



COACHELLA VALLEY WATER DISTRICT

PROOF OF CAPABILITIES DEMONSTRATION

RFP No. 2023-25 - Enterprise Resource Planning / Utility Billing Procurement and Selection Services

Meeting Date
Company: Alight Solutions
2/12/2024 – 2/16/2024

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Schedule and Agenda

Day 1	Session	Duration	Start Time	End Time
General	Introductions	15min	8:00	8:15
	Company Overview	15min	8:15	8:30
	System Overview	1hr 30min	8:30	10:00
	Break	15min	10:00	10:15
Finance	General Ledger	45min	10:15	11:00
	Procurement/Asset Management/Vendor Management	1hr	11:00	12:00
	Lunch	30min	12:00	12:30
	Procurement/Asset Management/Vendor Management (Cont.)	1hr	12:30	1:30
	Contract Management	1hr	1:30	3:00
	Break	15min	3:00	3:15
	Inventory Management	1hr 45min	3:15	5:00

Schedule and Agenda

Day 2	Session	Duration	Start Time	End Time
Finance	Budgeting	1hr 30min	8:00	9:30
	Accounts Payable	1hr 30min	9:30	11:00
	Break	15min	11:00	11:15
	General Billing (Accounts Receivable)	1hr 15min	11:15	12:30
	Lunch	30 min	12:30	1:00
	Fixed Asset Accounting	1hr	1:00	2:00
	Cash Receipts (Cashiering)	1hr	2:00	3:00
	Break	15min	3:00	3:15
	Project and Grand Accounting	1hr	3:15	4:15
	Bank Management and Reconciliation	45min	4:15	5:00

Day 3	Session	Duration	Start Time	End Time
Human Resources (HR) and Payroll	Recruitment	45min	8:00	8:45
	Onboarding	45min	8:45	9:30
	Employee Master File	45min	9:30	10:15
	Break	15min	10:15	10:30
	Benefits Administration	45min	10:30	11:15
	Leave Administration	45min	11:15	12:00
	Lunch	30min	12:00	12:30
	Training Certification	30min	12:30	1:00
	Performance Reviews	30min	1:00	1:30
	Personnel Actions	30min	1:30	2:00
	Employee Self-Service	30min	2:00	2:30
	Break	15min	2:30	2:45
	Pay Administration	45min	2:45	3:30
	Time and Attendance	30min	3:30	4:00
	Payroll	30min	4:00	4:30
	Separation	30min	4:30	5:00

Schedule and Agenda

Day 4	Session	Duration	Start Time	End Time
Utility Billing	General Billing Services	1hr 30min	8:00	9:30
	Break	15min	9:30	9:45
	Domestic Billing	1hr 30min	9:45	11:15
	Replenishment Assessment Charges (RAC)	1hr	11:15	12:15
	Lunch	30min	12:15	12:45
	Agriculture Irrigation (Canal) Billing	2hr	12:45	2:45
	Break	15min	2:45	3:00
	Non-potable Water Billing / Tax Roll Services / Irrigation Water Availability Assessment	2hr	3:00	5:00

Day 5	Session	Duration	Start Time	End Time
Land Management	Planning	30min	8:00	8:30
	Engineering	45min	8:30	9:15
	Plan Check	30min	9:15	9:45
	Break	15 min	9:45	10:00
Facilities and Maintenance	Facilities Management	45min	10:00	10:45
	Fleet Management	45min	10:45	11:30
	Reporting	30min	11:30	12:00
Technical	Lunch	30min	12:00	12:30
	Maintenance and Support	2hr	12:30	2:30
	Configuration			
	Audit and Security			
	System Interfaces			
	Current Integrations			
	Break	15min	2:30	2:45
Implementation Plan Overview	Implementation Schedule	2hr 15min	2:45	5:00
	Implementation Deliverables			
	Roles and Responsibilities of District staff			
	Methodology			
	Project Organization Staff			
	Approach to Data Conversion			
	Approach to Integration			
	Approach to Testing			

	Training Plan			
	Approach to Go-Live			
Follow up/Q & A	Questions and Answers			
POC Debrief	Internal Only – Internal Evaluation Team Only			

Day 1

General

Functionality	Notes
<p>A. Introductions</p> <p>A.1 Introduce your team and their background including the Project Manager and implementation team.</p> <p>A.2 Provide a brief overview of the proposed solutions(s) including the following:</p> <ul style="list-style-type: none">• Familiarity with public sector ERP/UB systems and associated business processes, and specific experience with the requirements of water/utility districts.• Total # of customers live on the proposed solution(s)• High level implementation and project management approach <p>A.3 End of life timeline or a tentative end of maintenance timeframe of proposed solution</p> <p>B. Executive Level System Overview / Understanding of the Project</p> <p>This portion of the demonstration should provide an overview of the functionality of the proposed solution in addressing the District’s finance, human resources, and utility billing requirements per RFP 2023-25 and Attachment 1A.1:</p> <p>B.1 Navigation/User Interface/Help (Section 1.1.1 – 1.19)</p> <ul style="list-style-type: none">• Overview of the homepage• Intuitiveness/ease of the proposed solution user interface design including information access and efficiency for all modules.• Consistent look and feel – the components of the proposed solution should provide a common look and feel for end users, with similar navigation and layouts, and similar style across screens and applications.• Comprehensive functionality – applications/modules which are comprehensive in addressing the District’s finance, human resources, and utility billing requirements.• System integrated applications (i.e., entering information once which is then available in other applications throughout the system)	

- Ease of navigation through the modules and the platforms search functionality (e.g., find an employee by name, find a vendor by address, find an invoice by number, etc.)

B.2 Workflow (Section 1.2.1 – 1.2.5)

- Functionality of embedded workflow(s) – in-system workflow(s), notifications, and dashboards that enable efficient processing and tracking of transactions and tasks.
- Integrated workflow management capability, including generation, routing, notification, and approval of internal forms, reports, and other documents and processes (e.g., payables processing, POs, GL transaction approval, payroll processing, budgeting, etc.) for all core modules.

B.3 Document Management (Section 1.3.1 – 1.3.7)

- Store and retrieve electronic images (e.g., POs, payroll checks, accounts payable invoices, W2s, 1099s, etc.) that are attached to the appropriate transaction record (e.g., an individual's paycheck and not the entire check run for the pay period) for all core modules.

B.4 Reporting and Analysis (Section 1.4.1 – 1.4.17)

- Comprehensive, user-friendly, and robust reporting solution. The solution should include relevant standard reporting, ad hoc reports, queries, and exports
- Data access – integrated database(s) that allow for writing data one time and reading many times, eliminating duplicative data entry and the likelihood of data synchronization issues; must also support easy data reviewing, reporting, and exporting to multiple formats (i.e., Microsoft Excel, comma-delimited, PDF, etc.).

