City of Moses Lake, WA
ERP Software Requirements and Pricing Estimates

R = Required
I = Important
N = Nice to have
E = Explore

Vendor – Software Vendor	Response
1. Company Name and Software	
2. Company Contact:	
a. Name and Title	
b. Address, Phone, Email	
3. Company Information:	
a. Year Founded, Public vs. Private	
b. Employee Count - Total	
c. Employee Count – Proposed Product	
4. Customers on Proposed Application:	
a. Total Customers	
b. Total Cities	
c. Total Cities of Similar Size	
d. Total Washington Cities	
e. List Washington Cities	
5. Describe SaaS or On-Premises Strategy	
Pricing	
6. Annual Software Subscription Cost: For modules in scope – Named Users: 69 Finance, 31 HR/Payroll, 33 Utility Billing, 308 other FTE employees + 300 seasonal employees.	
7. Implementation: Estimate including configuration, training, testing, integration, data conversion, reports, forms, etc.	
8. Hosting Costs: If applicable	
9. Other: Indicate any 3rd party software and associated costs for modules and requirements in scope.	
10. Total Year One Cost Estimate	
11. Total Five-Year Cost Estimate	

Ranking		Response – Rating and Comment
	Functional Modules	
R	**12.** General Ledger	
R	**13.** Budget Management	
R	**14.** Purchasing	
R	**15.** Accounts Payable	
R	**16.** Accounts Receivable/Cashiering/Treasury	
R	**17.** Project and Grant Accounting	
R	**18.** Fixed Assets	
R	**19.** Utility Billing/CIS	
R	**20.** Human Resources	
R	**21.** Timekeeping	
R	**22.** Payroll	
R	**23.** Reporting	
	Technology	
R	**24.** Cloud-based solution strongly preferred.	
R	**25.** Cloud deployment methodology (e.g., single tenant hosted, multitenant, hybrid, etc.).	
R	**26.** Documented disaster recovery/business continuity strategy.	
R	**27.** Support multiple environments, e.g., Development, Test, Production.	
R	**28.** Web-based solution; list browsers supported.	
R	**29.** Role-level security to module, menu, screen, attribute or data field.	
I	**30.** Azure Active Directory Authentication – SSO.	
I	**31.** Multifactor authentication support.	
R	**32.** Describe integration methods supported, e.g., (API, flat file, etc.).	
R	**33.** Indicate integration strategy and experience for the following:	
R	a. Cityworks AMS (Enterprise Asset Management)	
R	b. Cityworks PLL (Permitting)	

Ranking		Response – Rating and Comment
R	c. ActiveNet (Parks and Recreation)	
I	d. Laserfiche (Document Management – integrate or replace)	
R	e. Keldair (Recruiting - integrate or replace)	
R	f. InvoiceCloud (Payment Processing)	
N	g. Databar (Utility Bill Preparation)	
R	h. Itron (Meter Reading)	
I	i. Beacon (Meter Reading)	
I	j. CrewSense (Scheduling)	
N	k. CivicPlus (Web Information)	
I	l. FMLA Management (Future)	
R	m. Microsoft Office 365 (Office Suite)	
R	**34.** Mobile devices; Apple compatible.	
	General Requirements	
I	**35.** Configurable role or user-level dashboards with favorites, KPI's, key reports, drill to transaction details.	
R	**36.** Provide mandatory input fields and masks to validate data entry (such as account/code combinations) by user/group.	
R	**37.** User-defined fields, query and reportable.	
R	**38.** Rules-based workflow with electronic signatures and visible approval queue.	
R	**39.** Ability to configure ad hoc and bi-directional workflows.	
R	**40.** Workflow – delegate approvals with aging visibility and/or notification that approvals are pending.	
R	**41.** Drill down to source transactions from screens, queries, reports and dashboards.	
I	**42.** Positive pay management for all bank accounts and disbursements, e.g., accounts payable, payroll, etc.	
I	**43.** Alerts and notifications via email, dashboard, etc.	
R	**44.** Audit trail with date, time, user stamp, and before and after values across all modules.	

Ranking		Response – Rating and Comment
R	**45.** Attach documents and images to transactions throughout all modules.	
I	**46.** Effective dating of transactions within modules.	
N	**47.** Searchable note fields, including user defined fields.	
R	**General Ledger**	
R	**48.** Describe Chart of Accounts format, number of segments and characters available.	
R	**49.** Meet Washington State BARS Uniform Chart of Accounts reporting requirements.	
R	**50.** Support accrual-based accounting with GAAP reporting (BARS compliant) as well as cash basis reporting.	
R	**51.** 13 accounting periods supporting year end adjusting, audit, and closing entries.	
R	**52.** Soft close - multiple fiscal years or periods open at one time with role-based access control.	
R	**53.** Fund accounting with automatic interfund balancing entries (35 funds managed today).	
R	**54.** Journal Entries: a. Standard b. Reversing c. Recurring - default accounts and amounts d. Allocations – by square footage, headcount, etc. e. Import from Excel	
R	**55.** Workflow approval routing of Journal Entries with approvals, rejections, corrections, resubmission, etc.	
R	**56.** Journal Entry with short and long descriptions, comment fields, and document attachments. Indicate number of characters for each.	
I	**57.** Available functionality to support Annual Comprehensive Financial Reporting (ACFR) needs.	
R	**58.** Compliant with State of Washington and Federal requirements and reporting, Department of Retirement (DRS), quarterly filings, annual reports, etc.	
I	**59.** Multi-dimensional chart of accounts (e.g., elements, flex fields, tags, etc.) to supplement the chart of accounts.	
R	**Budget Management**	
R	**60.** Budget entry by department with approval workflow of budget requests.	

