General Requirements

MODULE / FUNCTIONAL REQUIREMENTS	COMPLIES Y / N	COMMENTS
Security and Access Control at following levels:		
Company / Specific set of Books Departmental data only Same Menu e.g. A/P, A/R, Utilities, Cemetery etc. Transaction processing, entry, approval Read and Write options Specific Years / prior periods / future period		
- Log of user changes of key data		
- Secure remote access		
- Secure printing queues with no access to reports		
Controls		
Ability to perform data entry / batch processing / posting only upon a multi-level electronic approval process		
Ability to establish system wide alert triggers (based on business rules) that will generate an "alert message This would include setting established procedures for specific tasks		
Import / Export Capability		
Data and reports with all Windows-based applications (MS Office – Word, Excel, csv)		
Data import tool with ability to validate data as part of the import process, and generate an exception report for correcting data		
Ability to upload bank files to allow for automatic cheque reconciliation / ability to automate bank reconciliation process		
Distribution of standard reports		
Directly to a specific printer		
Electronically via a distribution list or by e-mail		
On screen access to reports and printing, with Report scrolling capability		
Zero value / no transaction suppression in reports		
E-Commerce Capabilities		
EDI functionality in those modules where appropriate (e.g. AP -EFT, etc.)		
EFT, Direct Deposit, file transfer, etc. with Banks where appropriate		
Standard e-file capabilities with Revenue Canada, other government Ministries, i.e. T-4's		
Report Generation capabilities for End-Users across all modules		

Web-based applications where available		
Can Shortcut to other programs or screens without having to exit current task		
Other		
On-Line User Guide/Help Functions Provide Notes Fields for each module. The Notes Fields should be searchable.		

General Ledger

MODULE / FUNCTIONAL REQUIREMENTS	COMPLIES Y / N	COMMENTS
GL integrated to A/P, A/R, Cash Receipts, Payroll, etc.		
Ability to have two years of financial information opened simultaneously		
Chart of Accounts		
Support multi-tier hierarchy structure for collection and consolidation of data for departments etc.		
e.g. Account Structure Fund / Class / Dept / Object / Cost Centre		
Full fund accounting including inter-fund balancing		
Supports set-up and design of efficient C of A segments to allow valid segment combinations and security access controls		
Provides for statistical fields in accounts		
Ability to code an account with an FIR code to Produce FIR schedules		
Automated Journal Entry - Recurring JE's - Standard JE's -allows for on-line journal entry approvals - Repetitive entries - Monthly calculated allocations and accruals		
Ability to re-code GL accounts with history		
Audit Trail		
Complete Audit trail and edit reporting for all entries		
Multi-year history (5 years)		
Account Maintenance - Allows mass maintenance of accounts - Provides warning/blocking of account deletions based on parameters Can terminate account by date for blocking		
Drill down capability into account details		
This applies to drill down from General Ledger into A/P, A/P, Payroll, Cash Receipts, etc.		
Standard GST Reporting and Analysis		
Rebate filing		
GST standards set up by account for ITC or Refundable		
Customer GL Reporting Codes		
Requirements supported in GL accounts		
Ability to append report section or schedule information to account code		

Data Export/Import		
Ability to export /import to/from standard Spreadsheets etc.		

Budgeting

MODULE / FUNCTIONAL REQUIREMENTS	COMPLIES Y / N	COMMENTS
Budget Preparation Allocation annually or by month Can outline specific expenditures by account Comparative to previous year e.g. +/- % User definable formulas Based on previous year history analysis Automatic rollover of actual for next year budget		
Allow multi-year, multi-period budgeting		
Ability to download budgets, forecasts, etc. by account to spreadsheets and back to the software		
Budget Maintenance		
Ability to track changes to budget by user name and date		
Ability to track revisions to final budget from various budget stages		
Ability to revise final budget with security access		
Allow amendments to budget during the year with approvals		
Ability to consolidate specific budgets		
Can prioritize budget expenditures by importance. This can later be reported on in case of later removal of certain expenditures		
Multiple versions of current budget year, step process, can transfer from one budget step to another		
Maintain budget history for 5 years		
Support unlimited budget / forecast functionality		
Budget Simulation		
What-if scenario simulation capability during budget development for ranges of accounts, i.e. increase telephone expenses by 5%		
Flexible budget control and variance reports		
- For both operating and capital budgets		
- By Object Code		
- Consolidated by Department		
Ability to attach explanatory notes to specific budget accounts for printing on reports		
Ability to track performance measurements by account i.e. Goals, Descriptions, Consequences		

GL Reporting

MODULE / FUNCTIONAL REQUIREMENTS	COMPLIES Y / N	COMMENTS
Report Writer		
- Availability to use an ad-hoc custom report writer along with built in financial report writer		
- Prints reports based on date ranges so as to be able to handle both calendar and other year reporting		
- Performs calculations (e.g. %, variances, etc.) while creating reports		
- Supports exception reporting		
- Ability to create user reports from standard reports		
- Ability to customize "user defined" reports		
Report Distribution		
- View and print reports from desktop		
- Manage e-distribution of reports (i.e. Frequency, time, distribution, etc.)		
- Ability to electronically transmit reports within the Participant organization (company) to individuals, departments, or distribution list		
Reports can be summarized by accounts or summarized by groups or sub groups when printing		
Other		
Ability to create HST submission report		

Accounts Receivable

MODULE / FUNCTIONAL REQUIREMENTS	COMPLIES Y / N	COMMENTS
Customer Master File		
Easy access and selection of customers		
Ability to link specific customer information to Departments		
Ability to group A/R customers by Department		
Allows re-coding of accounts to new accounts		
Allows dept. users to submit new pricing to be added plus posting to specific G/L code and allows G/L to be overridden		
Correspondence area to allow for attachment of PDFs such as memos, letters or payment arrangements		
Customers can be open or balance forward		
Ability to drill down at customer level to view transactions by date or type		
Invoicing / Statements		
Ability to generate combined invoice/statement		
Supports unique invoice numbers		
Allows multiple invoice types to be defined with unique formats and terms for specialized departmental billing of services to municipalities		
Allows multiple tax status coded to be defined for invoices (e.g. GST, PST exempt, etc.)		
Can produce sales analysis Reports		
Allows secure segregation of receivables by Department		
Ability to send invoices electronically (email)		
Invoice requisitions submitted via - direct input - integrated receipt from other modules in the system - can be modified later		
Billing - Automatically generates an invoice based on invoice type - Can transfer from a Quotation into an Invoice - Records the transaction into A/R sub ledger with relevant customer info		
Ability to generate monthly recurring billings for both fixed and flexible dollar amounts (with approval report process) Supports monthly, quarterly, and annual billings		
Prints BAR scanner coding on invoices		
Permits Standard invoice description and pre-set rates		
Can process Service Charges, based on ranges etc.		

Accounts Payable

MODULE / FUNCTIONAL REQUIREMENTS	COMPLIES Y / N	COMMENTS
Vendor Master File		
Vendor information to include: - Tax info and status - Multiple addresses provision for e-mail, EFT, and other payment addresses - Handle customized notes for each Vendor		
Provides for efficient handling of one-time and misc. purchases plus deletion of temporary suppliers		
Ability to link specific vendor information to Departments		
Ability to set up various payment terms		
Ability to group vendors by expense types		
Can re-code Vendors to new account number		
Supports "Hold" status by specific invoice or by vendor		
Ability to track any changes made to a vendor file with date, user name, and reason		
Payment Vouchers		
Rejects duplicate invoice numbers		
Supports unique payment voucher number		
Set-up of standard invoice description for fast entry		
Enter Employee expense reports plus report on this separately		
Allows modification to invoice status		
Can process rush cheques		
Supports recurring payments including set distribution and inputting of different pay amounts		
Ability to perform online matching of payment vouchers, invoices, receipts, purchase orders		
Approval Workflow		
Includes capability to establish procedures for processing functions		
Payment		
Payment by cheque, EFT, direct deposit		
Handles payment priority by type of vendor or transaction type priority		
Allows for processing of rush cheques		
Permits post-dated cheques		
Ability to enter discount terms with automatic calculations		
Ability for electronic cheque signing with security controls		

Document Imaging		
Provides integration with a document imaging system to permit paperless electronic filing and storage of original documents e.g. invoices, packing slips, receiving reports, etc.		
Integration of Document Imaging system to MIS for drilldown capability		

Payroll

MODULE / FUNCTIONAL REQUIREMENTS	COMPLIES Y / N	COMMENTS
Integrated to GL modules		
Integrated to a Human Resource module		
Time and Attendance Entry		
Automated entry from fixed timesheets		
Ability for Councillor honorarium pay and Volunteer Firemen statutory exemptions		
Can pre-set G/L allocation to accounts based on %		
Master files		
Allows for customized deduction and earnings codes		
Capability for implementing multiple union contract criteria into staff rates for automatic increases		
Allows for charging equipment automatically to G/L based on assignment to employee		
Ability to re-code Employee Code for name change etc. plus maintain prior history		
Payroll		
Handles vacation, sick, overtime, leave of absence entitlements, pay scale, and multiple union contracts Plus allows for maximum bank, sick or holidays hours		
Direct bank deposit with employee statement form		
Manual cheque capability within a direct deposit pay, multi-payments to different accounts		
Online enquiry		
Supports the ability to calculate retro and forward charges if benefits or union contracts change (costs and billing)		
Able to handle multi EI rates		
Able to do multiple payroll types and periods including weekly, bi-weekly, monthly, quarterly, and one time.		
Labour Distribution – tracks and allocates hours and $ to:		
Department / Sub-department		
Specific projects or capital projects		
Coding for work activity, type of work		
Position and employment type (i.e. Full, part-time)		
Reporting and Remittance		
Revenue Canada T-4's, Pension Adjustments		
Standard gov't reports, WSIB and EHT		

Automated Record of Employment (ROE) form on demand		
Union dues deduction reporting		

Cash Receipting

MODULE / FUNCTIONAL REQUIREMENTS	COMPLIES Y / N	COMMENTS
Fully integrated to G/L, Property Taxes, Utility Billing, Accounts Receivable, Building Permits and Cemetery		
Handles multi payments on one receipt i.e. pay taxes utilities, etc.		
Permits Cash receipting by multi departments		
Handles multi Payment types, debit, cash, credit cards		
Security can be set to establish to require balancing of deposits in specific time period		
Key Features		
Supports Bar Coding Reading from Property Taxes, Utilities Billing and Accounts Receivable		
Can re print audit trail		
Can lock other departments to accept only specific types of payments		
Allows for batch processing by user and individual or combined deposit balancing		
Separates receipt by Bank, i.e. receipt types can be allocated to different banks or accounts		
Unique series of receipt numbers		
Can set up Miscellaneous code entry with pre-set G/L allocation or can be coded at entry		
Custom imprinting the back of cheques and other specific items, i.e. Tax and utility bills		
Ability to search for a receipt based on an amount		
Can summarize G/L codes into a single account		
Segregate users		

Property Tax Billing

MODULE / FUNCTIONAL REQUIREMENTS	COMPLIES Y / N	COMMENTS
Accounts		
Maintains account information online, real time with Cash Receipts		
Account accessed by: Assessment Roll number, property address, property owner, legal description, or account number, old roll number		
Allows online enquiry plus ties into utilities		
Can customize fields if required		
Supports automated loading of assessment data (annual assessments, supplemental, and omitted data) from Ministry CD's		
Online history includes: billings, payments, application of payments, penalties, adjustments, and name changes		
Tracks previous owners		
ability to generate reports for tax arrears (eg. 2 years, 3 years) and generate letters which are recorded by date on the account		
ability to record mortgage and group codes on a tax account for billing purposes and retrieval purposes for mortgage/group payments		
ability to record post-dated cheques and indicate that there is a post-dated cheque on file		
ability to import OPTA data for calculation of final tax bills (capping information)		
generate tax certificates		
ability to handle many variations of the "pre-authorized payment plan" calculations and produce letters for each taxpayer on that plan		
Billing		
Supports interim, final, and supplemental tax billings		
Ability to bill Local improvements over set time period		
Local Improvements can be user defined		
Include exempt rates for certain properties		
Allows for special charges on tax billing: e.g. Local improvements etc.		
Ability to bill separate class on bills		
Supports multi owners and bills can be sent to each		
Support for pre-authorized monthly and instalment payment plans, creates EDI file		
Maintains rate history for each Class/Type		
Prints BAR scanner coding on tax bills		
Ability to re-run bill(s) at anytime		
Supports customized notes and also bulk mail routes		

Web-based capabilities Ability to email tax notices		
Multiple Area Ratings		

Water/Sewer Billing

MODULE / FUNCTIONAL REQUIREMENTS	COMPLIES Y / N	COMMENTS
Accounts		
Maintains account information online in real time with Cash Receipting		
Can track deposits for each account		
Access to account can be made through following keys: Water account, property address, property owner, or Meter number		
Allows for meter tracking such as installation and replacement dates		
Readings		
Supports meter route sequencing		
Supports flat rate, metered readings, and estimated billings		
Supports loading of automated meter readings plus create estimates		
Rates		
Ability to define and maintain rate tables based on: per unit consumption, fixed, and % charges		
Support for variable percent surcharges		
Support for discounts in payments		
Billing		
Supports separate mailing address		
Variable billing periods and cycles for different customers - i.e. monthly, qtly, 3 cycles; residential or commercial		
Capability to rerun water bill(s) at any time		
Prints bar scanner coding on water bill		
Provides for late penalties / interest charges, exception report		
Allows for account adjustments and fixed charges		
Correspondence area to allow for attachment of PDFs of memos, letters, or payment arrangements		
Processing		
BAR reading of payment portion of bill		
Upon account termination, deposits will be netted against O/S balance & remainder transferred to A/P		
Provides for post-dated payments		
Provides for special payment arrangements		
Tracking of unpaid water charges and aged reports		
Allows for rollover feature by meter type		
History		

Online summary screen for quick review and Ability to see details		
History includes: billings, payments, penalties, adjustments, rate changes, meter readings by type, consumption		
Can create delinquent report based on amounts due and merge with word processing systems		

Maintenance Management

MODULE / FUNCTIONAL REQUIREMENTS	COMPLIES Y / N	COMMENTS
a. Stores all relevant information for vehicles/equipment and includes capability to set up parent/child relationships		
b. Preventative maintenance schedules can be setup with alerts/notifications – can be based on multiple fields (i.e. date, hour meter, odometer value)		
c. Capability to compare individual consumption/usage/costs values for one vehicle compared to average of its class (i.e. fuel consumption, oil usage)		
d. Capability to provide users with easy access to future recommended work schedules – i.e. at a glance view of all items to be repaired in next 10 years based on usage. Includes functionality to do "what-if" analysis and scenarios for planning.		
e. Includes capability to forecast budget based on 10 year usage and "what-if" analysis listed above.		
f. Can accept data from most commonly-used fuel tracking systems.		
g. Includes inventory control with numerous options for grouping (class, locations, etc.)		
h. Ability to track emissions testing		
i. Software tracks warranty information and functionality includes ability to set warranty period based on date, hour meter, or odometer. Includes ability to set notifications when equipment is within a specified range of warranty period.		
j. Includes functionality to track incidents/accidents		
k. Includes ability to schedule inspections, and track history.		
l. Includes ability to schedule and track training		
m. Integrates with other modules, such as payroll to track usage of vehicles and equipment against operations and capital projects as well as labour and with AR to generate invoices for repairs.		

n. Provides ability to analyze repair/replacement costs with life-cycle information to support cost-effective decision making, replacement approaches, etc.		
o. Includes comprehensive dashboard and analytics		

Building Permits

MODULE / FUNCTIONAL REQUIREMENTS	COMPLIES Y / N	COMMENTS
a. Issue, report, inspect and maintain permits for properties		
b. Includes search capability for properties, permit types, and contractor information		
c. Includes full permit history		
d. Comprehensive reporting features, including scheduling and automatic delivery of reports		
e. Tracked throughout lifecycle and includes workflow capability and notifications		
f. Provides online access for public to submit a variety of development related requests		
g. Ability to receive payments and process refunds with integration back to financial modules		

General Linear and Fixed Assets

MODULE / FUNCTIONAL REQUIREMENTS	COMPLIES Y / N	COMMENTS
p. Basic functionality includes tracking the value a variety of individual, pooled, and component assets		
q. Complies with PSAB Reporting Requirements		
r. User fields include: installation date, asset value, expected end of life date, accumulated depreciation, current book value, replacement value, etc. for each asset;		
s. Calculates depreciation of an asset with straight line method;		
t. User functionality includes adding an asset, as well as modifications such as: betterments, changes to the value of an asset, disposal, full and partial, of assets		
u. Includes functionality for creating custom fields for additional information on assets.		
v. Includes functionality for integration with other modules, such as purchasing, inventory, payroll, etc.,		
w. Includes capability to track value of an asset that is currently a "work in progress"		

Inventory

MODULE / FUNCTIONAL REQUIREMENTS	COMPLIES Y / N	COMMENTS
a. Master record exists for each inventory item for all relevant information.		
b. User functionality includes: receive, issue, and return		
c. System can issue alerts when inventory levels drop below pre-set levels.		
d. Master record includes fields for at least one primary approved vendor.		
e. Master record includes storage information fields, (aisle, shelf, etc.)		
f. Includes integration with handheld barcode scanners		
g. System can track bulk items, such as sand, gravel, etc.;		
h. Includes functionality for tracking inventory at multiple locations.		
i. Integration exists between purchase orders and inventory levels as well as for creation of PO requisitions from inventory module.		
j. Includes functionality for tracking unit information, such as serial number and warranty.		
k. Functionality includes option for approval process for manual changes to inventory levels.		
l. Users can reserve inventory for a specific job, including items that are on order, but haven't been received yet;		
m. System supports a variety of units of measure, including user defined units;		

Municipal Ticketing

MODULE / FUNCTIONAL REQUIREMENTS	COMPLIES Y / N	COMMENTS
a. Standard functionality includes features that allow for tracking, organization, and enforcement of tickets.		
b. Customized reporting exists to filter and sort based on specific fields. Reports can be scheduled to run based at specific dates and can be delivered via email. (status,		

	balances due, revenues, etc.)		
c.	Functionality includes feature for storage of bylaw information and enforcement.		
d.	Includes functionality for issuance of status/alert letters on appropriate dates, i.e. impending convictions, outstanding balances.		

Purchasing

MODULE / FUNCTIONAL REQUIREMENTS	COMPLIES Y / N	COMMENTS
Requirement	**Response**	
a. Functionality supports both centralized and decentralized purchasing processes.		
b. Functionality exists for purchases that span multiple fiscal years, i.e. the Purchase of a large piece of equipment that is ordered one year and paid for in the next.		
c. Value of purchase order ca be determined by units and dollars		
d. Option exists to either cancel or modify purchase orders.		
e. Functionality exists for the creation of workflow for approval process, notifications, and approval limits.		
f. Integration exists between creation of PO and budget fields (i.e. alerts issued for over budget purchase)		
g. Functionality exists to ensure that an invoice cannot be processed if invoice amount exceeds PO amount.		
h. Reporting features exist to assess status of purchase orders, with flexible and customizable fields		
i. Validate that general ledger account has enough unencumbered funds available to fund purchase		
j. Ability to create and maintain "blanket" purchase orders		
k. Ability to allow for manual processing of a purchase order in case of emergency		

Human Resources

MODULE / FUNCTIONAL REQUIREMENTS	COMPLIES Y / N	COMMENTS
Requirement	**Response**	
a. Standard functionality includes a master file for all relevant fields, such as: name, address, contact information, emergency contact information, employment history, restrictions and limitations, seniority/service dates,etc.		
b. Organizational data is stored within the system for hierarchy, reporting structure, job descriptions, employment positions, vacancies, previous positions held, etc.		
c. Details are available within the system for daily job procedures, i.e. which office employee reports to.		
d. Functionality includes features to help with succession planning.		
e. HR system integrates with payroll system to help with attendance management by various categories (sick days, vacation days, etc.)		
f. System includes capability of tracking WSIB information.		
g. System includes functionality to record and track applicants and resumes		
h. Functionality exists to support tracking and standardization of interview questions for positions.		
i. Functionality exists to support benefits administration.		
j. System includes functionality to help track employee grievances.		
k. Functionality exists for online updates to employee information.		
l. Tracks important dates such as reviews, appraisals, probation period, contract terms, length of service, awards, etc.		
m. Tracking of education, training and development		

Narrative Questions:

1. Please describe your software's reporting capabilities.
2. Please describe your company's training offerings.
3. Please describe your company's customer support strategy including call-flow and case-tracking.
4. Please describe your company's current workforce planning strategy
5. Please describe your implementation strategy and outline whether or not implementation is done in-house or with the use of 3rd parties.
6. Please describe what online options are available for employees and citizens to gain access to information.
7. Please describe your current integration capabilities and outline your integration strategy.
8. Please describe your current processes for releasing updates. How are these installed? Does it need to be done on individual PCs, or only on the server?
9. Please describe your corporate strategy for the current version of your product.
10. Please describe what other services your company provides.