Finance

Functionality	Notes
<p>C. Finance</p> <p>C.1 General Ledger/Accounting – Demonstrate the ability to maintain accounts for transactions comprised of elements such as fund, appropriation, program, organization, project activity, cost center, object class, or any other elements needed to meet the reporting needs of the District; ensure all financial transactions post individually and/or in summary to the general ledger regardless of the transaction source, ensuring each entry is balanced and auditable; and support accrual and cash accounting methods, creating appropriate entries needed at the end of a period (month or year), and for purposes of opening a new period (e.g., rolling forward account balances or reversing certain month-end or year-end entries). Demonstration should show the proposed systems ability to meet the requirements of the RFP per the following Sections:</p> <ul style="list-style-type: none"> • General (Section 2.1.1 – 2.1.16) • Chart of Accounts (Section 2.1.17 – 2.1.23) • Journal Processing (Section 2.1.24 – 2.1.33) • Closing (Section 2.1.34 – 2.1.37) • Cost Allocation (Section 2.1.38 – 2.1.45) <p>C.2 Procurement/Purchasing - The proposed solution should provide fully integrated functionality supporting a range of purchasing methods from requisition through issuance of the PO. Demonstration should show the proposed systems ability to meet the requirements of the RFP per the following Sections:</p> <ul style="list-style-type: none"> • Requisition (Section 2.2.1 – 2.2.15) • Encumbrance (Section 2.2.16 – 2.2.20) • Purchase Orders (Section 2.2.21 – 2.2.40) • P-Card Transactions (Section 2.2.41 – 2.2.46) • Year End (Section 2.2.47 – 2.2.50) • Document Management (Section 2.2.51 – 2.2.58) <p>C.3 Vendor Management - The proposed solution should provide the ability to maintain vendor information to process payments and track information related to doing business with the District. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 2.3.1 – 2.3.12</p>	

Functionality	Notes
<p>C.4 Contract Management - The proposed solution should provide functionality to manage contracts. It should track and manage contract status information over the life of the contract. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 2.5.1 – 2.5.29</p> <p>C.5 Inventory Management - The proposed inventory/warehouse management function should track and manage inventory including location, cost, and counts. It must support multiple methods of valuation and surplus disposal. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 2.6.1 – 2.6.15</p>	

Day 2

Budgeting

Functionality	Notes
<p>D. Budgeting – The proposed solution should provide an automated electronic Operating and Capital Improvement Program (CIP) budget process with decentralized entry, workflow, and related notifications/alerts. It must track budget revisions, support mid-year amendments, support multiple year budgets and multiple year revenue and budget projections. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 2.4.1 -2.4.32.</p>	

Accounts Payable

Functionality	Notes
<p>E. Accounts Payable (AP) - The solution should support payments to various entities including, but not limited to, vendors for services or goods, employees' expenses, retirees, and other agencies. The solution should apply appropriate controls over all payments. Demonstration should show the proposed systems ability to meet the requirements of the RFP per the following Sections:</p> <p>E.1 Invoice Receipt (Section 2.7.1 – 2.7.31), to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate three-way matching with electronic receipting ➤ Demonstrate how the system manages vendor invoice credits and voided check with associated adjustments to encumbrances, GL and PO balances ➤ Demonstrate the ability to identify duplicate invoice numbers and have an automated alert if it exists from a single vendor ➤ Demonstrate the workflow process to route invoices for approval within the ERP based on predetermined groups and approval paths ➤ Demonstrate the ability to review and edit AP entries at data entry user access, prior to separate supervisor review and update before posting/processing vendor payments 	

Functionality	Notes
<ul style="list-style-type: none"> ➤ Demonstrate how they system will alert staff of payment discounts and terms the discount terms ➤ Demonstrate the ability to automatically calculate retainage using the percentage indicated on a PO with the ability to override for rounding errors ➤ Demonstrate how the system allows payments that can be scheduled over a period (monthly, quarterly) with associated tracking of payment terms to avoid missing vendor payments on an annual basis (e.g., leases, electrical or phone bills, monthly maintenance services) <p>E.2 Check Generation (Section 2.7.32 – 2.7.40), to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate the ability to generate more than one check for a vendor during a check process (e.g., splitting up invoices from the same vendor not multiple checks during the same check run) ➤ Describe the ability to generate individual checks outside of the norm check processing schedule ➤ Demonstrate the ability to reinstate the PO and reinstate the encumbrance after voiding a check <p>E.3 Reporting (Section 2.7.41 – 2.7.44), to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate the reporting capabilities for the module. Generate a defined Board Expenditure Report ➤ Demonstrate the ability to generate a transactions report before posting of invoices for processes (include vendor name, vendor number, invoice number, amount to be paid, GL account number, transaction date, period and fiscal year transaction will post in) 	

General Billing (Accounts Receivable)

Functionality	Notes
<p>F. General Billing - The solution should support invoicing of various entities including, but not limited to, citizens, former employees, businesses, and other governmental entities. It should support invoicing for a variety of items such as grants,</p>	

Functionality	Notes
<p>property damage, COBRA/health benefits, miscellaneous items, and services. It should record accounts receivables (AR) and payments against customer accounts. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 2.8.1 – 2.8.37, to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate how to set up invoice entry templates for AR staff to initiate invoice process with functionality to have other department/divisions enter data to create invoices based on user permissions; ability to disable this function is desired and have review and update restrictions prior to posting/creating invoices for all users ➤ Demonstrate the workflow to route initial invoice entry document to user-defined reviewers and approvers before invoice is generated and receivable is established within or integrated with the ERP solution (e.g., ability to forward outside of workflow for approval) ➤ Demonstrate the auto-forward workflow process with date durations for staff that is out of the office ➤ Demonstrate the ability for customizable invoices and edits after created, including invoices with quantity and rate ➤ Demonstrate the ability to add user-defined messages to invoices and statements ➤ Demonstrate how the system provides options for off-cycle regular batch bill on a schedule and mass batch bill runs with the ability to email an invoice or receipt to internal departments or external customers or multiple sources at once ➤ Demonstrate comprehensive NSF check processing including reversing payments, appropriate reversing of accounting transactions, rebilling with NSF check charge(s) and associating these invents with the customers' accounts ➤ Demonstrate the ability to receive monthly, quarterly and annual reminders of pending bills based on lease or payment schedule including if a CPI increase should be reviewed prior to billing based on a set date in time 	

Functionality	Notes
<ul style="list-style-type: none"> ➤ Demonstrate the ability to automate notification for 30/60/90 day past due notices and to interface with a third-party collection's agency after 90 days past due ➤ Demonstrate the cashiering options to update customer account balances in real time ➤ Demonstrate the reporting capabilities including but not limited to the following: <ul style="list-style-type: none"> ○ A/R Aging ○ Refund Letter (for closed utility or miscellaneous receivable accounts with a credit balance) ○ Open Receivable Reminder Letter ➤ Demonstrate the ability to search and display miscellaneous invoices and receipts ➤ Demonstrate the ability to apply payments to certain invoices when multiple invoices or line items exist on an invoice ➤ Demonstrate the ability to drill down from the GL to the MR customer and from MR customer to GL activity 	

Fixed Asset Accounting

Functionality	Notes
<p>G. Fixed Asset Management - The solution should provide asset accounting functionality fully integrated with the general ledger to create, capture, and maintain information (asset ID, cost, dates, etc.) associated with leased and capitalized assets. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 2.9.1 – 2.9.14, to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate the workflow options for purchase requisitions that can include an “inform” step and requisitions can include an asset designation field ➤ Demonstrate the allowance of multiple funding sources per asset, including grant funding sources (grants have unique disposal and reporting requirement and must be distinguishable) ➤ Demonstrate the ability to tie asset(s) to a CIP project, grant or other criteria ➤ Demonstrate the ability to support various asset depreciation schedules, the ability to change depreciation methodologies 	

Functionality	Notes
<p>and (from a point in time) recalculates depreciation based on the remaining life or designated as non-depreciable</p> <ul style="list-style-type: none"> ➤ Demonstrate the ability to track assets disposal and salvage value ➤ Demonstrate the ability to allow user to define fields for asset reporting to assist with analysis/development of liability insurance rates ➤ Demonstrate the ability to amend assets for additions or an extension of useful life ➤ Demonstrate the ability to create various customized reports to verify fixed asset information and compare information to the District's Enterprise Asset Management Software (NEXGEN) 	

Cash Receipts (Cashiering)

Functionality	Notes
<p>H. Cash Receipts (Cashiering) - The solution should support a centralized cashiering module to collect and manage payment transactions (e.g., cash, checks, credit cards, electronic payments, etc.) from multiple locations on a daily basis. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 2.10.1 – 2.10.7, to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate the recognition of payments received by credit card, online or at the counter ➤ Demonstrate the ability to track deposits in transit/cash in vault ➤ Demonstrate the ability to track and report specific types of transactions by certain time frames (e.g., number of EFT, number of ACH's executed, number of deposits on a specific date, month, date range, etc.) ➤ Describe how the system supports multiple users with appropriate separation of duties and security roles ➤ Demonstrate Software Control for the opening and closing the Cashier's drawer ➤ Describe the standard Treasury reports to prepare deposit slips, track cash receipted in by denomination, check electronic deposits, etc. 	

Functionality	Notes
➤ Describe the creation of custom reports using data fields within the module	

Project and Grant Accounting

Functionality	Notes
<p>I. Project and Grant Accounting - The solution should provide functionality to manage projects, including Capital Improvement Program projects (CIPs) and non-CIP projects (e.g., Special Events). Functionality should include tracking funding sources and budget to actual expenditures, and the ability to associate projects into multiple categories and subcategories. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 2.11.1 - 2.11.18, to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate how the system supports multi-year project budgets and expenditures (at the object level) ➤ Demonstrate how the system allows multiple funding sources for a single project ➤ Demonstrate the ability to track grants for a full-life cycle (from application, to award, to closure) ➤ Demonstrate how the system distributes costs and units (including labor hours/cost and related benefits/burdened expenses) to as many projects and sub-divisions as the user wished to establish including funding splits/use of allocation codes ➤ Demonstrate how the system supports complex grant management where some grants incorporate outside agencies who are subrecipients of the grant ➤ Demonstrate how the system support district tracking of Capital and Non-capital grants ➤ Demonstrate the ability to track non-capitalized assets ➤ Demonstrate the ability to track the maintenance of assets separately from capitalizable assets (including new, enhancements, and transfers) ➤ Demonstrate how to set up alerts that notify overrun by period, year-to-date and total budget 	

Bank Management and Reconciliation

Functionality	Notes
<p>J. Bank Management and Reconciliation - The solution should provide functionality to manage projects, including Capital Improvement Program projects (CIPs) and non-CIP projects (e.g., Special Events). Functionality should include tracking funding sources and budget to actual expenditures, and the ability to associate projects into multiple categories and subcategories. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 2.12.1 – 2.12.11, to include the following:</p> <ul style="list-style-type: none">➤ Demonstrate how the system will track balances on all funds by sub-fund and project (Pooled equity)➤ Demonstrate creating of correcting journals based on reconciling items while accounting for items in transit➤ Demonstrate the search capabilities by searching for a list of outstanding checks by date range and as of a certain date➤ Demonstrate the workflow capabilities for verification/review process and post/update of the bank reconciliation➤ Demonstrate the Bank reconciliation process workflow with approval paths, detailed listing of cleared transactions, notes and outstanding transactions➤ Demonstrate the reporting capabilities with pooled cash balances and bank account balances (if available, with the ability to see the effects of pending/unposted transactions on account balances)	

Day 3

Human resources (HR) and Payroll - Recruitment

Functionality	Notes
<p>L. Human Resources (HR) and Payroll</p> <p>L.1 Recruitment - The proposed system(s) should have the ability to fully integrate with NeoGov which the District uses for its recruitment and talent management, onboarding, off-boarding, performance management, and training and development processes. The proposed solution should provide functionality to manage the entire recruitment process (from position request through to hiring) should the District choose to manage recruitment internally. The solution should track the history of candidate submissions and vetting results (interview, testing, reference checks, drug testing, background checks, etc.). Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 4.1.1 – 4.1.16, to include the following:</p> <ul style="list-style-type: none"> ➤ Describe how to maintain all budgeted and authorized positions ➤ Demonstrate how to link positions to required skills, certifications, required training, etc. ➤ Demonstrate setting up a new position including the automated workflow process ➤ Demonstrate sharing and display of lead/candidate resumes among the interview panelists ➤ Demonstrate a web portal for recruitment information to be posted and allow applicants to submit application and documents. <p>L.2 Onboarding – The proposed solution should manage processes and procedures for employee onboarding. This includes the initiation of the process and a checklist of tasks that need to be performed to successfully educate an employee on the organization and its culture and prepare them with the necessary knowledge, skills, access, equipment, etc. to become effective and contributing members of the organization as quickly as possible. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 4.2.1 – 4.2.6, to include the following:</p>	

Functionality	Notes
<ul style="list-style-type: none"> ➤ Demonstrate on-boarding process, including completion and submission of documents ➤ Demonstrate how the system will show the status of specific onboarding tasks. ➤ Demonstrate the Workflow process to notify other departments of the incoming New Hire. <p>L.3 Employee Master File – The proposed solution should maintain an employee master file that includes data elements such as employee ID, basic demographics, address information, emergency contacts, survivor/beneficiary information, dependent information, history of salary changes (effective start and end dates), training and certification requirements, and history of personnel actions. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section Section 4.3.1 – 4.3.14, to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate how to setup a New Position and the Position Control process <ul style="list-style-type: none"> ○ Demonstrate how Position control integrates with Pay Tables ➤ Demonstrate how to attach employee photos and other documents to an employee file ➤ Demonstrate the history of positions held and salary changes for an employee ➤ Demonstrate how Retirees are managed within the system ➤ Demonstrate Seniority Listing ➤ Demonstrate Org Chart Reporting ➤ Demonstrate the ability to select data required for labor costing/negotiations (e.g., CalPERS, heath, pay, employment dates, position title, etc.) ➤ Demonstrate the Standard Federal and State mandated HR reporting <ul style="list-style-type: none"> ○ Federal HR Reports <ul style="list-style-type: none"> ▪ IRS Report/Extract ▪ SSA W-2 Report/Extract ▪ Support EDD Form DE-9 and IR Form 941 Reporting ▪ EEOC EEO-4 Report/Extract 	

Functionality	Notes
<ul style="list-style-type: none"> ▪ DOL VETS 100 Report/Extract ○ State HR Reports <ul style="list-style-type: none"> ▪ EDD New Hire Report/Extract ▪ EDD PIT, SDI, UI Report/Extract <p>L.4 Benefits Administration – The proposed solution should provide flexible rules and eligibility-based benefits management functionality to manage public employee and retiree benefits such as medical, dental, disability, and life insurance. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 4.4.1 – 4.4.14, to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate how to maintain eligibility dates for different plans based on different rules ➤ Demonstrate how employee benefits updates records and reflects changes in pay in HR and payroll system module and 3rd party benefit providers whenever there are changes due to a life event, changes in eligibility rules, or requests for benefits ➤ Demonstrate the ability to establish benefit tiers according to employee type (i.e., Board Members, FT/PT employees, retirees) ➤ Demonstrate the ability to export required retirement 401k, 47 and Roth data transfer files required by vendors ➤ Demonstrate the ability to generate annual sick time outs <p>L.5 Leave Administration – The proposed solution should provide the ability to capture, track and manage available leave balances, leave taken, payments, and balances for various types of leaves (e.g., paid time off (PTO), vacation, sick, California Family Rights Act (CFRA) Family Medical Leave Act (FMLA), disability, worker's compensation, light duty, donated and leave for recipients and donors, etc.). For all types of leave, this includes the ability to calculate, track, and monitor look back and look forward periods for eligibility. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 4.5.1 - 4.5.9, to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate the ability to capture, track and manage leave balances earned and taken for all types of leave 	

Functionality	Notes
<ul style="list-style-type: none"> ➤ Demonstrate the integration of vacation/leave requests to internally or other systems ➤ Demonstrate the notification process when employees and staff leave balances have reached a specified amount. ➤ Demonstrate how the system validates employee time-off requests ➤ Demonstrate ad-hoc reporting generation <p>L.6 Training and Certification – The proposed solution should provide the functionality to manage training and certification records and/or integrate with a Learning Management System (LMS). Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 4.6.1 – 4.6.9, to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate required position-specific job certifications, licenses, mandatory training, etc. <ul style="list-style-type: none"> ○ Demonstrate notification of expiring certifications / licenses to supervisors and employees <p>L.7 Performance Review – The proposed solution should provide the functionality to manage annual performance reviews/evaluations, including the tracking of notification, initiation, review results, and approvals. Performance reviews and evaluations may vary based on position, job class, term (interim, probationary). Demonstration should show the proposed systems ability to meet the requirements of the RFP Section 4.7.1 – 4.7.9, to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate performance evaluation functionality <ul style="list-style-type: none"> ○ Demonstrate automated notification of performance reviews to supervisors and managers ○ Demonstrate the ability to define and manage electronic forms within the workflow ○ Demonstrate the ability to attach external forms and documents through the workflow ○ Demonstrate alerts on past due evaluation and escalation notification <p>L.8 Personnel Actions - The proposed solution should provide the functionality to manage personnel actions from initiation,</p>	

Functionality	Notes
<p>review, authorization, and approval for actions such as promotions, demotions, salary increases, disciplinary events, as well as suspensions, separations, and leaves. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 4.8.1 – 4.8.5, to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate notification to employee upon approval of personnel action ➤ Demonstrate the use of end dates to automatically stop the action at a specified time ➤ Demonstrate the ability to set effective date and time of a personnel action (e.g., promotion, COLA, etc.) <p>L.9 Employee Self-Service - The proposed solution should provide employee self-service functions that allow access and update rights to designated employee information. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 4.9.1 – 4.9.12, to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate the ability to view and print employee paycheck history, personnel actions, leave balances, W-2's, etc. ➤ Demonstrate the ability for employees to create "What-If" scenarios ➤ Demonstrate the ability for employees to update/change W-4 data and Profile data and allows HR staff to review and approve <p>L.10 Pay Administration – The proposed solution should provide functionality to manage employee pay including wages, special pay, employee loans, State, Federal and local taxes, accruals and Federal and State legislation including Fair Labor Standards Act and Family Medical Leave Act. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 4.10.1 – 4.10.26, to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate the ability to configure multiple accruals (e.g., comp time, leave, workers compensation, vacation, etc.) 	

Functionality	Notes
<ul style="list-style-type: none"> ➤ Demonstrate the ability to manage multiple garnishment cycles (e.g., 24 pay periods, 26 pay periods, etc.) ➤ Demonstrate how the system will setup earnings codes, deductions codes and others at the bargaining unit level ➤ Demonstrate the ability to for the user (District management) to define wages that are “PERSable”, including different setups for different employee groups, salaries, benefits, and other similar accumulators, that may have overtime calculations in a different pay classification ➤ Demonstrate the ability to calculate step, increment, and percentage pay adjustments (CPI/COLA) for all or a group of employees (e.g., bargaining units, classes, etc.) and then mass updates the changes ➤ Demonstrate how the system will provide an automated process to calculate retroactive pays, including all special pays associated with the employee and the ability to apply different CalPERS employer and employee rates based on the retroactive pay date(s). Contribution amounts may change every July 1st. ➤ Demonstrate how the system supports creating an accrual for FMLA so that the leave can be recorded as part of employee time entry without creating a payroll check and withholding deductions ➤ Demonstrate how the system will handle Retirees: <ul style="list-style-type: none"> ○ Ability to generate an annual estimate of the cost of Medicare for retirees, including monthly, quarterly, and annual payment amounts ○ Ability to track and disburse Medicare reimbursements for retirees ○ Demonstrate the Reporting Capabilities of the system: <ul style="list-style-type: none"> ▪ Reprint a Payroll Register for a Prior Period ▪ Report FMLA Leave on an employee time entry without creating a payroll check and withholding deductions ▪ Accrual and usage of benefit ▪ Report of Worker’s Compensations payments 	

Functionality	Notes
<p>L.11 Time and Attendance – The proposed solution should provide functionality through either an Employee Self-Service portal or module to collect time, perform exception-based time entry, and make time adjustments to multiple work schedules. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 4.11.1 – 4.11.14, to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate workflow to collect time, perform exception-based time and time adjustments to multiple works schedules ➤ Demonstrate how employees should enter leave requests ➤ Demonstrate how the system allows employees to associate project codes with overtime entered without the assignment being overwritten by pre-set HR distributions ➤ Demonstrate multiple pay periods open for time entry purposes ➤ Demonstrate the ability for the system to accommodate different shifts and alternative work schedules <p>L.12 Payroll – The proposed solution should support the importing and entering of time from multiple sources; calculate employee payroll, deductions, and accruals based on components managed in the HR benefit and pay administration modules; process payments for government and 3rd party agencies (e.g., benefits, retirement, etc.); support State, Federal, and local tax filings; and support electronic workflow. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 4.12.1 – 4.12.18, to include the following:</p> <ul style="list-style-type: none"> ➤ Describe year end updates to tax tables (W2 forms, etc.) ➤ Demonstrate fiscal and calendar year end closing processes ➤ Demonstrate how the system supports multiple concurrently open payrolls (e.g., vacation, sick, comp time cash outs, terminations, etc.) ➤ Demonstrate how the system Provides and enforces rule-based validation and prevents duplicate earning codes at employee level, etc. 	

Functionality	Notes
<ul style="list-style-type: none"> ➤ Demonstrate the functionality of mass data entry (e.g. bonus pay, health and wellness, etc.) ➤ Demonstrate how the system supports multiple 're-runs' of payroll prior to final payroll run ➤ Demonstrate the ability to establish and manage car allowances, including calculation and reconciliation of imputed income. Ability to separate taxable and non-taxable portions of a car allowance based on reported mileage calculated using the IRS mileage reimbursement rate. ➤ Paystub <ul style="list-style-type: none"> ○ Demonstrate how the system identifies key information for employee (e.g., leave balances, allocation of direct deposit accounts, employee vs. employer pay benefits, etc.) on the pay stub ○ Demonstrate the Manual check process and the option to run as an Electronic payment versus check only ○ Demonstration the ability to generate year-end payroll compensation report by employee including the value of benefits paid by the employer. <p>L.13 Separation/Off Boarding – The proposed system should provide functionality to manage processes and procedures for employee separation due to termination, retirement, resignation, or transfer. This includes the initiation of the process and a checklist of tasks that need to be performed to successfully exit an employee based on type of separation. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 4.13.1 – 4.13.6, to include the following:</p> <ul style="list-style-type: none"> ➤ Describe the functionality of the Off-Barding process <ul style="list-style-type: none"> ○ Demonstrate how employee records in HR and Payroll system/modules are updated ○ Demonstrate Payment of Standby Pay ○ Demonstrate multiple concurrently open payrolls ○ Demonstrate rule-based validation to prevent duplicate earnings codes at employee level, etc. ○ Demonstrate Workflow process to ensure all applicable staff are notified of a separating employee 	

Functionality	Notes
<ul style="list-style-type: none">○ Demonstrate the workflow to track progress of employee off boarding/separation check list	

Day 4

Utility Billing – General Billing Services

Functionality	Notes
<p>M. Utility Billing - The proposed solution should provide for the general and specific functionality for each billing type specified in the RFP; including: utility billing, replenishment assessment charges, canal, and non-potable. Demonstration should show the proposed systems ability to meet the requirements of the RFP per the following Sections:</p> <p>M.1 General Billing Services, Section 3.1.1 – 3.1.118, to include the following:</p> <ul style="list-style-type: none"> ➤ Describe the ability to support all support rates/fees/classes (e.g., Residential Sanitation billing/Property Tax, Commercial Billing, Canal Water Standby, Water, Sewer, Non-potable Water, Water Availability Charge, Water Availability for undeveloped land, Sewer Availability, Agriculture, Scheduled Charges and Unscheduled Charges) ➤ Demonstrate the ability to have sub-classifications with a customer class/type. ➤ Demonstrate the ability to manage different units of measure when billing metered water consumption including water consumption implied from electric usage (hour-meter), and converting consumption measured in gallons, Ccf, acre-ft, cfs, miner-ft, etc. as necessary ➤ Demonstrate the reports related to water consumption (e.g., top customers by type, cycle, route, etc.) ➤ Demonstrate how the system supports multiple meter types for reading (e.g., typical residential/commercial potable, displacement, compound, irrigation, temporary construction meters, etc.) ➤ Demonstrate how the system supports delinquent account notices and penalty charges (flat fee and percentage) based on service type ➤ Demonstrate the ability to identify, link and track related accounts for a property owner, parcel (e.g., multiple accounts for a single property owner/parcel) ➤ Demonstrate the ability to use master accounts linking several individual accounts which can be billed individually or as one group 	

Functionality	Notes
<ul style="list-style-type: none"> ➤ Demonstrate the ability to revert an account from tenant to an owner ➤ Demonstrate the ability to override or adjust deposit amounts with security permissions ➤ Demonstrate the ability to view payment history while in the payment entry screen ➤ Demonstrate how the system will provide an automated process for notes related to customers to stay with the customer regardless of service location ➤ Demonstrate the ability to add alerts and comment codes to both the location ID and the customer ID (e.g., a flashing icon on the account screen) ➤ Demonstrate how the system provides automatic indication if there are multiple location IDs for a single customer ID ➤ Demonstrate the process of importing meter readings from third party software's (Harmony and Temetra) ➤ Demonstrate the ability to view a history of all meters and registers that have been installed at the service location/parcel and any work orders that have been issued for that location ➤ Demonstrate the ability to see the last meter reading on every account regardless of the account status at the location level ➤ Demonstrate a meter exchange process ➤ Demonstrate if there is a GIS functionality in the utility billing platform ➤ Demonstrate the ability to create payment arrangements for past-due statements and generate reports to ensure compliance with the agreed upon payment schedule ➤ Demonstrate the ability for District staff to establish, maintain and view payments plans for customers and display the payment plan and regular bill amount separately on billing statement ➤ Demonstrate the ability to prorate bills for new and closed accounts and prorate bills during rate changes ➤ Demonstrate the ability to set high/low exception parameters based on historical usage for the location. ➤ Demonstrate the ability to identify no usage/consumption accounts 	

Functionality	Notes
<ul style="list-style-type: none"> ➤ Demonstrate the ability to access and view a customer's current or prior bills (as the customer sees them) with the ability to email or reprint bills in their original format from within the billing system ➤ Demonstrate the ability to assess additional miscellaneous fees ➤ Demonstrate the ability to open identical work orders on several accounts simultaneously, if available. Otherwise. Demonstrate a work order process (creating, assigning, completing/closing) ➤ Demonstrate the ability to define a workflow for each service order type ➤ Demonstrate the ability to partially reverse a payment if customer paid with multiple cards or various forms of payments ➤ Demonstrate the ability to recognize payments immediately on receipt and notify field staff to prevent customers from being included on the shut off list ➤ Demonstrate how the system tracks history of all service orders related to a service address that should remain with the service address record ➤ Demonstrate how the system reconciles deposits, revenue and receivables to the General Ledger ➤ Demonstrate the reporting capabilities of the system <ul style="list-style-type: none"> ○ Aging Reports ○ Exception reports ○ Payment Plan Letters ○ Customers by Classification with consumption <p>M.2 Domestic Billing, Section 3.2.1 – 3.2.46, to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate the ability to automate the following late fee billing structure; (Currently: 15 days to pay after due date an then 1.5% late fees are assessed on day 25, followed by delinquency fee of \$25 after 40 days; subject to change) ➤ Demonstrate the ability to generate a summary bill for a customer having multiple accounts 	

Functionality	Notes
<ul style="list-style-type: none"> ➤ Demonstrate the ability to generate a final bill with a new mailing address for real-time print and mail and a flag to exclude from the next bill generation ➤ Demonstrate the ability to charge special amounts or fines based on multiple variable such as percentage of fixe rate, water usage, flat fee, service area (such as during a declared drought) ➤ Demonstrate the ability to create customer flags on various criteria, including to indicate whether a customer is exempt from turn-off ➤ Demonstrate the ability to determine whether a meter has been pulled from a location and to prevent the establishment of service until a new meter has been installed ➤ Demonstrate the ability to identify multiple meters on a single parcel or APN ➤ Demonstrate the ability to match a customer account mailing address to an external address database ➤ Demonstrate the ability to generate a recommended route map and estimated timeframe for manual meter reads ➤ Demonstrate the ability to add sub-accounts (historically 4-digits) to a master account (historically 5-digits) ➤ Demonstrate the turn on and off process for an account ➤ Demonstrate how the system supports bill generation for the following (sample rates would include but not limited to residential, commercial and irrigation budget list below): <ul style="list-style-type: none"> ○ Tier 1 (Up to 8ccf) ○ Tier 2 (Up to 100% of water budget) ○ Tier 3 (100% up to 175% of water budget) ○ Tier 4(175% up to 300% of water budget) ○ Tier 5 (300% or more of water budget) ➤ Demonstrate the ability to adjust portions of the water budget to provide variances for: <ul style="list-style-type: none"> ○ Plant factor ○ Number of household members ○ Landscape acre ○ Base water budget in CCF 	

Functionality	Notes
<ul style="list-style-type: none"> ➤ Demonstrate the ability to attach/upload documents to customer accounts and master account/master location <p>M.3 Replenishment Assessment Charges (RAC), Section 3.3.1 – 3.3.12, to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate the ability to charge special amounts/fees (future RAC Sustainable Ground Water Management Administration fee or other charges) ➤ Demonstrate how the system will provide automatic notifications if there are multiple location IDs for a single customer ID ➤ Demonstrate the reporting capabilities: <ul style="list-style-type: none"> ○ Production reports ○ Well-related reports ○ Well-Exception reports <p>M.4 Agriculture Irrigation (Canal) Billing, Section 3.4.1 – 3.4.13, to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate the ability to process Canal Availability charges – annual assessments on landowners that have access to canal systems (e.g., Assessed per year by size of property, Assessed/reduced by the amount of water that the landowners use) including revenue calculation based on fixed availability charge and canal billing reconciliation (comparing daily reads to monthly reads) ➤ Demonstrate the ability to manage agriculture water orders and billing across a one meter to multiple accounts configuration (sequencing per customer on the same meter) ➤ Demonstrate how the system support billing based on scheduled charges and unscheduled charges (e.g., surcharges for being within the City of Coachella for utility user taxes charged on water usage and remitted to the City of Coachella, for Quagga mussels, supply charges specific to a certain class of customers, etc.) ➤ Demonstrate the ability to calculate and process remaining balances that will transfer to property taxes if a balance remains (Canal Water Availability charge) 	