Ranking		Response – Rating and Comment
R	**61.** Full role-based permissions flow through (users can only see what data they have rights to view and edit).	
R	**62.** Document line-items; attach supporting documentation.	
R	**63.** Position budgeting with all personnel costs including pay, taxes, and benefits (include partial year or seasonal positions).	
N	**64.** What-if modeling.	
R	**65.** Support mid-year budget and adjustment process.	
I	**66.** Capital project budgeting – multi-year projects.	
I	**67.** Forecasting capabilities.	
R	**68.** Budget vs. actual reporting on a real-time basis for department heads. (graphical reports).	
I	**69.** Assist with budget book creation.	
N	**70.** Interface with CivicPlus or citizen-facing portal to post summary budgeting data for public view.	
R	**Purchasing**	
R	**71.** Support decentralized purchasing and receiving.	
R	**72.** Vendor master file with ability to add user defined fields as required. Also include: a. Multiple addresses (remit, bill-to, 1099, etc.) b. Vendors with dba's c. Multiple contacts	
I	**73.** Ability to change vendor status to inactive, and back to active if need be.	
N	**74.** Contract management functionality, including COI tracking.	
R	**75.** Miscellaneous one-time vendor accounts.	
N	**76.** Budget check at entry of requisition or purchase order.	
R	**77.** Blanket purchase order support.	
R	**78.** Rules-based approval workflow routing of requisitions and purchase orders based on department, dollar amount, project, etc.	
I	**79.** Attach backup documents to a purchase order.	
I	**80.** Support bid and quote process.	
N	**81.** Online Vendor Portal functionality.	

Ranking		Response – Rating and Comment
R	**Accounts Payable**	
R	**82.** Scan invoices either centrally or at the department level; workflow - electronically route for review, approval, account coding, etc. ($5K cutoff for executive approval).	
R	**83.** Support 2-way and 3-way matching.	
R	**84.** Distribute invoice line items to multiple general ledger accounts.	
N	**85.** Flag invoice or invoice line item as a fixed asset and convert to a fixed asset record.	
I	**86.** Flag invoice for separate check.	
I	**87.** Set up and process recurring payables.	
R	**88.** Manage retainage and holdbacks on vendor invoices.	
R	**89.** Multiple forms of payment; check, wire, EFT, etc.	
R	**90.** Tools to facilitate sales and use tax management.	
R	**91.** Support one time vendor functionality.	
R	**92.** Vendor-level 1099 tracking and generation of forms.	
R	**93.** Import electronic bank files, perform automated bank reconciliations; generate resulting journal entries.	
R	**Accounts Receivable/Cashiering/Treasury**	
R	**94.** Customer master file data with flexible user defined fields.	
R	**95.** Multiple customers and billing types (multiple billing invoice templates).	
R	**96.** Billing and cash receipts, e.g., by department or line of business.	
I	**97.** Support recurring invoices.	
N	**98.** Assessments – support interest charges and amortization for monthly billing.	
R	**99.** Issue invoices via email from system.	
R	**100.** Tools to facilitate cash forecasting and debt management.	
R	**101.** Bond management – 4 bonds currently plus LOCAL borrowings from State (treated like a bond but a different form of borrowing for capital purchases).	

Ranking		Response – Rating and Comment
R	**102.** Cash receipts – receipts for multiple forms of payment: cash, check, ACH, credit card, etc.	
I	**103.** Import cash receipts from outside systems with or without related invoices.	
R	**104.** Grant billing.	
R	**105.** PCI compliant payment gateway or interface to 3rd Party credit card solution.	
N	**106.** Ability to manage loan repayments.	
N	**107.** Basic functionality to support collections management.	
N	**108.** Describe any treasury management functionality including tools available to facilitate cash forecasting.	
R	**Project and Grant Accounting**	
R	**109.** Project and grant accounting module (track 150 projects per year).	
I	**110.** Track both reimbursable and lump-sum grants	
R	**111.** Project Master File data to include: a. Funding sources b. Project number c. Grant number d. Project type, name and description e. Subproject, phases, activities f. Start and end dates g. Document attachments h. User defined fields	
I	**112.** Multi-level project hierarchy - sub-projects.	
N	**113.** Track time to project through timekeeping system.	
I	**114.** Track projects and grants that cross fiscal years.	
R	**115.** Revenue and expenditure tracking for Projects and Grants that span multiple fiscal years in accordance with Washington State SAO BARS.	
R	**116.** Budgets for CIP projects, including labor, materials, equipment, etc.	
N	**117.** Track budget to actual cost.	
R	**118.** Convert a Project to a capital asset at closure.	
R	**119.** Grant master file to include: a. Department b. Grant coordinator a. Grantor	

Ranking		Response – Rating and Comment
	b. Dates: award, start, end, expiration c. Award amount d. Reimbursement schedule e. Funded project/program	
R	**120.** