print a list of all addresses or specific range of addresses with code violations including: (Should be available as spreadsheet and GIS map outputs)	B	Y		EnerGov Enterprise	
74	NPS Specialist	B	Y		EnerGov Enterprise	
75	Enforcement Zone	B	Y		EnerGov Enterprise	
76	Dates	B	Y		EnerGov Enterprise	
77	Violation Type	B	Y		EnerGov Enterprise	
78	Status	B	Y		EnerGov Enterprise	
79	Complaint vs. Proactive	B	Y		EnerGov Enterprise	
80	Complaint Name	B	Y		EnerGov Enterprise	
81	Ability to print a list of all code violations, open, closed, or both for a specific address.	B	Y		EnerGov Enterprise	
82	Ability to print code violation statistical information for user-defined timeframes and user-defined geographical parameters including:	B	Y		EnerGov Enterprise	
83	Number of code violations	H	Y		EnerGov Enterprise	
84	Code violation types	B	Y		EnerGov Enterprise	
85	Associated violation assessments	B	Y		EnerGov Enterprise	
86	Property type	B	Y		EnerGov Enterprise	
87	Ability to extract both database information and attached files to generate a hard copy "court package".	B	R		EnerGov Enterprise	Via custom reports
88	Ability to utilize GIS graphic display to identify a geographical area, which would then serve as the address delimiters for existing reports.	H	Y		EnerGov Enterprise	
89	Provide a code enforcement module that is integrated with all other system modules.	B	Y		EnerGov Enterprise	
90	Ability to allow for user-defined case number structure based on case type.	B	Y		EnerGov Enterprise	

4.4 - Code Enforcement			EnerGov Enterprise			
<i>Objective: To manage the code violation lifecycle throughout the City, including management of inspections, adjudication of cases, and collection of fines and fees.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
91	Ability to use an existing case as a template for creating similar case records.	B	Y		EnerGov Enterprise	
92	Ability to accommodate user-defined templates for City-identified case types.	B	Y		EnerGov Enterprise	
93	Ability to track case status including dates that the status changed.	H	Y		EnerGov Enterprise	
94	Ability to track the number of days that a case has been in process, from initiation to completion.	B	Y		EnerGov Enterprise	
95	Ability to record unlimited date/time stamped comments related to the case.	H	Y		EnerGov Enterprise	
96	Ability to allow administrators to define (through table entry) an unlimited number of code enforcement case and violation types and add, change and delete types as required.	B	Y		EnerGov Enterprise	
97	Ability to integrate with any parcel manager system to validate parcels, addresses, owners and zoning.	B	Y		EnerGov Enterprise	
98	Ability to define a workflow for each case type to route the case for review.	B	Y		EnerGov Enterprise	
99	Ability to define default actions including inspections that must be completed for each case type.	B	Y		EnerGov Enterprise	
100	Ability to display locations of cases in the City's GIS system.	B	Y		EnerGov Enterprise	
101	Ability to record and track that a property lien or pending lien has been levied against a property.	B	Y		EnerGov Enterprise	
102	Ability to integrate with the Permit Module to allow Permitting to see any outstanding code violations.	H	Y		EnerGov Enterprise	
103	Ability to generate code enforcement notices (that can be modified on a case by case basis) including the following: Notice of Violation; Notice Letter; Notice of Abatement.	B	Y		EnerGov Enterprise	
104	Ability to maintain all ordinances online to become part of any correspondence.	B	Y		EnerGov Enterprise	
105	Ability to import City ordinances and national codes (maintains updated code).	B	Y		EnerGov Enterprise	
106	Ability to accommodate a user-defined and user-maintained fee schedule.	H	Y		EnerGov Enterprise	
107	Ability to override default fees/fines on an individual case (with appropriate user security permissions).	B	Y		EnerGov Enterprise	
108	Ability to maintain review and inspection history.	B	Y		EnerGov Enterprise	
109	Ability to override default actions on an individual case (with appropriate user security permissions).	B	Y		EnerGov Enterprise	
110	Ability to identify detailed checklist items for each defined action.	B	Y		EnerGov Enterprise	
111	Ability to back date enforcement transactions with appropriate security permissions.	B	Y		EnerGov Enterprise	

4.4 - Code Enforcement		EnerGov Enterprise				
<i>Objective: To manage the code violation lifecycle throughout the City, including management of inspections, adjudication of cases, and collection of fines and fees.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
112	Ability to accommodate user-defined and user-maintained lists in look-up tables ("pick lists") for fields including (but not limited to) violation and code references.	H	Y		EnerGov Enterprise	
113	Ability to maintain data in tables, using "from & to effective dates," and allowing data in the table to be copied and altered, without impacting historical records associated with old table entries.	B	Y		EnerGov Enterprise	
114	Ability to flag documents associated with the appeals hearing agenda generation process.	B	Y		EnerGov Enterprise	Via Attachment Group settings
115	<b>Violations</b>	H	Y		EnerGov Enterprise	
116	Ability to place a hold on permits if code enforcement violations and/or fines are outstanding.	B	Y		EnerGov Enterprise	
117	Ability to track multiple violations and citations on one property.	B	Y		EnerGov Enterprise	
118	Ability to track fines through final collection process.	H	Y		EnerGov Enterprise	
119	Ability to flag a violation as a repeat violation.	B	Y		EnerGov Enterprise	
120	Ability to flag a violation as a repeat violation for fine escalation purposes in a rolling 12 month period.	B	Y		EnerGov Enterprise	
121	Ability to associate multiple violations with a single case.	B	Y		EnerGov Enterprise	
122	Ability to define default fines associated with a case type.	B	Y		EnerGov Enterprise	
123	Ability to accommodate an updateable, user-defined fee/fine structure.	B	Y		EnerGov Enterprise	
124	Ability to store incident reports and other Public Safety documentation.	B	Y		EnerGov Enterprise	
125	Ability to limit the viewing of Public Safety documentation attached to a violation based on security permissions.	B	Y		EnerGov Enterprise	
126	Ability to filter by codes violations and process reports.	B	Y		EnerGov Enterprise	
127	Ability to allow the user to search prior premises history on property with codes violations.	B	Y		EnerGov Enterprise	
128	Ability to allow the user to search for specific violation types.	B	Y		EnerGov Enterprise	
129	<b>Reporting &amp; Querying</b>	B	Y		EnerGov Enterprise	
130	Ability to print a summary report of fees/fines assessed on cases based on user-defined selection criteria.	B	Y		EnerGov Enterprise	
131	Ability to print a listing of cases based on user-defined selection criteria.	B	Y		EnerGov Enterprise	
132	Ability to view a list of all cases and permits at a selected location.	B	Y		EnerGov Enterprise	
133	Ability to query cases by the following fields or combination of fields:	H	Y		EnerGov Enterprise	
134	Case ID	B	Y		EnerGov Enterprise	
135	Location	B	Y		EnerGov Enterprise	
136	Status	B	Y		EnerGov Enterprise	
137	History	B	Y		EnerGov Enterprise	
138	Violation Type	B	Y		EnerGov Enterprise	
139	Location Address	B	Y		EnerGov Enterprise	
140	Owner Name	B	Y		EnerGov Enterprise	

4.4 - Code Enforcement		EnerGov Enterprise				
<i>Objective: To manage the code violation lifecycle throughout the City, including management of inspections, adjudication of cases, and collection of fines and fees.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
141	Parcel	B	Y		EnerGov Enterprise	
142	Tenant Name	B	Y		EnerGov Enterprise	
143	Occupancy Type	B	Y		EnerGov Enterprise	
144	Inspector	B	Y		EnerGov Enterprise	
145	Ability to print a summary report of processing time for cases based on user-defined selection criteria.	B	Y		EnerGov Enterprise	
146	Ability to generate reports on resident complaints including the following:	B	Y		EnerGov Enterprise	
147	Day	B	Y		EnerGov Enterprise	
148	Date	B	Y		EnerGov Enterprise	
149	Time	B	Y		EnerGov Enterprise	
150	Type	B	Y		EnerGov Enterprise	
151	Street Address of Complaint	B	Y		EnerGov Enterprise	
152	Property Owner	B	Y		EnerGov Enterprise	
153	Complainant Contact Info/Address	B	Y		EnerGov Enterprise	
154	Phone Number	B	Y		EnerGov Enterprise	
155	Ability to allow citizens to log complaints online via a portal from the City's website.	B	Y		EnerGov Enterprise	Via the Tyler Incident Management portal (natively integrated with EnerGov)
156	Ability to allow citizens to check the status of a logged complaint online via a portal from the City's website.	B	Y		EnerGov Enterprise	

Tyler Technologies	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.5 - Licensing			EnerGov Enterprise			
<i>Objective: To manage the biannual business licensing process and ensure compliance for all City businesses</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Ability to create necessary charge codes for each possible kind of license that hold fixed dollar values, and GL accounts used when recording journal entries.	B	Y		EnerGov Enterprise	
2	Ability to tailor data collection, billing, and reporting through each of the following:	B	Y		EnerGov Enterprise	
3	System parameters	B	Y		EnerGov Enterprise	
4	Charge codes	B	Y		EnerGov Enterprise	
5	Bill cycle codes	B	Y		EnerGov Enterprise	
6	Description codes	B	Y		EnerGov Enterprise	
7	City codes	B	Y		EnerGov Enterprise	
8	Business codes	B	Y		EnerGov Enterprise	
9	Accounts Receivable codes	B	Y		EnerGov Enterprise	
10	Audit trail to capture all changes	B	Y		EnerGov Enterprise	
11	Ability to assign differing workflow approvals based upon license type with the ability to override, based upon security level.	B	Y		EnerGov Enterprise	
12	Ability to attach scanned documents, image files, etc. to a business account or license that can be launched for viewing within the application.	B	Y		EnerGov Enterprise	
13	Ability to have unlimited license types (e.g., City contractor, Occupational, Peddler) as defined by an authorized user.	B	Y		EnerGov Enterprise	
14	Provide alerts to user when a license is about to expire.	B	Y		EnerGov Enterprise	
15	Ability to create user-defined data at the account and/or license detail level.	B	Y		EnerGov Enterprise	
16	<b>Processing</b>	B	Y		EnerGov Enterprise	
17	Ability to track information for Professional Licenses, such as:	B	Y		EnerGov Enterprise	
18	Professional Name	B	Y		EnerGov Enterprise	
19	Name of Business	H	Y		EnerGov Enterprise	
20	Professional Address	B	Y		EnerGov Enterprise	
21	Liability insurance info i.e. including expiration date	B	Y		EnerGov Enterprise	
22	Workman's Compensation Insurance info including expiration date	B	Y		EnerGov Enterprise	

4.5 - Licensing		EnerGov Enterprise				
Objective: To manage the biannual business licensing process and ensure compliance for all City businesses						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
23	Type of license	B	Y		EnerGov Enterprise	
24	Date of Expiration	H	Y		EnerGov Enterprise	
25	State/Locally issued	B	Y		EnerGov Enterprise	
26	Testing Data	B	Y		EnerGov Enterprise	
27	Certification	B	Y		EnerGov Enterprise	
28	Eligibility	B	Y		EnerGov Enterprise	
29	Red Tagging	B	Y		EnerGov Enterprise	
30	Ability to flag business owners for violations, payment outstanding, etc.	B	Y		EnerGov Enterprise	
31	Ability to calculate charges as Incidental, Flat, or from a Rate Table, or any combination.	B	Y		EnerGov Enterprise	
32	Ability to print single or batch applications for licenses or notices.	H	Y		EnerGov Enterprise	
33	Ability to base actual or estimated license applications on specific information such as gross receipts or sales volume.	B	Y		EnerGov Enterprise	
34	Ability to automatically assign late fees (charges) to any overdue bill, along with a late filing penalty, if applicable.	B	Y		EnerGov Enterprise	
35	Ability to adjust paid or unpaid bills to accommodate business closures or incorrectly billed fees with appropriate user permissions, for example	H	Y		EnerGov Enterprise	
36	Ability to automated business license gross receipts processing including:	H	Y		EnerGov Enterprise	
37	Data import	B	Y		EnerGov Enterprise	
38	Tax Calculation	H	Y		EnerGov Enterprise	
39	Integrated Payment Processing	H	Y		EnerGov Enterprise	
40	Creation of Accounts Receivable	B	Y		EnerGov Enterprise	
41	General Ledger entries	B	Y		EnerGov Enterprise	
42	Reporting Results	B	Y		EnerGov Enterprise	
43	Ability to handle business license renewals on a cycle defined by the City	H	Y		EnerGov Enterprise	
44	Ability to support the delivery of service applications or of licenses from multiple locations, including but not limited to remote service location, Kiosk, e-mail, website, and IVR.	B	Y		EnerGov Enterprise	
45	Provide appropriate login security for information access.	H	Y		EnerGov Enterprise	
46	Ability to link the professional login information to the permitting application online process.	H	Y		EnerGov Enterprise	
47	Ability to flag a professional license based on user-defined criteria.	B	Y		EnerGov Enterprise	
48	Ability to expire license types based on user defined criteria.	B	Y		EnerGov Enterprise	
49	Ability to process license renewals on a two-year cycle	B	Y		EnerGov Enterprise	
50	Ability to process pro rata refunds for closed businesses.	B	Y		EnerGov Enterprise	
51	<b>Reporting &amp; Querying</b>	B	Y		EnerGov Enterprise	

4.5 - Licensing		EnerGov Enterprise				
<i>Objective: To manage the biannual business licensing process and ensure compliance for all City businesses</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
52	Provide a license history, with an audit screen, shows a record of activity during the account life cycle (i.e., creation date, bill dates, comments).	B	Y		EnerGov Enterprise	
53	Ability to drill down to inspections and violations from account master.	B	Y		EnerGov Enterprise	
54	Provide a view inspections, violations, and property records associated with a specific business (through integration with a permit/code enforcement system).	B	Y		EnerGov Enterprise	
55	Provide a report of delinquent accounts.	B	Y		EnerGov Enterprise	
56	Ability to send out via email and/or paper output renewal notices based on user defined criteria.	B	Y		EnerGov Enterprise	
57	Integration with Microsoft Word mail-merge functionality for generation of renewal notices	H	Y		EnerGov Enterprise	

Tyler Technologies	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.6 - Land Management	EnerGov Enterprise
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Objective: To manage parcel and address records in the City's land management database as well as in its Geographic Information Systems (GIS).

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	<b>Streets</b>					
2	Ability to maintain separate components for a street record including:	H	Y		EnerGov Enterprise	EnerGov consumes the City's address and parcel data with native and comprehensive ArcGIS integration functionality.
3	Unique Identifier	B	Y		EnerGov Enterprise	Dependent upon GIS layer parameters
4	Status and/or Start and End Dates of Use	B	Y		EnerGov Enterprise	
5	Type (private, public, ...)	H	Y		EnerGov Enterprise	
6	Pre-Directional	H	Y		EnerGov Enterprise	
7	Street name	H	Y		EnerGov Enterprise	
8	Street suffix	H	Y		EnerGov Enterprise	
9	Ability to add, edit, delete based upon user permission	B	Y		EnerGov Enterprise	
10	<b>Addresses</b>					
11	Ability to maintain separate components for an address record including:	H	Y		EnerGov Enterprise	
12	Unique Identifier	B	Y		EnerGov Enterprise	
13	Status and/or Start and End Dates of Use	B	Y		EnerGov Enterprise	
14	House number	H	Y		EnerGov Enterprise	
15	Street (Pre-Directional, Street name, Street suffix)	H	Y		EnerGov Enterprise	
16	Unit (optional)	H	Y		EnerGov Enterprise	
17	City	H	Y		EnerGov Enterprise	
18	State	H	Y		EnerGov Enterprise	
19	Zip code + 4	H	Y		EnerGov Enterprise	
20	UNC Address List	H	Y		EnerGov Enterprise	
21	Ability to add, edit, delete based upon user permission	B	Y		EnerGov Enterprise	
22	Ability to enter and maintain land data such as certain addresses and parcels in a neighboring city where the city does water/sewer work.	B	Y		EnerGov Enterprise	
23	<b>Parcels</b>					
24	Ability to identify parcels of land including, but not limited to the following information:	B	Y		EnerGov Enterprise	

4.6 - Land Management			EnerGov Enterprise			
Objective: To manage parcel and address records in the City's land management database as well as in its Geographic Information Systems (GIS).						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
25	Unique Identifier--APN Assessor Parcel Number-8 digit county tax number)	B	Y		EnerGov Enterprise	
26	Status and/or Start and End Dates of Use	B	Y		EnerGov Enterprise	
27	Name or Description	B	Y		EnerGov Enterprise	
28	Address(es)	B	Y		EnerGov Enterprise	
29	All associated previous APNs (i.e. parcels merged/split from)	B	Y		EnerGov Enterprise	
30	Previous Temporary APN	B	Y		EnerGov Enterprise	
31	Land Square Footage	B	Y		EnerGov Enterprise	
32	Building Square Footage	B	Y		EnerGov Enterprise	
33	Housing Attributes such as total units, BMR units, density	B	Y		EnerGov Enterprise	
34	Tract Number	B	Y		EnerGov Enterprise	
35	Lot	B	Y		EnerGov Enterprise	
36	Various Planning Attributes including, but not limited to the following	B	Y		EnerGov Enterprise	
37	Land Use	B	Y		EnerGov Enterprise	
38	Zoning Designation	B	Y		EnerGov Enterprise	
39	Flood Zone Designation	B	Y		EnerGov Enterprise	
40	Combining District	B	Y		EnerGov Enterprise	
41	General Plan Designation	B	Y		EnerGov Enterprise	
42	Specific Plan Designation	B	Y		EnerGov Enterprise	
43	Plan Area	B	Y		EnerGov Enterprise	
44	Sense of Place	B	Y		EnerGov Enterprise	
45	Transportation Impact Area	B	Y		EnerGov Enterprise	
46	Attributes related to School District	B	Y		EnerGov Enterprise	
47	Maintains Read-Only Attributes imported from County Assessor data including, but not limited to: Site Address, Tract Number, Lot, Owner, Owner Mailing Address, County Building Sq. Footage, County Land Sq. Footage, Improvement Values, Year Built, Number of Bedrooms, Number of Buildings, Tax Rate Area, and Tax Exemption Codes	B	Y		EnerGov Enterprise	
48	Ability to add, edit, delete based upon user permission	B	Y		EnerGov Enterprise	
49	Ability to relate historical property records to the current record so that a complete history of a property is available in one place (including a history of old addresses and tax lot numbers).	H	Y		EnerGov Enterprise	
50	The system must allow the linkage of a parcel to multiple previous parcels and the date the change happened (i.e. parcel splits or combines)	B	Y		EnerGov Enterprise	
51	Ability to prevent editing of certain fields (such as APN number or other attributes that come from the County data import)	B	Y		EnerGov Enterprise	
52	Ability to create parcels with temporary APN numbers, which will be replaced with actual APNs during the County data import process.	B	Y		EnerGov Enterprise	

4.6 - Land Management			EnerGov Enterprise			
<i>Objective: To manage parcel and address records in the City's land management database as well as in its Geographic Information Systems (GIS).</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
53	Ability to link addresses to a temporary parcel during the parcel creation process or some other short cut (i.e. drag and drop) to parcel, address, building linkage.	B	Y		EnerGov Enterprise	
54	Ability to clone parcels or buildings, where certain attributes such as square footage can be updated afterward, during the batch creation of multiple new parcels or structures.	B	Y		EnerGov Enterprise	
55	<b>Buildings</b>					
56	Ability to identify structures, but not limited to the following information:	B	Y		EnerGov Enterprise	Building information can be captured with custom fields on the parcel records and/or the permit or plan records.
57	Unique Identifier	B	Y		EnerGov Enterprise	
58	Status and/or Start and End Dates of Use	B	Y		EnerGov Enterprise	
59	Structure Type	B	Y		EnerGov Enterprise	
60	Use Type	B	Y		EnerGov Enterprise	
61	Structural Dimensions	B	Y		EnerGov Enterprise	
62	Square Footage	B	Y		EnerGov Enterprise	
63	Units/Floors/Suites	B	Y		EnerGov Enterprise	
64	Parking information	B	Y		EnerGov Enterprise	
65	<b>Common Areas</b>					
66	Ability to identify common areas with attributes similar to parcels, but common areas need a Unique Identifier other than APN as they are not given an APN by the County Assessor's Office	B	Y		EnerGov Enterprise	Via spatial collections and/or GIS layer setup
67	Ability to identify common areas correctly on the map, even though the base map is parcel/APN-based.	B	Y		EnerGov Enterprise	
68	<b>Tracts\Grouping</b>					
69	Ability to group parcels and common areas, but not limited to the following information:	B	Y		EnerGov Enterprise	
70	Unique Identifier	B	Y		EnerGov Enterprise	
71	Status and/or Start and End Dates of Use	B	Y		EnerGov Enterprise	
72	Common Name or Description	B	Y		EnerGov Enterprise	
73	Tract Number	B	Y		EnerGov Enterprise	
74	Tract Type	B	Y		EnerGov Enterprise	
75	Land Square Footage	B	Y		EnerGov Enterprise	
76	Building Square Footage	B	Y		EnerGov Enterprise	
77	Housing Attributes such as total units, BMR units, density	B	Y		EnerGov Enterprise	
78	Floor Area Ratio	B	Y		EnerGov Enterprise	
79	<b>Associations</b>					
80	System requires a street and a number be associated with an address	H	Y		EnerGov Enterprise	
81	System provides the ability to associate multiple addresses with a parcel	H	Y		EnerGov Enterprise	

4.6 - Land Management			EnerGov Enterprise			
<i>Objective: To manage parcel and address records in the City's land management database as well as in its Geographic Information Systems (GIS).</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
82	System provides the ability to associate multiple parcels with an address	H	Y		EnerGov Enterprise	
83	System provides the ability to associate multiple addresses with a building	H	Y		EnerGov Enterprise	
84	System provides the ability to associate multiple buildings with an address	H	Y		EnerGov Enterprise	
85	System provides the ability to associate multiple buildings with a parcel	H	Y		EnerGov Enterprise	
86	System provides the ability to associate multiple parcels with a building	H	Y		EnerGov Enterprise	
87	System provides the ability to associate multiple parcels and common areas with a tract/group.	H	Y		EnerGov Enterprise	
88	<b>Land Comments</b>					
89	Is able to add comments on a parcel or other location that may notify users, depending on the type of comment (alert, stop work order), when adding a project or selecting/querying the location and clearly displays the comments.	B	Y		EnerGov Enterprise	
90	Ability to view, add, delete, or change user comments depending on user security roles.	B	Y		EnerGov Enterprise	
91	Ability to report/search by comment type, flagged items, date or user.	B	Y		EnerGov Enterprise	
92	Ability to maintain different types of comments (i.e. customer interactions, tax lot notes).	B	Y		EnerGov Enterprise	
93	<b>Land Submittals</b>					
94	Is able to track project submittal requirement information for potential project sites including documents required to be submitted, type of project, and staff contact.	B	Y		EnerGov Enterprise	
95	<b>Land Documents</b>					
96	Ability to track and flag required documents relating to land use and maintenance agreements for annual regulatory reporting.	B	Y		EnerGov Enterprise	
97	System includes standard functionality to attach electronic documents to a location and/or case	B	Y		EnerGov Enterprise	
98	<b>Land Change Notifications</b>					
99	Ability to export/notify other systems/users, internal and external, of land changes such as demolitions, inactivation of addresses or parcels, new addresses, parcels, or buildings, owner changes, or land use or zoning changes on an automated and potentially scheduled basis.	H	Y		EnerGov Enterprise	
100	When transactional changes are identified (new parcel, split, combine) the system has the ability to automatically notify various staff (configurable) and external agencies (configurable) of the change.	H	M		EnerGov Enterprise	Additional discussion and scoping is required to address this functionality and to determine the best solution for the City.
101	<b>Interface-County Assessor</b>					

4.6 - Land Management			EnerGov Enterprise			
Objective: To manage parcel and address records in the City's land management database as well as in its Geographic Information Systems (GIS).						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
102	Provides the ability to exchange data with the County Assessor's Office on a monthly and yearly basis and update the permitting system using this data as below:	H	Y		EnerGov Enterprise	EnerGov consumes Assessor's Office parcel owner information from the data stored on the City's ArcGIS server parcel layer with its native ESRI GIS integration features. Other data exchange functionality could be developed with integration against EnerGov's API suite. This also applies to 103-106 below.
103	Ability to produce, in a format specified by the Assessor's Office, a text file containing specific building permit and inspection data each month. Ability to automate the generation and distribution, such as email, of this report to the County Assessor's office.	H	Y		EnerGov Enterprise	
104	Ability to process three text files received each month from the County Assessor's Office. These files are in a specific format and contain: 1) parcel changes for the month as the result of lot line changes like splits and merges, including data such as the parent parcels, the new APN number, and the County's site address for the parcel, 2) parcel owner changes for the month for any property where there has been a change to the way the property is held, and 3) Tract and lot information associated with parcel owner changes.	H	Y		EnerGov Enterprise	
105	Automated ability to process the three monthly text files noted above, with the ability for the user to reject or confirm any changes the system will make to parcels, owners, or project data. The system will have the ability to match on criteria such as address or tract/lot and suggest which existing parcels in the permitting system with temporary APNs match to the county records containing the actual APNs. The system will automatically preserve parcel history, storing the links to previous parcels, when a temporary parcel is updated. The system will have the ability to maintain the Owner history of a parcel rather than overwrite on each update. The user can confirm or reject the inactivation of the old owner and the creation of a new one as not all changes to the way property is held are the result of true ownership changes.	H	Y		EnerGov Enterprise	
106	Ability to process a text file received annually from the County Assessor's Office, which contains parcel attributes for all active parcels in the City. This requires auto-APN matching on existing permit system parcels and APN based records in the yearly file and reconciling differences. Ability to review and reject or confirm the parcel attribute updates to be made to the permitting system from the yearly file.	H	Y		EnerGov Enterprise	

4.6 - Land Management			EnerGov Enterprise			
Objective: To manage parcel and address records in the City's land management database as well as in its Geographic Information Systems (GIS).						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
107	System's master address module is a centralized database that is integrated with other module areas proposed which contain parcel, address and / or owner information (please use comments section to identify those which are integrated and those which are not integrated).	H	Y		EnerGov Enterprise	
108	All other system modules which track information related to parcel numbers, addresses or other asset ID schemes allow the user to specify the parcel number, address, or asset ID in the transaction / information entered and prevent the user from entering invalid addresses or other land objects.	B	Y		EnerGov Enterprise	
109	The street index includes address ranges for each street within the Organization	B	Y		EnerGov Enterprise	
110	Ability to assign addresses within the system from the first submittal of the relevant site plan.	B	Y		EnerGov Enterprise	
111	System's master address function is integrated to all other system modules receiving alerts created in that module and displaying them to the other modules, and allowing changes within other modules.	B	Y		EnerGov Enterprise	
112	System provides a configurable workflow for entry of new addresses, with an unlimited number of possible approvals	B	Y		EnerGov Enterprise	
113	System provides the capability to create a location which links or cross references to associated building, parcel and/or address records	B	Y		EnerGov Enterprise	
114	System provides ability to transfer all parcel and/or address information from a temporary parcel identification number and/or address to a permanent number, including all related license, permit and other transactional information	B	Y		EnerGov Enterprise	Temporary and permanent parcel statuses would be managed within GIS.
115	System provides functionality to identify potential duplicate addresses managed by the system and merge them (including history)	H	Y		EnerGov Enterprise	This functionality would be largely dependent upon the City's GIS system administration. EnerGov's user role setup allows for the option to disable manual address creation which ensures that only addresses existing in the City's GIS would be utilized hence preventing the potential for duplicate address creation.
116	Ability to maintain an address type	B	Y		EnerGov Enterprise	
117	Ability to flag non standard addresses (i.e. duplex)	H	Y		EnerGov Enterprise	
118	System is capable of integrating to the Organization's ESRI GIS to synchronize property information (e.g. parcel, street name, etc.) and for spatial displays and queries.	B	Y		EnerGov Enterprise	
119	System allows for hierarchical structure for parcels, addresses, structure, and individual units.	B	Y		EnerGov Enterprise	

4.6 - Land Management		EnerGov Enterprise				
Objective: To manage parcel and address records in the City's land management database as well as in its Geographic Information Systems (GIS).						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
120	User comments follow the hierarchical structure for parcels, address, structure, and individual units (i.e. a comment on the parcel will cascade down to lower records)	B	Y		EnerGov Enterprise	
121	System provides referential integrity capabilities based on the hierarchical structure.	B	Y		EnerGov Enterprise	
122	System integrates with Esri ArcGIS enterprise geodatabase	H	Y		EnerGov Enterprise	
123	Ability to meet City of Sunnyvale addressing standards for street address and street naming convention including segments for all addresses within the system.	H	Y		EnerGov Enterprise	
124	Ability to accommodate foreign addresses.	H	Y		EnerGov Enterprise	
125	Ability to enforce address standards to ensure consistency with master address list.	H	Y		EnerGov Enterprise	
126	Standard system functionality provides ability to import master City/State/ZIP file from a 3rd party (US Post Office).	H	Y		EnerGov Enterprise	Based on EnerGov LiveLink and GIS configuration parameters
127	Ability to integrate with industry standard third-party address validation software	H	Y		EnerGov Enterprise	Address validation would typically be performed against the City's GIS geodatabase, but an EnerGov address validation integration is possible.
128	Options to incorporate a map base display and position (geocode) address locations using a Geographic Information System (GIS) server based web mapping application or similar application capability	H	Y		EnerGov Enterprise	
129	Ability to maintain history of a piece of property that identifies how the property record originated and subsequent changes.	H	Y		EnerGov Enterprise	
130	Ability to view all permits, licenses or other action items related to a piece of property.	B	Y		EnerGov Enterprise	
131	Ability to not assign an address to a parcel if desired, leave blank (rather than putting unknown or the lot number).	B	Y		EnerGov Enterprise	
132	Ability to do lien checks against properties.	B	Y		EnerGov Enterprise	
133	Possibility for other types of identifiers other than addresses and parcels, where information pertaining to that identifier can be seen by other associated identifiers. For instance, if we had a subdivision identifier, we could attach requirements, etc... to the subdivision that can be seen by all associated addresses/parcels for that subdivision	B	Y		EnerGov Enterprise	With EnerGov's Project module and the associated Conditions tab
134	Need to be able to identify if the address is within city limits or out of city limits.	B	Y		EnerGov Enterprise	Via EnerGov's GeoRules GIS query-based automation engine
135	Ability to import location records and related data from an external source.	B	Y		EnerGov Enterprise	Depending on scope of legacy data conversion
136	Ability to specify data fields associated with a location record with lookup tables that allow comments for data validation. Ability to modify, delete, or add lookups.	B	Y		EnerGov Enterprise	
137	Ability to specify whether fields on a location record are mandatory or optional.	B	Y		EnerGov Enterprise	

4.6 - Land Management		EnerGov Enterprise				
Objective: To manage parcel and address records in the City's land management database as well as in its Geographic Information Systems (GIS).						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
138	System provides ability to perform bulk refreshes of parcel and parcel owner information	B	Y		EnerGov Enterprise	EnerGov queries real-time parcel and parcel owner data from the City's GIS server.
139	System provides inquiry into the detail site data by parcel, address, owner, occupancy type, structure, floor, unit, etc.	B	Y		EnerGov Enterprise	
140	Ability calculate a lien.	B	Y		EnerGov Enterprise	
141	Ability to associate a lien to a property.	B	Y		EnerGov Enterprise	
142	Ability to maintain history of past liens for a single property.	B	Y		EnerGov Enterprise	
143	Ability to generate a weekly list of liens to be sent to courthouse.	B	Y		EnerGov Enterprise	
144	Ability to import the property valuation from the City database.	B	Y		EnerGov Enterprise	
145	Ability to input the parameters under which a lien is assigned to a property (e.g. criteria to reach "substantial value").	B	Y		EnerGov Enterprise	
146	Ability to initiate a property foreclosure based on a threshold of unpaid fees and fines.	B	Y		EnerGov Enterprise	
147	Ability to close out fines, fees, and lien once a foreclosure come through.	B	Y		EnerGov Enterprise	
148	Ability to remove fines/fees once a foreclosed property has been sold, without losing historical record.	B	Y		EnerGov Enterprise	
149	Ability to designate if a property is in a specific zone (e.g. flood plain, demolition control zone, general zoning).	B	Y		EnerGov Enterprise	Via EnerGov's GeoRules GIS query-based automation engine
150	System provides the ability to track transactions (e.g. permit, violation, plan, etc.) not associated with a parcel or address via location coordinates (e.g. permits in the right-of-way, site condominium common areas, etc.)	B	Y		EnerGov Enterprise	
151	System provides the ability to Import and Update address database from the Master Address database on a regular basis, identify previously merged duplicates to maintain history.	B	Y		EnerGov Enterprise	EnerGov consumes the City's address and parcel data with native and comprehensive ArcGIS integration functionality. Hence the GIS server would act as the Master Address database.
152	Ability to store property information including the list below. It is assumed that these items, if originating in another module, will be automatically populated. Please state in the comments column if the item is a user defined field.	B	Y		EnerGov Enterprise	
153	Housing type (i.e., Manufactured home, SFD, MF, ADU, Vacation Rental)	B	Y		EnerGov Enterprise	With native and/or custom fields
154	Number of units	B	Y		EnerGov Enterprise	With native and/or custom fields
155	Parcel size	B	Y		EnerGov Enterprise	With native and/or custom fields
156	Sq. footage of structures	B	Y		EnerGov Enterprise	With native and/or custom fields
157	Impervious surface	B	Y		EnerGov Enterprise	With custom fields
158	Density	B	Y		EnerGov Enterprise	With custom fields
159	Building height	B	Y		EnerGov Enterprise	With custom fields

4.6 - Land Management		EnerGov Enterprise				
<i>Objective: To manage parcel and address records in the City's land management database as well as in its Geographic Information Systems (GIS).</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
160	Use (i.e., NAICS or commercial, office, retail, industrial, mixed use, professional service, etc.)	B	Y		EnerGov Enterprise	With native and/or custom fields
161	Changes to use (i.e., demolitions)	B	Y		EnerGov Enterprise	With custom fields
162	Ability to store the following for subdivision plats:	B	Y		EnerGov Enterprise	
163	Density	B	Y		EnerGov Enterprise	
164	Acres in roads	B	Y		EnerGov Enterprise	
165	Open space acres	B	Y		EnerGov Enterprise	
166	Number of lots	B	Y		EnerGov Enterprise	

Tyler Technologies	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.7 - Mobility			EnerGov Enterprise			
<i>Objective: To enable mobile access to the permitting system for inspectors and code officers</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Ability for field users to work in real time over a 3G/4G connection in the field.	H	Y		EnerGov Enterprise	Via EnerGov's iG Workforce tablet-based mobile apps
2	Ability for field users (e.g., inspectors, code enforcement officers) to access all data and documents in the system from a remote location.	H	Y		EnerGov Enterprise	
3	Ability to work offline, in the event of no or low connectivity in the field, and record inspection actions which can later be uploaded to the system when a connection to the network is restored.	H	Y		EnerGov Enterprise	Supported with store and forward in iG Inspect
4	Ability to work offline, in the event of no or low connectivity in the field, and record inspection actions which can later be uploaded to the system at a user defined time.	H	Y		EnerGov Enterprise	Inspection records changes are automatically synced when a connection is reestablished.
5	Ability to support access all applications from mobile devices with appropriate security permissions.	B	Y		EnerGov Enterprise	
6	Ability to access all necessary data for remote work as defined by the user to include but not be limited to Permitting, Land Information, GIS, Service Requests, Code Enforcement, Inspections.	B	Y		EnerGov Enterprise	
7	Ability to create new items from the field, such as Inspections, Permits, Code Enforcement, Flags.	B	Y		EnerGov Enterprise	Creating new permit records would require mobile access to the back-office EnerGov apps.
8	Ability to display and populate pre-defined checklists for field inspections.	H	Y		EnerGov Enterprise	
9	Ability to support mobile applications in their native operating system (e.g., Windows 4.x, iOS, Android).	H	Y		EnerGov Enterprise	iPads and Windows Surface devices are fully supported with iG Workforce.
10	Ability to support full functional operation on Laptops, Tablets and Phones.	B	Y		EnerGov Enterprise	While iG Workforce operation are not available for smartphones due to screen size limitations, EnerGov apps such as Inspection Manager can be fully accessed from any HTML5 compatible browser and device.
11	Ability to allow the input of inspection data by handheld devices including laptops and wireless mobile devices.	H	Y		EnerGov Enterprise	Via EnerGov's iG Inspect mobile app

4.7 - Mobility		EnerGov Enterprise				
Objective: To enable mobile access to the permitting system for inspectors and code officers						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
12	Ability to allow the input of code violations by handheld devices including laptops and wireless mobile devices.	B	Y		EnerGov Enterprise	Via EnerGov's iG Enforce mobile app
13	Ability to access the system remotely via laptops and wireless mobile devices for purposes such as: querying violation history and other codes detail, looking up a permit, etc.	H	Y		EnerGov Enterprise	
14	Ability to record and update inspection results remotely (in the field).	H	Y		EnerGov Enterprise	
15	Ability to view GIS maps associated with each property record within the mobile application.	H	Y		EnerGov Enterprise	
16	Ability to record and update code enforcement data remotely (in the field).	B	Y		EnerGov Enterprise	
17	Ability for inspectors to incorporate field location into the application.	B	Y		EnerGov Enterprise	
18	Ability to access all imaged building files in the field.	B	Y		EnerGov Enterprise	Functionality depends upon how imaged building files are stored
19	Ability to associate any media (e.g., pictures, video) collected in the field with the case record.	H	Y		EnerGov Enterprise	
20	Ability to access the City/State code sets from the mobile device.	H	Y		EnerGov Enterprise	
21	Ability to access licensing information from the mobile device.	B	Y		EnerGov Enterprise	
22	Ability to print from the mobile devices.	H	Y		EnerGov Enterprise	
23	Ability to print license citations from the mobile device.	B	Y		EnerGov Enterprise	
24	Ability to print inspection results from the mobile device.	H	Y		EnerGov Enterprise	
25	Provide routing information for inspectors on the mobile devices.	H	Y		EnerGov Enterprise	Via ESRI routing services
26	Provide turn-by-turn directions for current location to specified inspection or violation location.	H	Y		EnerGov Enterprise	Via ESRI routing services

Tyler Technologies	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.8 - Plan Review	EnerGov Enterprise
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*Objective: To enable end-to-end electronic plan review throughout the City*

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Ability to capture basic project applications.	H	Y		EnerGov Enterprise	
2	Ability to assign fees for project applications.	H	Y		EnerGov Enterprise	
3	Ability to accommodate all document types used by the City	H	Y		EnerGov Enterprise	
4	Ability to allow user-defined application types (e.g., annexation, master plan, subdivision, zoning, sign, variance).	H	Y		EnerGov Enterprise	
5	Ability to easily add or change application types.	H	Y		EnerGov Enterprise	Please note that application types for an existing record cannot be changed after formal submission since the fees, custom fields, workflow, contact types requirements, and other dependencies are linked to the type/work class combination.
6	Ability to copy similar application types and related data, and edit it for a new application as necessary.	B	Y		EnerGov Enterprise	Similar application types can be configured with pre-defined custom field data and other details.
7	Ability to allow user-defined sub-types (e.g., preliminary plat, final plat, re-plat, zone change).	H	Y		EnerGov Enterprise	
8	Ability to attach comments to plan records to describe status/reason (e.g., approval pending due to waiting on bonds and plats from developer).	H	Y		EnerGov Enterprise	
9	Ability to track Bonds for Engineering and Environment over lengthy periods of time, including payment type (Cash, CD, Electronic Payment, etc.).	B	Y		EnerGov Enterprise	
10	Ability to track/search project by project name.	H	Y		EnerGov Enterprise	
11	Ability to track/search project by other user-defined fields.	H	Y		EnerGov Enterprise	
12	Ability to allow for an unlimited number of parcels to be associated with an application.	H	Y		EnerGov Enterprise	
13	Ability to assign unique application numbering (alpha-numeric) and application classification to aid in determining application/submittal types (e.g., subdivision, variance, zoning).	B	Y		EnerGov Enterprise	

4.8 - Plan Review		EnerGov Enterprise				
Objective: To enable end-to-end electronic plan review throughout the City						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
14	Ability to allow project level organization for application records at any point in the process.	H	Y		EnerGov Enterprise	
15	Provide property information for all properties associated with a project.	B	Y		EnerGov Enterprise	
16	Ability to allow an unlimited number of buildings, parcels, and properties to be associated with a project.	H	Y		EnerGov Enterprise	
17	Ability to drill down to companion applications associated with master record.	H	Y		EnerGov Enterprise	
18	Ability to maintain historical data by physical address, parcel or tract location or development name. Data should include project specific details regardless of development aspect.	H	Y		EnerGov Enterprise	
19	Provide capability for GIS browsing that will pinpoint location of permits by number, address, owner name and/ or parcel number.	H	Y		EnerGov Enterprise	
21	<b>Development Review</b>	B	Y		EnerGov Enterprise	
22	Provide automated work assignment to assign an application/project to: Planning supervisor for assignment to a specific planner; Direct planner assignment.	B	Y		EnerGov Enterprise	EnerGov's includes an automated load-balancing algorithm for item review assignments based on multiple conditional factors.
23	Provide workflow capability to automatically track and route projects through various used-defined processes.	B	Y		EnerGov Enterprise	
24	Ability to record the time spent at each step of the review process, via workflow.	B	Y		EnerGov Enterprise	
25	Ability to lock and hold the review process due to the following conditions: Unacceptable/incomplete submissions; Unmet departmental review requirements; Unpaid fees; Unlicensed contractor; Located in sensitive lands; Field inspections.	H	Y		EnerGov Enterprise	With configurable error triggers and "apply hold" automation options using EnerGov's Intelligent Objects engine
26	Ability to allow user-defined processes or workflow for each application type. User should be allowed to establish the steps or processes each application type and sub-type should follow from application submittal through approval and filing, if necessary.	H	Y		EnerGov Enterprise	
27	Ability to allow workflow processes to be modified (with appropriate security permissions).	H	Y		EnerGov Enterprise	
28	Ability, with appropriate security permissions, to modify workflow elements, including fees, application types, review days) as needed based upon Code changes or other reasons.	B	Y		EnerGov Enterprise	
29	Ability to allow user-defined plan review routing based on type of work performed.	H	Y		EnerGov Enterprise	
30	Provide automatic standard routing based on user-designated application field/s.	H	Y		EnerGov Enterprise	
31	Ability to track and maintain external reviewer agency information/comments.	B	Y		EnerGov Enterprise	
32	Ability to track and maintain external reviewer contact information.	B	Y		EnerGov Enterprise	

4.8 - Plan Review		EnerGov Enterprise				
Objective: To enable end-to-end electronic plan review throughout the City						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
33	Ability to allow for the electronic collection of such items as approvers comments and conditions as plan review progresses (assuming appropriate user security).	B	Y		EnerGov Enterprise	
34	Ability to accommodate City-defined review checklists for each application type.	H	Y		EnerGov Enterprise	
35	Ability to use business rules to assign checklists for review by role within the City.	H	Y		EnerGov Enterprise	
36	Ability to accommodate free form text boxes in the review checklists.	H	Y		EnerGov Enterprise	
37	Ability to require that all mandated review steps are completed prior to approval of application.	B	Y		EnerGov Enterprise	
38	Provide override capabilities with appropriate security to approve application if steps have not been completed.	B	Y		EnerGov Enterprise	
39	Provide checklists for application records	H	Y		EnerGov Enterprise	
40	Ability, through workflow, to selectively notify appropriate departments and referral agencies (City-defined), when a plan has been submitted to the City.	H	Y		EnerGov Enterprise	
41	Provide user alerts/pop-up reminders to notify users of pending workflow and necessary actions.	B	Y		EnerGov Enterprise	
42	Ability to record review actions made by various departments.	H	Y		EnerGov Enterprise	
43	Ability to allow for entry of unlimited free-form text comments associated with application review.	H	Y		EnerGov Enterprise	
44	Ability to accommodate user-defined tables for standard comments that can be accessed during application review.	H	Y		EnerGov Enterprise	EnerGov houses a categorizable corrections library that serves as a central repository of standard plan review language.
45	Ability to flag entire projects to alert specified groups of special conditions.	H	Y		EnerGov Enterprise	
46	Ability to flag individual projects to alert the counter-personnel of special conditions.	B	Y		EnerGov Enterprise	
47	Ability to automatically verify all property taxes associated with a plat application are paid to date.	B	Y		EnerGov Enterprise	
48	Ability to record the following date fields: Multiple Received dates; Date Application deemed complete; Multiple hearing and Hearing dates; Multiple Mail dates; Effective dates.	H	Y		EnerGov Enterprise	With a combination of native and custom fields
49	Ability to accommodate user-defined data entry rights for recording submission dates and other user-identified fields.	B	Y		EnerGov Enterprise	
50	Ability to accommodate user-defined data edit rights for changing submission dates and other user-identified fields.	B	Y		EnerGov Enterprise	
51	Ability to accommodate a user-defined checklist for initial application acceptance for use by intake personnel.	B	Y		EnerGov Enterprise	
52	Ability to automatically calculate user-defined "key dates" as part of the review process for projects.	H	Y		EnerGov Enterprise	

4.8 - Plan Review		EnerGov Enterprise				
Objective: To enable end-to-end electronic plan review throughout the City						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
53	Ability to associate "key dates" with project review steps.	H	Y		EnerGov Enterprise	
54	Ability to notify users of key deadlines approaching on a project (as defined by the City).	H	Y		EnerGov Enterprise	
55	Ability for reviewers to schedule their specific review deadlines using a project report or other method.	H	Y		EnerGov Enterprise	
56	Ability to automatically generate a user-defined application acceptance/decline letter by application type.	B	Y		EnerGov Enterprise	
57	Ability to automatically generate letters to property owners and others regarding projects (e.g., upcoming hearings).	H	Y		EnerGov Enterprise	
58	Provide a calendar of hearing dates by project.	H	Y		EnerGov Enterprise	Via a global calendar, for both the EnerGov back office and online on Citizen Self Service
59	Ability to maintain a calendar of available hearing dates by hearing type such as board/commission hearings, and the required application submittal dates to be placed on the hearing agenda.	H	Y		EnerGov Enterprise	
60	Ability to automatically schedule hearings using Microsoft Outlook upon completion of appropriate project steps.	H	N		EnerGov Enterprise	Hearings can be pushed to Outlook calendars with an active Exchange integration enabled, however it is unidirectional (send) only as Outlook cannot store or pass unique IDs back to external systems.
61	Ability to generate a report of project history showing all events and hearing dates.	H	Y		EnerGov Enterprise	
62	Ability to track the amount of time (in work days) for expedited projects under review for each plan tracking step.	B	Y		EnerGov Enterprise	
63	Ability to track the amount of time (in calendar days) for regular projects that plans were under review for each plan tracking step.	B	Y		EnerGov Enterprise	
64	Ability to generate statistical reports summarizing the number of work days spent in application review for expedited projects for each type of job by each reviewing department.	B	Y		EnerGov Enterprise	
65	Ability to generate statistical reports summarizing the number of calendar days spent in application review for regular projects for each type of job by each reviewing department.	B	Y		EnerGov Enterprise	
66	Ability to assess application review fees.	B	Y		EnerGov Enterprise	
67	Ability to collect payments for application review fees.	H	Y		EnerGov Enterprise	
68	Ability to accumulate application review and permit charges automatically.	B	Y		EnerGov Enterprise	
69	Ability to automatically deduct charges from the project deposit amount.	B	Y		EnerGov Enterprise	Depending upon GL account setup and other configuration parameters
70	Ability to display a warning when charges reach a user-defined percentage of the deposit amount.	B	Y		EnerGov Enterprise	Via EnerGov's Intelligent Automation Agent SQL query-based engine

4.8 - Plan Review		EnerGov Enterprise				
Objective: To enable end-to-end electronic plan review throughout the City						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
71	Ability to produce cash receipts to validate payments and update projects.	B	Y		EnerGov Enterprise	
72	<b>Electronic Plans</b>	B	Y		EnerGov Enterprise	
73	Electronic Plans module must be fully integrated all other modules.	B	Y		EnerGov Enterprise	
74	Ability to use version control and comparison of electronic documents.	H	Y		EnerGov Enterprise	
75	Ability to integrate with the permitting modules checklist functions.	B	Y		EnerGov Enterprise	Item review types are setup as system-wide.
76	Ability to control document submission/publishing to/from the public at specified times during the permitting approval process.	B	Y		EnerGov Enterprise	Based on workflow configuration parameters
77	Ability to accept all industry standard format types, e.g., PDF, AutoCAD, GIF, JPEG.	B	Y		EnerGov Enterprise	EnerGov's eReviews system integrates natively with Bluebeam Studio Sessions which only supports the PDF standard through their API. Other file types can be uploaded online by applicants or in the back-office by staff users as supporting attachments to the system record.
78	Ability to be used by the public without any installation of software on the customer's hardware, i.e. must run fully within all standard internet browsers.	H	Y		EnerGov Enterprise	
79	Ability to integrate with electronic fee submission functions of the permitting system.	B	Y		EnerGov Enterprise	
80	Provide for single public login to access all functions of electronic submission, payment, data access.	B	Y		EnerGov Enterprise	
81	Ability to create redlines on the drawings and publish redlines to the public at specified times in the review process.	B	Y		EnerGov Enterprise	Via Bluebeam Studio Sessions
82	Ability to stamp one or multiple drawings.	B	Y		EnerGov Enterprise	Via Bluebeam Studio Sessions
83	Must be capable of creating and storing user-defined stamps	H	Y		EnerGov Enterprise	Via Bluebeam Studio Sessions
84	Ability to apply a final stamp and signatures based upon review approvals for each permit.	B	Y		EnerGov Enterprise	Via Bluebeam Studio Sessions
85	Must have the following drawing review functionality: Redlining; Version comparison, i.e., identification of changes from one version to another; Drawing comparison; Zoom; Scroll; Magnification; Annotation; Redline identification by reviewer; Extraction of annotation to lists; All standard drawing review functions.	B	Y		EnerGov Enterprise	All of the listed review functions would be performed within Bluebeam Revu.
86	Ability to enforce drawing naming standards.	H	Y		EnerGov Enterprise	Via Bluebeam Studio Sessions
87	Ability to look up and identify drawings using permitting data.	B	Y		EnerGov Enterprise	
88	Able to associate user-defined data with electronic documents.	H	Y		EnerGov Enterprise	
89	<b>Plan Reporting</b>	B			EnerGov Enterprise	
90	Ability to track and report on time frames associated with each application review step.	B	Y		EnerGov Enterprise	

4.8 - Plan Review		EnerGov Enterprise				
<i>Objective: To enable end-to-end electronic plan review throughout the City</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
91	Provide application review completeness reports from: Planning; Other Departments; Other Agencies.	B	Y		EnerGov Enterprise	
92	Ability to generate status reports of items within the review process.	H	Y		EnerGov Enterprise	
93	Ability to generate notification letters to applicants.	B	Y		EnerGov Enterprise	
94	Ability to generate relevant hearing documents for any application that results in a hearing being held.	H	Y		EnerGov Enterprise	
95	Ability to generate reports on the following:	H	Y		EnerGov Enterprise	
96	Application review processing - number of applications processed	H	Y		EnerGov Enterprise	
97	average days to process	H	Y		EnerGov Enterprise	
98	number of applications by type	H	Y		EnerGov Enterprise	
99	number of application submissions by type	H	Y		EnerGov Enterprise	
100	Time between submissions (number of days)	H	Y		EnerGov Enterprise	
101	Applications by status	H	Y		EnerGov Enterprise	
102	Applications by assigned staff	H	Y		EnerGov Enterprise	
103	Ability for users to generate reports ad-hoc, with fields and delimiters they designate; including ability to save these reports for later use.	H	Y		EnerGov Enterprise	
104	Ability to generate a staff report at the end of the review process for each application that provides the status of that review.	B	Y		EnerGov Enterprise	
105	Ability to associate professionals (agent, engineer, etc.) to a project.	B	Y		EnerGov Enterprise	
106	Provide tracking of genealogy (parent child relationships) through project planning and then to the building permit.	H	Y		EnerGov Enterprise	
107	Ability to track timetables and concurrency.	B	Y		EnerGov Enterprise	
108	Ability to provide estimates for plan review cycle complete dates based on predefined criteria (small, medium, large)	B	Y		EnerGov Enterprise	
109	Plan review duration estimates – based on defined criteria such as size of projects, construction cost, number of reviewing entities	B	Y		EnerGov Enterprise	
110	Provide ability to estimate what the cost of a project would be.	B	Y		EnerGov Enterprise	Via EnerGov's Citizen Self Service fee estimator tool

Tyler Technologies	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.9 - Permits and Inspections	EnerGov Enterprise
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*Objective: To manage the permit lifecycle and track all interim deadlines, fees, and conditions associated with permit records*

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Ability to automatically assign unique project identifiers, to include the year and a sequential number, and to include in the identifier a way to distinguishes among building, planning, engineering, and code enforcement cases/projects.	H	Y		EnerGov Enterprise	
2	Ability to add additional user defined license/permit types.	B	Y		EnerGov Enterprise	
3	Ability to assign differing workflow approvals based upon license/permit type with the ability to override, based upon security level.	B	Y		EnerGov Enterprise	
4	Ability to maintain a history of recurring license/permit applicants.	B	Y		EnerGov Enterprise	
5	Provide alerts user when a permit/permit holder's insurance or license is about to expire.	B	Y		EnerGov Enterprise	
6	Provide interface with geographical information systems (GIS) mapping and parcel data for generating project area maps and site location activity reports, aerial views and locations.	H	Y		EnerGov Enterprise	
7	Provide integration of all information with a single case identifier.	B	Y		EnerGov Enterprise	
8	Ability to performs mass updates.	B	Y		EnerGov Enterprise	
9	Provide automatic date/time stamp on log entries.	B	Y		EnerGov Enterprise	
10	Ability to display and report the number of license/permits issued.	B	Y		EnerGov Enterprise	
11	Ability to attach scanned documents, plans, image files, etc. to a permit application that can be launched for viewing within the application.	B	Y		EnerGov Enterprise	
12	<b>Requests for Service</b>	B	Y		EnerGov Enterprise	
13	Ability to enter customer requests for service (e.g., query about property, complaints).	B	Y		EnerGov Enterprise	
14	Ability to establish queues for each department for routing of requests.	B	Y		EnerGov Enterprise	
15	Ability to automatically route the individual service request to the responsible department upon the completion of the information collection process.	B	Y		EnerGov Enterprise	
16	Ability to route a request to other department(s) during the life cycle of the request.	B	Y		EnerGov Enterprise	

4.9 - Permits and Inspections			EnerGov Enterprise			
Objective: To manage the permit lifecycle and track all interim deadlines, fees, and conditions associated with permit records						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
17	Ability to record the date, time and person who assigned or transferred a request to a department.	B	Y		EnerGov Enterprise	
18	Ability to provide a history of service request routing.	B	Y		EnerGov Enterprise	
19	Ability to change a service request type and re-route or transfer to a different department.	B	Y		EnerGov Enterprise	
20	Ability to provide flexible and on demand sorting of the work queue by fields such as transaction type, date, and priority.	B	Y		EnerGov Enterprise	
21	Ability to reference and track multiple service requests by project/event, type, category/classification (trade), or area.	B	Y		EnerGov Enterprise	
22	Ability to designate or flag requests as new requests or as duplicate entries.	B	Y		EnerGov Enterprise	
23	Ability to view any service requests or portions of service requests assigned to any department.	B	Y		EnerGov Enterprise	
24	Ability to preview service requests that may be automatically generated by the system.	B	Y		EnerGov Enterprise	
25	Ability to copy a service request to create a new one.	B	Y		EnerGov Enterprise	
26	Ability to create templates for service requests based on type of work.	B	Y		EnerGov Enterprise	
27	Ability to record the person who issued or updated the service requests based on user ID.	B	Y		EnerGov Enterprise	
28	Ability to issue multiple service requests per transaction (request).	B	Y		EnerGov Enterprise	
29	Ability to assign multiple departments to one service request.	B	Y		EnerGov Enterprise	
30	Ability to print, & email service requests.	B	Y		EnerGov Enterprise	
31	Ability to automatically or manually assign inspectors by department or work division area (geographic).	H	Y		EnerGov Enterprise	
32	Ability to itemize and prioritize all activities within a service request.	B	Y		EnerGov Enterprise	
33	Ability to change the priority of an existing service requests or line item on a service requests (e.g., standard to urgent).	H	Y		EnerGov Enterprise	
34	Ability to capture status dates such as receipt, assignment/approval, effective/start, projected/targeted start, projected time interval, expected completion, suspense, resume, completed and/or close dates based on user-defined parameters.	H	Y		EnerGov Enterprise	
35	Ability to assign time intervals itemizing a task or event within a service request as prescribed by user.	H	Y		EnerGov Enterprise	
36	Ability to manually or automatically send an email alert for past due service request activities.	B	Y		EnerGov Enterprise	
37	Ability to list equipment and materials that will be used to complete the service request.	H	Y		EnerGov Enterprise	
38	Ability to assign status codes to service requests and service request tasks.	H	Y		EnerGov Enterprise	
39	Ability to define valid status codes by service request type.	H	Y		EnerGov Enterprise	
40	Ability to suspend (interrupt) and resume service request by an authorized user.	B	Y		EnerGov Enterprise	

4.9 - Permits and Inspections			EnerGov Enterprise			
Objective: To manage the permit lifecycle and track all interim deadlines, fees, and conditions associated with permit records						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
41	Ability to recognize a service request as closed when the completion and finalization criteria have been met.	B	Y		EnerGov Enterprise	
42	Ability to identify service requests that are eligible for close based on status.	B	Y		EnerGov Enterprise	
43	Ability to automatically close a service request based on service request activity completion for routine requests.	B	Y		EnerGov Enterprise	
44	Ability to enter free form text entry of unlimited length to track notes on a service requests that will describe actions taken by the city crew.	H	Y		EnerGov Enterprise	
45	Ability to identify relevant project and cost data for related service requests.	H	Y		EnerGov Enterprise	
46	Ability to itemize and track expenses for service requests by type of cost (e.g., materials, labor, contract).	H	Y		EnerGov Enterprise	
47	Ability to generate a TO DO list for resolution activity service request assigned to a specific staff member or work crew/group.	H	Y		EnerGov Enterprise	
48	Ability to cross-reference service requests to location data and/or any related assets.	H	Y		EnerGov Enterprise	
49	Ability to create service requests for preventive and ad-hoc maintenance of fixed and moveable assets.	H	Y		EnerGov Enterprise	
50	Ability to generate multiple service requests from a specific or group of tasks scheduled and processed independently of each other or as a cluster for a specific or multiple items.	H	Y		EnerGov Enterprise	
51	Ability to group or cluster service requests by most efficient routing (manually, geographically).	B	Y		EnerGov Enterprise	
52	Ability to trigger events as a result of a particular condition (failure).	H	Y		EnerGov Enterprise	
53	Ability to query records and mass re-assign them to a specific group member on the allowable staff list.	H	Y		EnerGov Enterprise	
54	Ability to capture activity specific information for each activity location.	H	Y		EnerGov Enterprise	
55	<b>Permit Data Tracking</b>	B	Y		EnerGov Enterprise	
56	Ability to allow user-defined tables for the definition of permit data.	B	Y		EnerGov Enterprise	
57	Ability to support online entry and maintenance of permit data.	B	Y		EnerGov Enterprise	
58	Ability to maintain each data element for a permit	B	Y		EnerGov Enterprise	
59	Ability to maintain a Contractor master file.	B	Y		EnerGov Enterprise	
60	Ability to maintain an Architect master file.	B	Y		EnerGov Enterprise	
61	Ability to maintain an Engineer master file.	B	Y		EnerGov Enterprise	
62	Ability to maintain a Developer master file.	B	Y		EnerGov Enterprise	
63	Ability to drill down to sub-permits associated with a master permit.	B	Y		EnerGov Enterprise	
64	Ability to track the following fees associated with a permit:	H	Y		EnerGov Enterprise	
65	Permit charge	H	Y		EnerGov Enterprise	
66	Other charges	H	Y		EnerGov Enterprise	
67	Inspection fee	H	Y		EnerGov Enterprise	
68	Additional inspection fee	H	Y		EnerGov Enterprise	
69	Planning fees	H	Y		EnerGov Enterprise	

4.9 - Permits and Inspections				EnerGov Enterprise		
Objective: To manage the permit lifecycle and track all interim deadlines, fees, and conditions associated with permit records						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
70	Development impact fees	H	Y		EnerGov Enterprise	
71	Prepaid fees	H	Y		EnerGov Enterprise	
72	Total charge	H	Y		EnerGov Enterprise	
73	Total collected	H	Y		EnerGov Enterprise	
74	Ability to accommodate the following types of fee adjustments at any time throughout the permitting process..	H	Y		EnerGov Enterprise	
75	Refunds with appropriate permissions and supervisor approval	H	Y		EnerGov Enterprise	
76	Adjustments with appropriate permissions and supervisor approve	H	Y		EnerGov Enterprise	
77	Ability to mark as no fee	H	Y		EnerGov Enterprise	
78	Ability to double fee	H	Y		EnerGov Enterprise	
79	Revision (amendment) fees with appropriate permissions and supervisor approval	H	Y		EnerGov Enterprise	
80	Ability to store scanned images related to a permit.	B	Y		EnerGov Enterprise	
81	Ability to store documents related to a permit.	B	Y		EnerGov Enterprise	
82	Ability to support all City permit types.	B	Y		EnerGov Enterprise	
83	Ability to define permit numbering structure to match City's numbering schema.	B	Y		EnerGov Enterprise	
84	Ability to maintain payment history of applications.	B	Y		EnerGov Enterprise	
85	Ability to allow for the establishment of base information on a frequent application type, and allow for an unlimited number of baseline applications to be established.	B	Y		EnerGov Enterprise	
86	Ability to require and track pre-payments with applications.	B	Y		EnerGov Enterprise	
87	Ability to accept applicant comments associated with a permit application including date and name.	B	Y		EnerGov Enterprise	
88	Ability to maintain the information for each permit application, such as:	B	Y		EnerGov Enterprise	
89	Permit Type	B	Y		EnerGov Enterprise	
90	Class of Work	B	Y		EnerGov Enterprise	
91	Start Date	B	Y		EnerGov Enterprise	
92	Submission Date	B	Y		EnerGov Enterprise	
93	Expected Completion Date	B	Y		EnerGov Enterprise	
94	Expiration Date	B	Y		EnerGov Enterprise	
95	Application Date	B	Y		EnerGov Enterprise	
96	Event Date	B	Y		EnerGov Enterprise	
97	Reviewer Name	B	Y		EnerGov Enterprise	
98	inspector Zone	B	Y		EnerGov Enterprise	
99	Property Information	B	Y		EnerGov Enterprise	
100	Variance	B	Y		EnerGov Enterprise	
101	Text Remarks (unlimited characters)	B	Y		EnerGov Enterprise	
102	Zoning Conditions/Stipulations	B	Y		EnerGov Enterprise	
103	Required attachments (e.g. Stormwater Pollution Prevention Plan (SWPPP) for grading permits)	B	Y		EnerGov Enterprise	

4.9 - Permits and Inspections			EnerGov Enterprise			
<i>Objective: To manage the permit lifecycle and track all interim deadlines, fees, and conditions associated with permit records</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
104	Unlimited user defined fields	B	Y		EnerGov Enterprise	
105	Ability to display the following information for each permit form, such as:	B	Y		EnerGov Enterprise	
106	Permit Type	B	Y		EnerGov Enterprise	
107	Class of Work	B	Y		EnerGov Enterprise	
108	Start Date	B	Y		EnerGov Enterprise	
109	Issue Date	B	Y		EnerGov Enterprise	
110	Actual Expiration Date	B	Y		EnerGov Enterprise	
111	Inspector Name	B	Y		EnerGov Enterprise	
112	inspector Zone	B	Y		EnerGov Enterprise	
113	Property information	B	Y		EnerGov Enterprise	
114	Inspection Date(s) frequency	B	Y		EnerGov Enterprise	
115	Text Remarks (unlimited characters)	B	Y		EnerGov Enterprise	
116	Pickup Date	B	Y		EnerGov Enterprise	
117	Violations	B	Y		EnerGov Enterprise	
118	Occupancy Type/Date	B	Y		EnerGov Enterprise	
119	Multiple Occupancy Type and Date	B	Y		EnerGov Enterprise	
120	Unlimited user defined fields	B	Y		EnerGov Enterprise	
121	Ability to accept application payments from the following sources: In person; Web payment; Credit card; Interactive Voice Response (IVR).	B	Y		EnerGov Enterprise	
122	Ability to allow applications to be submitted online.	B	Y		EnerGov Enterprise	
123	Ability to allow multiple addresses to be entered for a permit application (i.e., environmental health needs to have separate address for restaurant locations and business locations).	B	Y		EnerGov Enterprise	
124	Ability to allow multiple phone numbers to be entered for a permit application.	B	Y		EnerGov Enterprise	
125	Ability to accept a permit application with no address, by application type.	B	Y		EnerGov Enterprise	
126	Ability to duplicate an existing permit application and all associated information to a new permit application at a different location (without manual rekeying of the data).	B	Y		EnerGov Enterprise	
127	<b>Permit Approval &amp; Issuance</b>	B	Y		EnerGov Enterprise	
128	Ability to track violations and corrections to violations.	B	Y		EnerGov Enterprise	
129	Ability to track permits by contractor regardless of the permit applicant.	B	Y		EnerGov Enterprise	
130	Ability to track/search permits by any data element within the permit data file.	H	Y		EnerGov Enterprise	
131	Ability to track a permit through the entire permitting process.	B	Y		EnerGov Enterprise	
132	Ability to establish routing tables in workflow for the approval of permits.	H	Y		EnerGov Enterprise	
133	Ability to monitor and track the status of pending approvals in workflow.	H	Y		EnerGov Enterprise	

4.9 - Permits and Inspections			EnerGov Enterprise			
<i>Objective: To manage the permit lifecycle and track all interim deadlines, fees, and conditions associated with permit records</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
134	Ability to support conditional decisions for the routing of approvals of permits.	H	Y		EnerGov Enterprise	
135	Ability to track and notify when permits are soon to expire (based on user-defined number of days).	H	Y		EnerGov Enterprise	
136	Ability to generate automatic notifications to external agencies/applicants of expirations of permits.	H	Y		EnerGov Enterprise	
137	Ability to allow multiple names to be entered for a permit.	B	Y		EnerGov Enterprise	
138	Ability to allow project level organization for permit records at any point in the process (including the application process). For instance, under the master building permit (user-defined), the ability to allow companion permit records like electrical and mechanical to be linked to the master permit.	B	Y		EnerGov Enterprise	
139	Ability to allow address/location based query based on the master land record.	H	Y		EnerGov Enterprise	
140	Ability to automatically populate permit application fields using data returned by address query to master land record.	B	Y		EnerGov Enterprise	
141	Ability to validate the following when associated with a permit: Business License; State Contractor Licenses; City Contractor Licenses; Insurance Information for Contractors by Ordinance; Bonded Insurance; Excise Tax; Architects; Engineers.	B	Y		EnerGov Enterprise	
142	Ability to add additional review actions and inspections to a permit.	H	Y		EnerGov Enterprise	
143	Ability to associate fees with specific permit types.	B	Y		EnerGov Enterprise	
144	Ability to define an unlimited number of fee calculations without custom programming.	B	Y		EnerGov Enterprise	
145	Ability to estimate permit fees via the web for user defined permit types.	B	Y		EnerGov Enterprise	
146	Ability to define an effective date to permit fee calculations.	H	Y		EnerGov Enterprise	
147	Ability to define an effective date associated with an override for permits with a hold.	H	Y		EnerGov Enterprise	
148	Ability to associate an expiration date with permit fee quotes calculated upon permit application.	H	Y		EnerGov Enterprise	
149	Ability to maintain online history of all fees billed.	H			EnerGov Enterprise	
150	Ability to allow issued permits to be cancelled with appropriate controls.	B	Y		EnerGov Enterprise	
151	Ability to allow issued permits to be extended.	B	Y		EnerGov Enterprise	
152	Ability to maintain tables of the calculation of various fees to accommodate fee changes.	H	Y		EnerGov Enterprise	
153	Ability to calculate fees based upon flat fee.	H	Y		EnerGov Enterprise	
154	Ability to calculate fees based upon multiplier on key criteria.	H	Y		EnerGov Enterprise	
155	Ability to calculate fees based upon project/job value.	H	Y		EnerGov Enterprise	
156	Ability to calculate job cost based upon square footage to provide a valuation.	H	Y		EnerGov Enterprise	

4.9 - Permits and Inspections			EnerGov Enterprise			
Objective: To manage the permit lifecycle and track all interim deadlines, fees, and conditions associated with permit records						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
157	Ability to calculate fees based upon combination.	H	Y		EnerGov Enterprise	
158	Ability to calculate fees based upon discounts or offsets to fees.	H	Y		EnerGov Enterprise	
159	Ability to maintain a history of all permits issued.	B	Y		EnerGov Enterprise	
160	Ability to issue permits to one or more addresses.	B	Y		EnerGov Enterprise	
161	Ability to issue permits by type to location with or without an address.	B	Y		EnerGov Enterprise	
162	Ability to issue permits by type to parcels with or without a parcel number on an exception basis with appropriate security permissions.	B	Y		EnerGov Enterprise	
163	Ability to limit permit issuance for all permit forms to approved and paid permits.	B	Y		EnerGov Enterprise	
164	Ability to generate permit expiration date based upon the calculation of the application date.	B	Y		EnerGov Enterprise	
165	Ability to allow the addition of ad-hoc fees to a permit at any time in the process.	B	Y		EnerGov Enterprise	
166	Ability to maintain reoccurring business inspections such as, but not limited to day care inspections and fire inspections.	B	Y		EnerGov Enterprise	
167	Ability to utilize state, national, or user defined construction cost data by the following: Construction Type; Square footage to help calculate project valuation.	B	Y		EnerGov Enterprise	
168	Ability to associate user-defined fields with specific permit types and indicate required fields by permit type.	B	Y		EnerGov Enterprise	
169	Ability to allow automated flagging of permit record, once geo-referenced, when the location of such record falls within a special district or sensitive location identified via established polygons or shape file data types/sources created within the GIS environment.	B	Y		EnerGov Enterprise	
170	Ability to allow automated flagging of permit records at pre-defined milestones/processes to identify special conditions to be resolved prior to allowing subsequent permit processes from taking place.	B	Y		EnerGov Enterprise	
171	Ability to allow user-defined criteria or look-up tables involving zoning development standards, such as building square footage minimums or maximums to help flag conditions or requirements specific to property location prior to approval.	B	Y		EnerGov Enterprise	
172	Ability to "re-route" permit to appropriate departments so that revisions created by one department can be reviewed by other departments.	H	Y		EnerGov Enterprise	
173	Ability to adjust the process clock with supervisory clearance for circumstances that may be outside agency control.	B	Y		EnerGov Enterprise	
174	Ability to override calculated fee values with appropriate supervisory clearance.	B	Y		EnerGov Enterprise	
175	Ability for user with appropriate authorization to allow review routing based on user-defined reviewing parties and agencies per permit type and sub-type simultaneously.	B	Y		EnerGov Enterprise	
176	Ability for user with appropriate authorization to allow fee waivers.	B	Y		EnerGov Enterprise	

4.9 - Permits and Inspections		EnerGov Enterprise				
Objective: To manage the permit lifecycle and track all interim deadlines, fees, and conditions associated with permit records						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
177	Ability to allow for interactive printing of permits using customized permits print format.	B	Y		EnerGov Enterprise	
178	Ability to allow notes from the plan review and general application notes to be flagged to print on the permit.	B	Y		EnerGov Enterprise	
179	Provide the option to print either combination permits (multiple permits per form) or single permits (one permit per form).	B	Y		EnerGov Enterprise	
180	Ability to allow the user to perform editing prior to the printing of permits for items including: Fee Paid; All Permits Modified.	B	Y		EnerGov Enterprise	
181	Ability to allow user to waive permitting fees with appropriate security.	B	Y		EnerGov Enterprise	
182	Ability to attach standard details such as a traffic control plan information to a permit.	B	Y		EnerGov Enterprise	
183	Ability to print supporting documentation when printing a permit (such as traffic control plan documentation).	B	Y		EnerGov Enterprise	
184	Ability to prompt user to return escrow or financial security upon inspection approval.	B	Y		EnerGov Enterprise	
185	Ability to identify a permit as critical vs. non-critical.	B	Y		EnerGov Enterprise	
186	<b>Inspections</b>	B	Y		EnerGov Enterprise	
187	Ability to allow online entry and maintenance of inspection notices.	H	Y		EnerGov Enterprise	
188	Ability to allow online entry and maintenance of second inspection notices.	H	Y		EnerGov Enterprise	
189	Ability to allow online entry and maintenance of license inspection renewals.	H	Y		EnerGov Enterprise	
190	Ability to allow online entry and maintenance of multiple inspection types.	H	Y		EnerGov Enterprise	
191	Ability to populate inspection information based upon entering the permit ID number.	H	Y		EnerGov Enterprise	
192	Ability to allow for an unlimited number of inspections on each application.	B	Y		EnerGov Enterprise	
193	Ability to maintain online history of all inspection fees billed including the following information: Type; Description; Date and Time; Inspector; Results; Status; Violations; Comments; Report by Inspector of Future Inspection Dates; Inspection Frequency.	B	Y		EnerGov Enterprise	
194	Ability to attach photographs with comments from the office or in the field.	H	Y		EnerGov Enterprise	
195	Ability to allow for the entry of inspector's notes for each visit.	H	Y		EnerGov Enterprise	
196	Ability to apply fees based on attributes of the permit, parcel, customer or user-defined fields.	H	Y		EnerGov Enterprise	
197	Ability to allow users to override fees (with appropriate security permissions).	H	Y		EnerGov Enterprise	
198	Ability to record inspection weather information (e.g., temperature).	B	Y		EnerGov Enterprise	
199	Ability to establish sign off authority by user.	H	Y		EnerGov Enterprise	

4.9 - Permits and Inspections			EnerGov Enterprise			
<i>Objective: To manage the permit lifecycle and track all interim deadlines, fees, and conditions associated with permit records</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
200	Provide a single screen data entry point for recording inspection results.	H	Y		EnerGov Enterprise	
201	Ability to maintain history regarding review comments and inspection history.	H	Y		EnerGov Enterprise	
202	Ability to track the following inspection request fields:	H	Y		EnerGov Enterprise	
203	Builder Name	H	Y		EnerGov Enterprise	
204	Associated permit number	H	Y		EnerGov Enterprise	
205	Owner Name	H	Y		EnerGov Enterprise	
206	Contact Name	H	Y		EnerGov Enterprise	
207	Contact Phone Number	H	Y		EnerGov Enterprise	
208	Subdivision Name and Section	H	Y		EnerGov Enterprise	
209	Parcel Number	H	Y		EnerGov Enterprise	
210	Plat/Lot Number	H	Y		EnerGov Enterprise	
211	Street Address	H	Y		EnerGov Enterprise	
212	Time of Call	H	Y		EnerGov Enterprise	
213	Time of Inspection Requested	H	Y		EnerGov Enterprise	
214	Internal Request Checkbox	H	Y		EnerGov Enterprise	
215	Ability to include user-defined re-inspection penalties.	B	Y		EnerGov Enterprise	
216	Ability to interface with electronic inspection devices, allowing inspector to enter findings while at the site.	H	Y		EnerGov Enterprise	EnerGov's iG Inspect mobile app solution is designed to allow field inspectors to record all of their findings and attach supporting files and images to their daily site inspections
217	Ability to accommodate data download for electronic inspection devices.	B	Y		EnerGov Enterprise	
218	Ability to issue and track letters of completion.	B	Y		EnerGov Enterprise	
219	Ability to automatically notify external agencies the results of an inspection via e-mail (i.e., notification to electric companies).	B	Y		EnerGov Enterprise	
220	Ability to issue and track certificate of occupancy.	H	Y		EnerGov Enterprise	
221	Ability to notify inspector when letter of completion has expired, for the purpose of re-inspection and issuance of final CO.	H	Y		EnerGov Enterprise	
222	<b>Inspection Scheduling</b>	B	Y		EnerGov Enterprise	
223	Ability to automate inspection assignments by inspector.	H	Y		EnerGov Enterprise	
224	Ability to automate inspector supervisor assignments.	H	Y		EnerGov Enterprise	
225	Ability to automate inspection assignments by inspection type.	H	Y		EnerGov Enterprise	
226	Ability to automate inspection assignments by geographical area.	H	Y		EnerGov Enterprise	
227	Ability to automate inspection assignments by a user-defined data source.	H	Y		EnerGov Enterprise	
228	Ability to generate inspection checklists based upon the type of inspection.	H	Y		EnerGov Enterprise	

4.9 - Permits and Inspections			EnerGov Enterprise			
Objective: To manage the permit lifecycle and track all interim deadlines, fees, and conditions associated with permit records						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
229	Ability to perform error checking during inspection scheduling to ensure the following:	B	Y		EnerGov Enterprise	
230	City's contractor licenses are valid	H	Y		EnerGov Enterprise	Automated contractor validation checks are performed when a permit application is first created.
231	State Contractors' licenses are valid	H	Y		EnerGov Enterprise	Automated contractor validation checks are performed when a permit application is first created.
232	Pre-requisite Inspections are being performed	H	Y		EnerGov Enterprise	
233	Inspections are performed in the proper sequence	H	Y		EnerGov Enterprise	
234	All required fees have been paid	H	Y		EnerGov Enterprise	
235	Permit has not expired	H	Y		EnerGov Enterprise	
236	Type of inspection requested is valid for the permit	H	Y		EnerGov Enterprise	
237	All other City receivables have been paid	H	Y		EnerGov Enterprise	
238	Permit has not been placed on hold.	B	Y		EnerGov Enterprise	
239	Ability to generate inspection schedules that accommodates entering the following scheduling constraints:	H	Y		EnerGov Enterprise	
240	Normal Operating Hours	H	Y		EnerGov Enterprise	
241	Observed Holidays	H	Y		EnerGov Enterprise	
242	Single Occurrence Vacations by Inspector	H	Y		EnerGov Enterprise	
243	Single Occurrence Shut-down Days	H	Y		EnerGov Enterprise	
244	Outside Normal Business Hours with applicable fees.	H	Y		EnerGov Enterprise	
245	Ability to calculate associated additional fees based on assigned inspector's hourly rate or overtime rate.	H	Y		EnerGov Enterprise	
246	Ability to calculate fees based upon mileage and other expenses.	H	Y		EnerGov Enterprise	
247	Ability to reassign inspections to another inspector (i.e. due to absence).	H	Y		EnerGov Enterprise	
248	Ability to accommodate the logging of inspection results.	H	Y		EnerGov Enterprise	
249	Ability to track and maintain inspection results.	H	Y		EnerGov Enterprise	
250	Ability to allow for the set up of user-defined inspection sequences, based on type of work performed.	H	Y		EnerGov Enterprise	
251	Ability to allow for customization of inspection sequence, as required on a case-by-case basis.	H	Y		EnerGov Enterprise	Via workflow inspection action reordering by users granted the appropriate security permissions
252	<b>Calculating Fees</b>	B	Y		EnerGov Enterprise	
253	Provide integration to general ledger for posting cash entries to proper accounts.	H	Y		EnerGov Enterprise	
254	Provide for effective dates on fee amounts and effective dates on revenue accounts as well as effective dates on fee to revenue account associations.	H	Y		EnerGov Enterprise	
255	Provide for calculation of standard fees with effective dates using user provided formulas or tables, with history of any changes made.	H	Y		EnerGov Enterprise	

4.9 - Permits and Inspections			EnerGov Enterprise			
Objective: To manage the permit lifecycle and track all interim deadlines, fees, and conditions associated with permit records						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
256	Ability to determine permit fees on the basis of a standard fee schedule and the ability to apply multiple fee schedules to any permit based on start and end dates	B	Y		EnerGov Enterprise	
257	Ability to include and distinguish City fees and fees from external agencies	B	Y		EnerGov Enterprise	
258	Provide a display of fee amount on screen when application is entered.	B	Y		EnerGov Enterprise	
259	Ability to track fee collections and receivables, provide for late penalties as appropriate, and generate payment receipts.	H	Y		EnerGov Enterprise	
260	Ability to accept electronic payments.	H	Y		EnerGov Enterprise	
261	Ability to generate multi-tiered fees.	H	Y		EnerGov Enterprise	
262	Ability to maintain information on impact fees and other exactions.	H	Y		EnerGov Enterprise	
263	Ability to calculate fees with a base fee plus additional charge based on various user-defined statistics (e.g., square footage).	H	Y		EnerGov Enterprise	
264	Ability to override default fee with a manual amount.	B	Y		EnerGov Enterprise	
265	Ability to suppress fees with appropriate security.	B	Y		EnerGov Enterprise	
266	Ability to facilitate reconciliations with collections.	B	Y		EnerGov Enterprise	
267	Ability to collect re-inspection fees as part of the re-inspection process.	B	Y		EnerGov Enterprise	
268	Ability to create "what if" scenarios for process and/or fee estimation.	B	Y		EnerGov Enterprise	
269	Ability to use the Accounts Receivable module to post payments, handle bill printing, and reversals.	B	Y		EnerGov Enterprise	
270	Ability to track fee collection information, including:	B	Y		EnerGov Enterprise	
271	Date	B	Y		EnerGov Enterprise	
272	Amount Paid	B	Y		EnerGov Enterprise	
273	G/L Category	B	Y		EnerGov Enterprise	
274	Partial payments	B	Y		EnerGov Enterprise	
275	Overpayments	B	Y		EnerGov Enterprise	
276	Refunds	B	Y		EnerGov Enterprise	
277	Refundable bonds	B	Y		EnerGov Enterprise	
278	Other Adjustments	B	Y		EnerGov Enterprise	
279	User Defined fields	B	Y		EnerGov Enterprise	
280	Ability to interface with a small receipt printer for the Cashier's Desk. SPECIFY RECOMMENDED PRINTER MODELS	B	Y		EnerGov Enterprise	Please refer to the system requirements section of Tyler's proposal for supported hardware and printer details.
281	<b>Reporting &amp; Querying</b>	B	Y		EnerGov Enterprise	
282	Ability for end users to easily generate ad hoc reports without significant training on provided reporting tools, such as:	B	Y		EnerGov Enterprise	
283	Number of days that a permit has been in process, from application to issuance	B	Y		EnerGov Enterprise	
284	Permit activity, including Total elapsed time, Time spent by each review level	B	Y		EnerGov Enterprise	

4.9 - Permits and Inspections				EnerGov Enterprise		
<i>Objective: To manage the permit lifecycle and track all interim deadlines, fees, and conditions associated with permit records</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
285	Permits issued within a user-defined date range	B	Y		EnerGov Enterprise	
286	Permits with no activity based upon City user-defined threshold	B	Y		EnerGov Enterprise	
287	Ability to view permit activity within a user defined area based upon GIS mapping	H	Y		EnerGov Enterprise	
288	Applications submitted within a user-defined date range	B	Y		EnerGov Enterprise	
289	Inspections performed within a user-defined date range	B	Y		EnerGov Enterprise	
290	Inspector activity within a user-defined date range	B	Y		EnerGov Enterprise	
291	Open construction bonds associated with activity	B	Y		EnerGov Enterprise	
292	Certificates of Occupancy activity (including temporary C of O's)	B	Y		EnerGov Enterprise	
293	Permits listings by contractor	B	Y		EnerGov Enterprise	
294	Applicant file mailing labels (with option to export)	B	Y		EnerGov Enterprise	
295	Permit expiration reports	B	Y		EnerGov Enterprise	
296	Meter set report (i.e., utility connection report)	B	Y		EnerGov Enterprise	
297	Service Disconnect	B	Y		EnerGov Enterprise	
298	Ability to generate inspection schedule workload reports by date and inspector	H	Y		EnerGov Enterprise	
299	Type of violations on the books during any user-defined period of time	B	Y		EnerGov Enterprise	
300	Violation cases brought into voluntary compliance during any user-defined period of time;	B	Y		EnerGov Enterprise	
301	Violation cases brought into voluntary compliance prior to the transfer to the admin/judicial process during any user-defined period of time	B	Y		EnerGov Enterprise	
302	Average number of calendar days from date of first complaint until the first inspection for any user-defined period of time	B	Y		EnerGov Enterprise	
303	Average number of calendar days from date inspector's first inspection until voluntary compliance (for only voluntary compliance cases) for any user-defined period of time;	B	Y		EnerGov Enterprise	
304	Average number of calendar days from date of inspector's first inspection until transfer to the admin/judicial process (only for cases reaching the admin/judicial process) for any user-defined period of time.	B	Y		EnerGov Enterprise	
305	Ability to export reports to Microsoft Office.	B	Y		EnerGov Enterprise	
306	<b>Right-of-Way Permit</b>	B	Y		EnerGov Enterprise	
307	Ability to maintain the following related to a Right-of-Way permit:	B	Y		EnerGov Enterprise	
308	Permit type(s)	B	Y		EnerGov Enterprise	
309	Permit number	B	Y		EnerGov Enterprise	
310	Name of Facility Owner	B	Y		EnerGov Enterprise	
311	Type of Facility Owner	B	Y		EnerGov Enterprise	
312	Contractor Name	B	Y		EnerGov Enterprise	
313	Location of work	B	Y		EnerGov Enterprise	
314	Utility fees paid	B	Y		EnerGov Enterprise	

4.9 - Permits and Inspections				EnerGov Enterprise		
Objective: To manage the permit lifecycle and track all interim deadlines, fees, and conditions associated with permit records						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
315	Fee/Tax type (franchise, privilege, per foot)	B	Y		EnerGov Enterprise	
316	Rate (for the fee/tax type)	B	Y		EnerGov Enterprise	
317	Franchise fees paid	B	Y		EnerGov Enterprise	
318	Per foot fees paid	B	Y		EnerGov Enterprise	
319	Work start/end date	B	Y		EnerGov Enterprise	
320	Site plan	B	Y		EnerGov Enterprise	
321	Ability for ROW permits to be associated to spatial features other than a parcel/address (i.e. GIS shape, user defined shape for where the permit is valid).	B	Y		EnerGov Enterprise	
322	Ability to maintain a visual representation of events.	B	Y		EnerGov Enterprise	
323	Ability to report on start/end date via map/spatially.	B	Y		EnerGov Enterprise	
324	Ability to permit traffic control.	B	Y		EnerGov Enterprise	
325	Ability to manage related inspections/contacts/violations relating to a right of way permit.	B	Y		EnerGov Enterprise	
326	Ability to track developer contributed infrastructure.	B	Y		EnerGov Enterprise	
327	Ability to track in lieu of payments.	B	Y		EnerGov Enterprise	
328	Ability to generate service requests in the system.	B	Y		EnerGov Enterprise	
329	Ability to maintain/track franchise agreements.	B	Y		EnerGov Enterprise	
330	Ability to support under/over payment statement processing with "configurable" language based on payment actions required.	B	Y		EnerGov Enterprise	
331	Ability to refund overpayments to Right-of-Way permit holders.	B	Y		EnerGov Enterprise	
332	Ability to maintain the results of an appeal.	B	Y		EnerGov Enterprise	
333	Ability to apply late fees (flat, percentage-based) for each defined period a fee remains delinquent.	H	Y		EnerGov Enterprise	
334	Ability to detect conflicting projects and notify relevant stakeholders.	B	Y		EnerGov Enterprise	
335	System provides highly configurable workflow functionality for project assignment, routing, and review step scheduling and tracking based on project type.	B	Y		EnerGov Enterprise	
336	Ability to set assigned backups for plan review and inspection staff and reassign approval in the case of staff leave or a defined period without approval activity.	H	Y		EnerGov Enterprise	
337	System provides or integrates electronic plan review capabilities with workflow functionality and markup capabilities.	B	Y		EnerGov Enterprise	
338	Ability to track permit application evaluations with a checklist system	B	Y		EnerGov Enterprise	

Tyler Technologies	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.10 - Self Service	EnerGov Enterprise
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Objective: To enable online interaction with all functions available in the permitting system for citizens, builders, and contractors.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Provide an online, web-based interface for self-service that integrates with all system modules.	H	Y		EnerGov Enterprise	
2	Provide a configurable self-service portal that can have a similar look and feel as the City website, including what will be exposed to the public and when.	H	Y		EnerGov Enterprise	
3	Provide a self-service portal that is operational on a 24x7 basis.	H	Y		EnerGov Enterprise	
4	Ability to display content in multiple languages (e.g., English, Spanish).	H	Y		EnerGov Enterprise	
5	Ability to capture and track usage volume statistics.	B	T		EnerGov Enterprise	With Google Analytics (no cost)
6	Ability to generate and send e-mail confirmations of user-defined activity.	B	Y		EnerGov Enterprise	
7	Ability to display notice of successful submission to a user.	B	Y		EnerGov Enterprise	
8	Ability to send an email notice of successful submission to a user.	B	Y		EnerGov Enterprise	
9	Ability for contractors and other organizations to grant and revoke permissions to individual users within the online portal to carry out activities on their behalf	H	Y		EnerGov Enterprise	
10	Ability to send an email notice of successful submission to a user that contains hyperlinks to the relevant areas of the self-service portal.	H	Y		EnerGov Enterprise	
11	Ability to allow "online form submission" whereby users can complete fillable forms for electronic submission.	H	Y		EnerGov Enterprise	
12	Ability to allow documents to be attached to online form submissions.	H	Y		EnerGov Enterprise	
13	Ability to configure certain fields as required fields within the online form submission functionality.	H	Y		EnerGov Enterprise	
14	Ability to enforce requiring a valid email address.	H	Y		EnerGov Enterprise	
15	Ability to limit the number of transactions a citizen can initiate online.	H	N		EnerGov Enterprise	While certain case types can be disabled for online applications, the number of transactions for valid online apply processes by registered users is not limitable with native functionality.
16	Ability for user-defined routing of all self-service functionality.	H	Y		EnerGov Enterprise	

4.10 - Self Service			EnerGov Enterprise			
<i>Objective: To enable online interaction with all functions available in the permitting system for citizens, builders, and contractors.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
17	Ability to produce customizable error messages.	B	Y		EnerGov Enterprise	With attachment and eReviews requirement text, label custom fields, and/or configurable GeoRule blocks
18	Ability to post notice of scheduled down-time.	B	Y		EnerGov Enterprise	
19	Ability to automatically email all registered users of scheduled down-time.	B	M		EnerGov Enterprise	While this could be possible manually, or could be done automatically with a scripted solution, it would generally not be recommended. Proactively posting a public notice with Citizen Self Service's anchored notification bar for occasional overnight downtimes due to scheduled upgrades or other system administrative actions is typically sufficient in our experience.
20	Ability to support standardized electronic plan submission capabilities for signed and sealed plans.	H	Y		EnerGov Enterprise	
21	<b>Security-Enabled Functionality</b>	B	Y		EnerGov Enterprise	
22	Provide a security-enabled functionality set (i.e., user ID and password required).	H	Y		EnerGov Enterprise	
23	Ability to maintain permissions by user (need to inactivate a user)	H	Y		EnerGov Enterprise	
24	Ability to allow certain information to be restricted for viewing only by users logged-in with appropriate credentials.	H	Y		EnerGov Enterprise	
25	Ability for users to employ a single username/password combination for all security-enabled functionality.	H	Y		EnerGov Enterprise	
26	Ability to require an authentication email to be acted upon in order to activate a new account.	B	Y		EnerGov Enterprise	
27	Ability to enforce timeout thresholds.	B	Y		EnerGov Enterprise	Timeout thresholds are only enforced through unsuccessful login attempts.
28	Ability for contractors to manage trade license accounts in the online portal, including all supporting insurance information	B	Y		EnerGov Enterprise	
29	Ability to send renewal notifications for expiring contractor licenses to contractors via email	B	Y		EnerGov Enterprise	
30	Ability to allow a logged-in user to view all security-enabled information related to them.	H	Y		EnerGov Enterprise	
31	Ability to allow a user to save work in progress with the ability to edit prior to submission (i.e., log out and then log back in without losing information).	H	Y		EnerGov Enterprise	
32	Ability to allow a user to view the status of a request/submission after logging in.	H	Y		EnerGov Enterprise	

4.10 - Self Service			EnerGov Enterprise			
Objective: To enable online interaction with all functions available in the permitting system for citizens, builders, and contractors.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
33	Ability to pre-populate basic identity fields based on the account information stored with the user's ID/password.	H	Y		EnerGov Enterprise	If the user already exists as a global contact in EnerGov at the time of online registration (automatically checked with email address matching)
34	Ability to generate an electronic signature based upon approved login credentials.	H	Y		EnerGov Enterprise	Electronic signatures can involve increasing levels of security requirements depending on local regulations. Additional discussion and scoping would be required.
35	Provide comprehensive security-enabled functionality across all system modules including but not limited to the following:	B	Y		EnerGov Enterprise	
36	Site Plan review request (plan check status and comments under certain configurable conditions such as only after all reviewers for the submittal have completed their review)	B	Y		EnerGov Enterprise	
37	Land information/zoning search for a given address/APN	B	Y		EnerGov Enterprise	
38	View status and results of inspections	B	Y		EnerGov Enterprise	
39	Permit applications (by permit type)	B	Y		EnerGov Enterprise	
40	Allow contractors to register or renew online	B	Y		EnerGov Enterprise	
41	Allow business license holders to renew online	B	Y		EnerGov Enterprise	
42	Allow rental license holders to renew online	B	Y		EnerGov Enterprise	
43	Apply for a Permit	B	Y		EnerGov Enterprise	
44	Obtain certain minor permits	B	Y		EnerGov Enterprise	
45	Building, Planning, Engineering, Code Enforcement project history searching	B	Y		EnerGov Enterprise	
46	Schedule an inspection	B	Y		EnerGov Enterprise	
47	<b>Public Access Functionality</b>	B	Y		EnerGov Enterprise	
48	Ability to accept submission from the Public electronically, preferably through a web-facing portal.	B	Y		EnerGov Enterprise	
49	Ability for the public to obtain certain minor permits (requiring no plan checks) through the portal after all fees have been paid. The system will auto-generate the appropriate project in the permitting system without any staff intervention.	H	Y		EnerGov Enterprise	
50	Ability to accept various forms of payments (e.g., cash, check, credit card, electronic transfer (ETF)).	B	Y		EnerGov Enterprise	
51	Ability to restrict payment types by user (e.g. for applicants with NSF checks)	B	Y		EnerGov Enterprise	Payment methods can be restricted by user role security designations for back-office users.
52	Provide public access functionality (i.e., no user ID and password required).	B	Y		EnerGov Enterprise	

4.10 - Self Service		EnerGov Enterprise				
<i>Objective: To enable online interaction with all functions available in the permitting system for citizens, builders, and contractors.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
53	Provide lookup functionality for certain user-defined information access based on any combination of discrete data elements (e.g., collections of records, permit application number, inspections and fees grouped by project, submittal date).	B	Y		EnerGov Enterprise	
54	Ability to post public access document postings for download.	B	Y		EnerGov Enterprise	
55	Ability to schedule, reschedule or cancel an inspection online	H	Y		EnerGov Enterprise	Inspections can be requested online by public users, but ultimate scheduling decisions are made either automatically through configuration options and EnerGov's load-balancing algorithm, or manually by inspection supervisory staff.
56	Ability for city staff to limit the number of inspections per day or per inspector	H	Y		EnerGov Enterprise	
57	Ability to sort results of searches by date, record ID or status.	B	Y		EnerGov Enterprise	
58	Ability to search records, including license and property information, using global search capabilities, but potentially limit the maximum number of records returned.	B	Y		EnerGov Enterprise	Pagination limits the displayed results of online queries
59	Ability for the public to view detailed information, such as inspection type, unique ID, scheduled time, assigned inspector, inspection contact, status and status history.	H	Y		EnerGov Enterprise	
60	Ability to enter notes for an inspector to view.	B	Y		EnerGov Enterprise	
61	Ability to access details for submittals, such as unique ID, status, address.	B	Y		EnerGov Enterprise	
62	Ability to check related records associated with the main (parent) permit, application or service request.	B	Y		EnerGov Enterprise	
63	<b>Web-Based Payment</b>	B	Y		EnerGov Enterprise	
64	Ability to integrate with the City's credit card processing merchant to accept payments through the self-service portal.	B	M		EnerGov Enterprise	With City led integration against EnerGov's Citizen Self Service Credit Card API.
65	Ability to calculate fees on the web portal so that applicants and others can estimate fees prior to the submission of an application.	B	Y		EnerGov Enterprise	
66	Ability to allow payments for certain permit types in the self-service portal.	B	Y		EnerGov Enterprise	
67	Ability to allow payments for certain application types in the self-service portal.	B	Y		EnerGov Enterprise	
68	Provide a receipt of payments made in real time.	B	Y		EnerGov Enterprise	
69	Ability to allow payments for certain special assessments in the self-service portal.	B	Y		EnerGov Enterprise	

4.10 - Self Service			EnerGov Enterprise			
Objective: To enable online interaction with all functions available in the permitting system for citizens, builders, and contractors.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
70	Ability to allow partial payments in the self-service portal.	H	Y		EnerGov Enterprise	A single invoice must be paid online with one transaction. Partial payments can only be supported if multiple invoices are generated and fees are separated out.
71	Ability to allow payments for certain inspections in the self-service portal.	B	Y		EnerGov Enterprise	
72	Ability to allow payments for certain licenses in the self-service portal.	B	Y		EnerGov Enterprise	
73	"Shopping cart" functionality to allow for applicants to pay for multiple permit activities in a single transaction.	H	Y		EnerGov Enterprise	
74	Ability to restrict payment types to City-defined parameters (i.e., credit cards accepted).	B	Y		EnerGov Enterprise	Would be based upon the configuration of the City's integrated payment portal
75	Ability for users to maintain individual pre-paid accounts to pay for record transactions as they are incurred.	B	Y		EnerGov Enterprise	Would be based upon the configuration of the City's integrated payment portal
76	Ability to print permit forms and receipts from the online portal once approvals and relevant payments have been processed.	H	Y		EnerGov Enterprise	
77	<b>Online Reporting and Dashboards</b>	B	Y		EnerGov Enterprise	
78	Ability to publish real-time dashboards to an online portal from all system modules	B	Y		EnerGov Enterprise	With native integrated Socrata analytics functionality
79	Ability to publish real-time tabular reports to an online portal from all system modules	B	Y		EnerGov Enterprise	
80	Ability to publish real-time permit data to a publicly available City map, linked to the geographic objects available within the system	H	Y		EnerGov Enterprise	With native online GIS map viewer functionality
81	<b>Escrow Management</b>	B	Y		EnerGov Enterprise	
82	System tracks escrow information and transactions for various projects requiring permits	B	Y		EnerGov Enterprise	Escrow management is currently available in the back-office system. Additional enhancements to escrow management online with Citizen Self Service are planned for release within the next year.
83	System maintains a searchable audit trail of historical changes to developer escrow accounts	B	Y		EnerGov Enterprise	
84	System allows for establishing alerts on escrow	B	Y		EnerGov Enterprise	
85	System allows for the notification if an escrow is overspent	B	Y		EnerGov Enterprise	The system does not allow an escrow account to be "overspent".
86	System provides the ability to send out a request to a developer requesting additional funds if the escrow amount is depleted	B	Y		EnerGov Enterprise	
87	System provides the ability to add additional funds to an existing escrow account	B	Y		EnerGov Enterprise	
88	System allows release of excess funds when projects are complete.	B	Y		EnerGov Enterprise	

4.10 - Self Service		EnerGov Enterprise				
<i>Objective: To enable online interaction with all functions available in the permitting system for citizens, builders, and contractors.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
89	Ability to track bonds of all types over multiple years (e.g., performance bonds, maintenance bonds, warranty bonds, etc.)	B	Y		EnerGov Enterprise	

Tyler Technologies	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.11 - Document Management			EnerGov Enterprise			
<i>Objective: Ability to meet the City's document management requirements</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Provide the ability to interface with a third party for document archival as below:	B	Y		EnerGov Enterprise	EnerGov integrates natively with Tyler Content Manager for document archival, or can integrate with a third party system with City's led development against EnerGov's document management API.
2	Provides the ability to query and select building, planning, compliance, and engineering projects to be archived.	B	Y		EnerGov Enterprise	Dependent upon document management system integration settings
3	Allows the user to select document categories and sub-categories, create archive records, and print bar code labels to place on the paper documents. Labels include project information, including project identifier, address and APN, and category and sub-category.	B	Y		EnerGov Enterprise	Dependent upon document management system integration settings
4	Allows one or more projects per each archive record as one document may apply to many building projects.	B	Y		EnerGov Enterprise	Dependent upon document management system integration settings
5	Allows for the export of the archive records and upload to the vendor's ftp site. Once the vendor creates pdfs from the paper documents, they place the pdfs back on the ftp site for city download.	B	Y		EnerGov Enterprise	Dependent upon document management system integration settings
6	Allows for the automated processing of the downloaded pdfs to include updates to the archive records in the permitting system such as file path, file name, number of pages, and records status and the physical placement of the pdfs on the city's enterprise file system.	B	Y		EnerGov Enterprise	
7	Provide the ability for users to query and retrieve archived documents linked to projects, cases, or land records.	B	Y		EnerGov Enterprise	Dependent upon integrated document management system settings
8	Provide the ability for the public to view (but not print) archives by address query at the one-stop.	B	Y		EnerGov Enterprise	

4.11 - Document Management		EnerGov Enterprise				
Objective: Ability to meet the City's document management requirements						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
9	Provide the ability for city staff to link up archive file records that were previously scanned in but never linked to a project, parcel, or address.	B	Y		EnerGov Enterprise	Dependent upon integrated document management system settings
10	Provide the ability for users to attach and retrieve various documents to building, planning, engineering, and code enforcement cases as well as land records. Document types to include Word, Excel, links, pdfs, and various image formats.	B	Y		EnerGov Enterprise	
11	Ability to index documents, such as by project ID, APN, address, document category or sub-category for retrieval and classification purposes.	B	Y		EnerGov Enterprise	
12	Ability to mark documents as discloseable or nondiscloseable.	B	Y		EnerGov Enterprise	
13	Ability to allow for meaningful file naming and folder storage.	B	Y		EnerGov Enterprise	Default file naming is GUID based, with user created document names stored in the EnerGov database.
14	Ability to enforce retention policies and removal of documents with staff confirmation.	B	Y		EnerGov Enterprise	Dependent upon integrated document management system settings
15	Restrict final document storage access to prevent a user from moving files without changing the file path in the file record.	B	Y		EnerGov Enterprise	Dependent upon integrated document management system settings
16	Allow for security permissions on documents based upon factors such as user, division, document type (read, edit, delete, etc.)	B	Y		EnerGov Enterprise	Dependent upon integrated document management system settings
17	Allow for the generation (manual and automated) and storage of correspondence and various letters, including mail merger type capability, labels of various sizes, and non-standard formats such as trifold notices for code enforcement. Allow these to be attached to projects and cases.	B	Y		EnerGov Enterprise	

The following table contains a listing of current and/or desired application interfaces and their likely need in a future Permitting (LMS) environment. Existing City interfaces between LMS modules that may currently exist or shadow systems that will likely be replaced are not included as they are assumed to be included in the future LMS solution. The vendor should respond with a narrative description of each interface in the cells highlighted in yellow.

Data Flow Item #	Data Flow Description	Source Application	Target Application	Current Frequency / Method of Integration	Currently Exists?	Needed in future Permitting System?	Description of Proposer's Recommended Interface Method
1	Manual interface required for invoicing things such as Administrative Citations for Neighborhood Preservation and monthly billing of PG&E/AT&T/CalWater for Engineering. The A/R department in Finance handles all billing related tasks for these exceptions.	Future Permitting System	Accounts Receivable	Current: Manual: As-Needed, Monthly Future: Batch: Frequency TBD	Yes	Yes	Batch flat-file export at a regular frequency to be determined by the City
2	Collection of Business Improvement District (BID) fees for businesses within zoned regions of the City and meeting certain other criteria	Future Permitting System	Accounts Receivable	Current: Manual: annually Future: Batch: Annual frequency	Yes	Yes	Annual BID fees can be assessed within EnerGov, and included in the batch export when processed.
3	Daily interface for paid permit and case fees and other miscellaneous City payments taken in person	Future Permitting System	Financial System/Future ERP	Current: Daily manual interface Future: Automated transactional or daily batch	Yes	Yes	Batch flat-file export at a regular frequency to be determined by the City
4	Daily interface for paid permits taken in on-line	Future Permitting System Portal (E-OneStop)	Financial System/Future ERP	Current: Daily manual interface Future: Automated transactional or daily batch	Yes	Yes	Batch flat-file export at a regular frequency to be determined by the City
5	Auto-task copies over Business License data from the city's Business License Application to the Permitting Business module periodically. Minimally, staff needs to verify contractor and subcontractors have a valid Sunnyvale Business License before issuing permits.	HDL (hosted application) / Future Permitting System Business License module	Future Permitting System Business License module	Current: Manual, Export from Hosted System-Import into Permitting, Manual lookup in HDL Business License application to verify license Future: Potentially integrated Business License module, License Verification via API/Auto-pull from HDL (hosted application) if the Future Permitting System does not contain a Business License module	Yes	Yes	Standard functionality in EnerGov's licensing modules and the associated permit module within the same system
6	Monthly exchange with County Assessor's Office including permit and inspection activity from City; import includes owner information, new parcel tax identifiers (APN numbers) and other parcel attributes. Additionally, parcel maps are obtained from the County when parcels change. Also, yearly file import of parcel attribute data from the County Assessor's office.	County Assessor	Future Permitting System Land Management Module	Current: Monthly data exchange-file transfer, Parcel Map Requests to the County As needed, Yearly file from County Future: Monthly data exchange-file transfer, Yearly file from County	Yes	Yes	EnerGov typically pulls real-time Assessor information from the integrated ArcGIS map server parcel layer. Additional functionality for data import at regular intervals could be scoped against EnerGov's API suite (please refer to our response to #13 below for more details).
7	Land data from system is copied over nightly (streets, addresses, parcels, and locations; Locations are parcel, address combinations) Future Permitting system will need to have GIS functionality/integrate with Enterprise GIS for mapping, geocueing, etc.	Future Permitting System	Esri ArcGIS	Current: Automated nightly Future: Automated daily batch	Yes	Yes	ESRI ArcGIS server data is queried in real-time with EnerGov's native integration functionality - includes GIS map viewers for both back-office and online in Citizen Self Service, the GeoRules geocuey-based automation engine, LiveLink for autopopulating Parcel and Address connections, spatial collections, history writer, parcel split management, buffer mailings, and more.
8	Permitting System will need to notify the Fire Records Management System of certain Permit/Land/Building changes such as building demolitions, new buildings, address and parcels changes, and tenant improvements.	Future Permitting System	Fire Records Management System	Current: Not in place today Future: Automated transaction	No	Yes	Via native automation tools with EnerGov's Intelligent Objects (reactive, immediate) and Intelligent Automation Agent (proactive, daily SQL-query based) engines.
9	Permitting System will need to notify the Fire Prevention/HazMat System of certain Permit/Land/Building changes such as building demolitions, new buildings, address and parcels changes, and tenant improvements.	Future Permitting System	Fire Prevention/HazMat System for CalEPA Compliance	Current: Not in place today Future: Automated transaction	No	Yes	Via native automation tools with EnerGov's Intelligent Objects (reactive, immediate) and Intelligent Automation Agent (proactive, daily SQL-query based) engines.
10	Finalized building and planning documents are sent to a 3rd party for imaging and returned to Sunnyvale as pdf documents. Within SunGIS, the archives are linked to projects, categorized, and bar-coded labels, containing project related data, are printed out. The label is affixed to the first page of the document before it is picked up for imaging. One document can be linked to one or more projects. Once received back from the imaging vendor, the pdfs are moved to a network share and the system is updated to point from the appropriate project or projects to the corresponding document.	Network Share of electronic document library	Network Share of electronic document library	Current: Manual: As-Needed Future: Batch: Automated	Yes	TBD	EnerGov integrates natively with Tyler Content Manager for document archival, or can integrate with a third party system with City's led development against EnerGov's document management API.
11	Payment API/Gateway: Cybersource Payment Processor: Vital/TSYS Service Provider: Elavon	Online Permit payments	Future Permitting System	Current: Batch daily Future: Automated transactional	Yes	Yes	Can be accomplished with development against EnerGov's Citizen Self Service Credit Card API
12	Planning projects published on City Website	Future Permitting System	City Website	Current: Automated File Export for GIS Processing Future:TBD	Yes	Yes	Planning projects can be automatically published for public access on EnerGov's Citizen Self Service online portal. Publishing to an external system would require development against EnerGov's API suite.
13	Aggregate Sales Tax data associated with a business license account to collect aggregate sales tax in various geographic regions of the City	HDL Sales Tax	Future Permitting System	Current: None Future: Quarterly FTP	Yes	Yes	Tyler's EnerGov solution supports an industry standard architecture of open APIs architected in JSON RESTful services that expose business objects as a web service and provide logic, rules, roles, and security. EnerGov has the ability to integrate with external data sources using standard REST-based APIs for bi-directional interfaces for providing and consuming information to/from external systems; the APIs are synchronous, returning requested results as HTTP responses. Moreover, EnerGov's 4-tier SOA-based architecture provides enhanced flexibility with regard to integration and customization for complete business process management including document management, financial transactions, etc.  While City-led integrations can be developed at will against our API suite for data such as aggregate sales tax information associated to business license accounts, additional information would be required to provide a quote for any custom interfaces to be developed in-house by our EnerGov Services Department.
14	Third-party code and inspection compliance information streamlines communication of inspection reports. Backed up through third party web based solution   Works to notify, remind, and provide overdue notices to building owners. FD > Inspection Contractors > Building Owners.	Compliance Engine Solution	Future Permitting System	Current: Batch daily Future: Automated batch daily	Yes	Yes	Can be automated with EnerGov's native Report Automation engine to send one or more standard or custom reports to external recipients at predefined time intervals
15	Automatic integration to contractor license table for all State of California contractor licenses in cases in which contractors are performing work, including the ability to print state contractor fields on permit cards	State of California	Future Permitting System	Current: Link to State Web Site Future: API pull	Yes	Yes	Supported natively with EnerGov's State license integration functionality
16	Integration with an IVR System for Inspection Scheduling	IVR System	Future Permitting System	Current: None Future: Integrated	No	Yes	EnerGov contains its own IVR system that can be used for inspection scheduling and checking statuses. Integrating with a third-party IVR system would require development against EnerGov's IVR API.

17	Daily export of address data to Solid Waste system	Future Permitting System	Solid Waste	Current: Automated daily Future: Automated daily	Yes	TBD	Can be automated with EnerGov's native Report Automation engine to send one or more standard or custom reports to external recipients at predefined time intervals. Or data could be exported daily in other ways with City development against EnerGov's API suite.
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