Functionality	Notes
<ul style="list-style-type: none"> ➤ Demonstrate the ability to charge special amounts, fees or fines ➤ Demonstrate the ability to perform split order consumption correction ➤ Demonstrate the processing of unscheduled orders instantaneously <p>M.4 Non-potable Water Billing, Section 3.5.1 – 3.5.3, to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate the calculation for Non-potable Water Charge – Type A Customer (Rate per Acre – Foot 85% of Total) <p>M.5 Tax Roll Services, Section 3.6.1 – 3.6.3, to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate how the system provides tax roll processing charges to customers' accounts to the County tax rolls (for both Riverside and Imperial Counties) <p>M.6 Irrigation Water Availability Assessment, Section 3.7.1 – 3.7.3, to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate the Canal revenue calculation based on fixed availability charge and Canal billing reconciliation (comparing daily reads to monthly reads) <ul style="list-style-type: none"> ○ Demonstrate the ability to calculate and process remaining balances that will transfer to property taxes, if a balance remains 	

Day 5

Land Management - Planning

Functionality	Notes
<p>N. Land Management - Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 5.1.1 – 5.1.47, to include the following:</p> <p>N.1 Planning</p> <ul style="list-style-type: none"> ➤ Application Intake <ul style="list-style-type: none"> ○ Demonstrate the ability for the applicant to submit an electronic project application, including attachment / submission of electronic copies of plans and other application-related documents ○ Includes ability to indicate that a submission is “pending” until the application and related required documents have been confirmed ○ Demonstrate the ability for automatic time and date stamp of the application submittal ○ Demonstrate automated workflows based on application types ○ Deposits/Trust Accounts <ul style="list-style-type: none"> ○ Demonstrate the ability to track the establishment of trust/deposit accounts tied to specific projects, and issue a receipt for the deposit amount (at the “project level”, not customer/account level”) ○ Demonstrate the ability to charge project expenses against the project (e.g., staff time from multiple departments in quarter hour (0.25) increments, consultant time in quarter hour increments (0.25), public noticing, postage, etc.) ○ Demonstrate the ability to initiate a refund of remaining deposit amounts once a related project has been completed <p>N.2 Project Management</p> <ul style="list-style-type: none"> ➤ Demonstrate the ability to log and track submission of an application and organize related correspondence, technical reports (including large PDF documents), impact reports, project history, notes, site photos, 	

Functionality	Notes
<p>public comments, resolutions, ordinances, and conditions of approval.</p> <ul style="list-style-type: none"> ○ This includes tracking of multiple submittals on any project, as well as multiple versions of file attachments and associated dates ○ Please discuss/identify in “Response Comments” column whether file attachments may be grouped in “folders” within the project application record to facilitate easy access by District staff and if District staff has ability to rename the attachments <p>➤ Demonstrate the ability to link multiple projects into a single master project</p> <p>➤ Demonstrate the ability to identify project timeline and schedule project milestones associated with an application</p> <ul style="list-style-type: none"> ○ Includes ability to default milestones to a date according to the application type and pre-defined processing deadlines provided by the District ○ Demonstrate the ability of the workflow for project applications for review to completion <p>N.3 Application and Plan Review</p> <p>➤ Demonstrate the ability to generate automated notifications of review assignments and review deadlines</p> <p>➤ Demonstrate the ability to generate automated notifications of approaching or overdue reviews, including to both the assigned reviewer(s) and the related District staff member</p> <p>➤ Demonstrate the ability to track review status and approvals for a project directly from the project record</p> <p>➤ Demonstrate the ability to insert standard comments and conditions from preset text libraries, including the ability to edit those comments or conditions specifically for the related record</p> <p>➤ Demonstrate the ability to capture comments and conditions of approval to be consolidated into a common letter or report for the applicant</p>	

Functionality	Notes
<p>N.4 Corrections/Resubmittals</p> <ul style="list-style-type: none">➤ Demonstrate the ability to track status of corrections by a reviewer, which may activate approval or redistribution / re-routing to applicable departments➤ Demonstrate the ability to track the location of plans when corrections are required (e.g., whether the plans were picked up by a third-party reviewer, or applicant and if so, the date that the plans were picked up and by whom)➤ Demonstrate the ability for District staff to track and reroute applications if changes in the submission are received from the applicant➤ Demonstrate the ability to track entitlements for which building permits have not been issued or have not been finalized <p>N.5 History Tracking</p> <ul style="list-style-type: none">➤ Demonstrate the ability to maintain historical data, (e.g., parcel number or address), even when information in GIS is changed or updated <p>N.6 Inquiries & Reporting</p> <ul style="list-style-type: none">➤ Demonstrate the reporting capabilities of this module for:<ul style="list-style-type: none">○ Generating an Invoice and/or statement○ Generating a variety of application status and tracking reports○ Generating a Letters to the Project Representative○ Generating Notice of Final Action letters with attachments	

Engineering

Functionality	Notes
<p>O. Engineering – The proposed solution should provide for the general and specific functionality listed below relative to permit application, review/processing, deposit management and approvals. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 5.2.1 – 5.2.63, to include the following:</p> <p>O.1 Permit Application</p> <ul style="list-style-type: none"> ➤ Demonstrate the ability for the applicant to submit an electronic project application, including attachment/submission of electronic copies of plans and other application-related documents ➤ Demonstrate the ability to identify application requirements (e.g., traffic study, stormwater study, geotechnical report, traffic control plan, etc.) based on the permit type and allow to view a summary of the requirements ➤ Demonstrate the ability to capture digital signatures on permit applications ➤ Demonstrate the ability to link an application to a GIS parcel, address, multiple addresses, street segment(s), XY coordinate(s), polygon, point, etc. ➤ Describe the automated time and date stamp of submittal process ➤ Demonstrate the ability to generate an email from the system to the applicant, as well as to other project stakeholders with the project status and requirements (completed, pending, rejected, etc.) ➤ Demonstrate the ability to automatically monitor and alert to upcoming permit expirations (e.g., 30 days, 60 days, etc.), including to both District staff and applicant ➤ Demonstrate the ability to amend permits after issuance <p>O.2 Deposits/Trust Accounts</p> <ul style="list-style-type: none"> ➤ Demonstrate the ability to track the establishment of trust/project deposit/security deposit accounts tied to specific projects, and issue a receipt for the deposit amount(s) 	

Functionality	Notes
<ul style="list-style-type: none"> ➤ Demonstrate the ability to charge project expenses against the project deposit account (e.g., staff time from multiple departments, public noticing, consultant charges, recording fees, postage, etc.) ➤ Demonstrate the ability to generate and send invoices, as well as corresponding monthly statement of project costs for the applicant <p>O.3 Bonds and Securities</p> <ul style="list-style-type: none"> ➤ Demonstrate the ability to track bonds and securities related to a project; tracking must identify instrument type (e.g., bond or cash security) and capture related details including guarantor, contact information, bond number, letter of credit, amount, etc. ➤ Demonstrate the ability to indicate on a project record whether a bond or security is required, and if the bond(s) and/or securities have been provided to the District <p>O.4 Application Review</p> <ul style="list-style-type: none"> ➤ Demonstrate the ability to designate and identify when an application is complete and ready for review ➤ Demonstrate the ability to track the date that an application was submitted and routed to each of the reviewers, the deadline by which comments/feedback were requested, and the dates on which comments/feedback were provided ➤ Demonstrate the ability to create and tie revisions and deferred submittals to a plan check ➤ Describe how the file numbers and permit numbers are system generated ➤ Demonstrate the ability to automatically determine estimated milestone dates based on project scope and District-defined planned task duration(s) ➤ Demonstrate the ability to track the location of plans (paper or electronic) when corrections are required (e.g., whether the plans were picked up by the third party or applicant, and if so, the date that the plans were picked up and by whom) 	

Functionality	Notes
<ul style="list-style-type: none"> ➤ Demonstrate the ability to track status of corrections by a reviewer, which may activate approval or redistribution/re-routing to applicable departments ➤ Demonstrate the ability to establish a library of standard conditions by permit subtype for use by reviewers, including the ability to edit the conditions for a specific permit application <p>O.5 Permit Issuance</p> <ul style="list-style-type: none"> ➤ Demonstrate the ability to issue moving (e.g., repetitive haul) permits and limited “annual permits” per established District practices ➤ Demonstrate the ability to add or update sub-contractors on utility encroachment permits after issuance, pending staff review and approval of related insurance and licensing ➤ Demonstrate the ability to utilize GIS buffering function to identify parcels within a specific distance of a project and generate a mailing list of property owners ➤ Demonstrate the ability to reference old permits that were issued under now-inactive addresses related to the subject property address ➤ Demonstrate the ability to prevent encroachment permit issuance if the related parcel, address, street, or polygon has an existing encroachment permit in force (e.g., prevent issuing a permit for a trench cut if a parade has already been permitted for the same street – with override ability) ➤ Demonstrate the ability to flag a parcel or address with an alert, including notes and related information, to be displayed to the user when entering a new permit ➤ Demonstrate the ability to automate alerts tied to District-defined project milestones (e.g., Encroachment Approval Date, Permit Issuance Date, etc.) ➤ Provides the ability for automated notifications of approaching permit expirations (e.g., 90-day advance, 60-day advance, 30-day advance) <ul style="list-style-type: none"> ○ Notice should be provided via preferred communication method to applicant, and via the 	

Functionality	Notes
<p>application dashboard to the assigned staff member and supervisor</p> <p>O.6 Project Warranty</p> <ul style="list-style-type: none"> ➤ Demonstrate the ability to generate an internal, automatic notification that a final inspection is due before the expiration of a project warranty ➤ Demonstrate the ability to generate an automated notice at the completion of the warranty period, and after final inspections confirm completion of all outstanding work, that the final bond amount may be released <p>O.7 Inquiries and Reporting</p> <ul style="list-style-type: none"> ➤ Demonstrate the Standard Reports for the module <ul style="list-style-type: none"> ○ Track inspections by related project or inspection type, inspector, scheduled date and completed date ○ Application/Project status report which identify key project details, planned milestone dates, task completion dates, and planned vs. actual task durations ○ Final Inspection Report to a project's associated applicant and/or contractor ○ Reports listing plan checks pending, plan checks returned, revisions, deferred submittals ➤ Describe how the system provides automated notification and reporting for pending permit expiration, along with automatic generation of notification to applicant via the applicant's preferred notification method ➤ Describe how the system supports the tracking of projects with no activity recorded for a period of time determined by the District (e.g., 60 days, 180 days, etc.) 	

Plan Check

Functionality	Notes
<p>P. Plan Check – The proposed solution should provide for the general and specific functionality listed relative to plan submittal, review coordination/completion, references to standard conditions with associated application of fees, approvals, etc. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 5.3.1 – 5.3.41, to include the following:</p> <p>P.1 Plan Submission</p> <ul style="list-style-type: none"> ➤ Demonstrate the ability to accept submission of land development applications via an online portal, track comments electronically on the plans, send receipt of submission to applicant, receive related payments from customers, and manage plans via workflow ➤ Demonstrate the ability to identify and track whether a submittal is an original version or a resubmittal <p>P.2 Plan Review Coordination</p> <ul style="list-style-type: none"> ➤ Demonstrate the ability to manage a “completeness review” prior to advancing a project application for internal review by District staff ➤ Demonstrate the ability to automatically forward a project application for internal review by District staff upon completeness review ➤ Demonstrate the ability for workflow set-up to be configured for plan review by multiple departments or divisions concurrently ➤ Demonstrate the ability to automatically notify the reviewer of pending items and related upcoming due dates ➤ Demonstrate the ability to automatically assign plan reviews (e.g., on a project type basis) and allow for supervisors to override such assignments ➤ Demonstrate the ability to capture and measure performance metrics of staff (e.g., number of projects assigned, number of hours reported) 	

Functionality	Notes
<p>P.3 Plan Review Completion</p> <ul style="list-style-type: none">➤ Demonstrate the ability to include citations of current District code language when reviewing and commenting on proposed plans➤ Demonstrate the ability for District staff and consultants to enter and track dates and hours spent in quarter hour (0.25) increments on review effort, including charging the related costs against the associated project deposit or account➤ Demonstrate the ability for reviewers to mark when comments have been addressed with a resubmittal, so that only outstanding comments carry forward with subsequent plan review comments➤ Demonstrate the ability to accept and track performance guarantee deposits, including tracking the expected term for holding the deposit (e.g., 18 months, or other duration) <p>P.4 Development Conditions</p> <ul style="list-style-type: none">➤ Demonstrate the ability to establish and select from a library of standard conditions for condition-writing as part of development review and entitlement process➤ Demonstrate the ability to automatically identify conditions or calculate fees based on a property's location (e.g., water and sewer district, fire protection district, etc.) based on District-created GIS boundary data➤ Demonstrate the ability to automate internal controls for sign-off (e.g., check that conditions/activities have been met before allowing someone to sign off on their activities) or prevent permit issuance prior to satisfaction of conditions of approval➤ Demonstrate the ability to track conditions that will become due when a future activity occurs or is completed, including automatic notification at that milestone	

Functionality	Notes
<ul style="list-style-type: none"> ➤ Demonstrate the ability to accept and track hours worked on a project application review or inspections and charge corresponding amounts against available deposit ➤ Demonstrate the Reporting Capabilities of the system: <ul style="list-style-type: none"> ○ Including average number of days for plan check completion 	

Facilities and Maintenance

Functionality	Notes
<p>Q. Facilities and Maintenance</p> <p>Q.1 Facilities Management – The proposed solution shall support real-time, bi-directional interfaces with the District's Enterprise Asset Management Software (NEXGEN) to capture labor cost and track financials associated with work orders. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 6.1, to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate bi-directional interfaces with the District's Enterprise Asset Management Software (NEXGEN) to capture labor cost and track financials associated with work orders <p>Q.2 Fleet Management – The proposed solution should provide fleet management functionality fully integrated with NEXGEN and the general ledger to create, capture, and maintain information (asset ID, cost, dates, etc.) associated with vehicle assets. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 6.2.1 – 6.2.32, to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate the ability to track and maintain information on each piece of equipment including: <ul style="list-style-type: none"> ○ Equipment number ○ Year ○ Make ○ Model ○ VIN/Serial number ○ License plate ○ Color ○ Engine size 	

<ul style="list-style-type: none">○ Date acquired○ In service date○ Out of service date○ Disposal date○ Disposal revenue/salvage value○ Financials○ Additional Equipment○ Features Added○ Purchase Price○ Useful life○ Depreciation○ Replacement Cost○ Maintenance Costs○ Operating Costs➤ Demonstrate how the system will maintain historical information for each piece of equipment including:<ul style="list-style-type: none">○ Vehicle mileage and fuel quantity and costs (transferred from the Fuel Master application (If applicable))○ Parts○ Labor○ Work contracted-out○ Accident or damage, date of incident, repair cost○ Warranty from initial claim to reimbursement received○ Required inspections (e.g., Smog and CHP)➤ Demonstrate the ability to track vehicle licensing, registration details and insurance➤ Demonstrate the ability to track fleet service hours at a minimum of half-hour (0.5) increments and interface hours to District's Timekeeping application.➤ Demonstrate Reporting Capabilities for this module:<ul style="list-style-type: none">○ Report calculating the total cost of ownership over a vehicle's lifetime, including depreciation (straight line depreciation)○ Report that tracks and calculates the total number of spare vehicles, and number of fleet vehicles in service and out of service.	
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Q.3 Preventative Maintenance

- Demonstrate the ability to track preventive maintenance (PM) schedules and anticipated time for repairs for each piece of equipment, including generating and sending notices to appropriate District staff in advance, in any combination of time/ mileage
- Demonstrate the ability to track reactive maintenance reporting data for each piece of equipment in any combination of time
- Demonstrate the ability to analyze and track VMRS data from historical maintenance or repair events

Q.4 Job Orders

- Demonstrate the ability to create job order entries that automatically populate vehicle/equipment attributes (e.g., mileage, PM inspections, historical vehicle/equipment data, etc.)
- Demonstrate the ability to track direct and indirect job order labor rates to the District Timekeeping application
- Demonstrate the ability to assign multiple mechanics on one job order
- Demonstrate the ability to alert the user when a part is covered under warranty

Q.5 Reporting

- Demonstrate the Reporting Capabilities as it applies to below:
 - Report listing PM's completed on time and the compliance percentage
 - Report listing all equipment currently with an "open" work order
 - Vehicle Replacement scheduled based on lifecycle data
 - Report listing all vehicles within a mileage range
 - Report listing of vehicles/equipment total annual costs and total overall costs per vehicle for year-end auditing
 - Report of completed work orders by mechanic with PM task, time, asset numbers and description, etc.

Technical

Functionality	Notes
<p>R. Technical</p> <p>R.1 Maintenance and Support – These are to be discussed for similarities and differences for On Premise and SaaS</p> <ul style="list-style-type: none"> ➤ On-Going Support for both during and after normal business hours including: <ul style="list-style-type: none"> ○ Help Desk processes and procedures. ○ Hours of support ○ Escalation process ➤ How frequent are upgrades or patches released? <ul style="list-style-type: none"> ○ Requirements for installing them within a specific time frame ○ Demonstrate the ability to choose which upgrades to load ○ Discuss role/responsibility for testing and implementing upgrades, fixes and patches ○ Discuss additional cost, if any for future upgrades and/or major releases ○ Describe your hosting infrastructure including physical controls ➤ Demonstrate and discuss disaster recovery/business resumption including: <ul style="list-style-type: none"> ○ Show how the system is backed up and able to be restored including recommended practices and procedures <p>R.2 Audit and Security - The proposed solutions should be designed to protect all data from unauthorized access or alteration. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 7.3.1 – 7.3.16, to include the following:</p> <ul style="list-style-type: none"> ➤ Security Administration: <ul style="list-style-type: none"> ○ Demonstrate access to all system modules from a single sign-on ○ Show how to set up security, restrict access based on user-defined security, and the level of security detail available. ○ Demonstrate system audit capabilities - track transaction processes and updates to the database. 	

Functionality	Notes
<ul style="list-style-type: none"> ○ Ability to secure files used for ACH, EFT, etc. transactions. ○ Discuss and demonstrate how employee role and security revisions are completed (i.e., employee transfers to another position require a different role and security) ○ How are staff informed of changes to be completed? ○ Is there workflow involved? ○ Can the revisions be automated? ○ Discuss and demonstrate if role and security are automatically removed upon completion of employee separation, transfer, demotion, etc. ○ Demonstrate creating a “hybrid” role (i.e., a Director over 2 departments) ○ Demonstrate how to copy/clone a role and security for another employee. ➤ Discuss the capability to interface with Active Directory to authenticate users and assign permissions within the system. <ul style="list-style-type: none"> ○ Discuss the authentication process when users are working outside of the District’s network. ➤ Can you encrypt employee identifying information (e.g., social security numbers)? If so, what encryption standard do you use? <p>R.3 Configuration – The proposed solution should provide the ability for system administrators to create and apply ‘custom’ business rules to various processes Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 7.2.1 – 7.2.4, to include the following:</p> <ul style="list-style-type: none"> ➤ Demonstrate the system administration capabilities of your product and include a discussion of the roles the District will be responsible for ➤ Demonstrate system administration for user defined tables, fields, screens, hot keys, etc. ➤ Demonstrate tools for customizing functions, forms, reports, etc. And discuss the programming language. 	

Functionality	Notes
<p>R.4 Workflow</p> <ul style="list-style-type: none"> ➤ Demonstrate workflow administration for configuration and development. ➤ Show how security privileges can be delegated to another employee for a specified period. ➤ Demonstrate the creation of a workflow with multiple approval levels <p>R.5 Interfaces – The proposed solution should provide the ability to import and export data to and from external systems and/or integrate real-time with external systems. Demonstration should show the proposed systems ability to meet the requirements of the RFP, Section 7.4.1 – 7.4.5, to include the following:</p> <ul style="list-style-type: none"> ➤ Discuss the role and responsibility the District will have and maintaining 3rd party interfaces ➤ Demonstrate the system tools available to create an interface ➤ Discuss options for creating interfaces (e.g., API, import/export, etc.) ➤ Discuss how the vendor will work with the District to identify appropriate interfaces and design a solution to achieve each interface 	

Implementation Plan Overview

Functionality	Notes
<ul style="list-style-type: none"> ➤ Discuss the implementation methodology and approach being used including your approach to Change Management, Risk Management, Issues Management and Communication Management. ➤ Discuss all significant implementation deliverables and documentation that will be provided ➤ Discuss how the vendor plans to work with District staff to ensure industry best practices are configured in the system ➤ Discuss the roles and responsibilities of District staff during implementation and provide an estimated level of effort 	

S.2 Project Timeline

- Discuss the phases of the project and overall implementation methodology
- Estimated time vendor resources will be on-site versus remote

S.3 Data Conversion

- Discuss the proposed data conversion approach including roles and responsibilities for the vendor and the District for key activities, including any data conversion limitations. Please describe how your team will work with the District and the District's third-party vendor to ensure the District's legacy system data is extracted, cleansed, transformed, loaded, validated, etc.
- Discuss if the proposed data conversion includes detail and/or summary data conversion
- Discuss the number of years proposed for data conversion

S.4 Integration Plan

- Describe the process of Integration and availability of standard API
- Discuss the information regarding data file formats required by your system

S.5 Testing Approach

- Describe your testing approach to include the criteria and methods to ensure successful completion of user acceptance testing prior to go-live

S.6 Training plan

- Describe your training plan to ensure the District is prepared to operate the system prior to go-live

S.7 Go-Live

- Describe your recommended go-live approach, including phasing for ERP system (HR/Payroll, land management-related and Utility Billing) and the order that will lend the greatest likelihood of success to the overall project. Please include identification of any

inherent risks or pitfalls resulting from the recommended approach.	
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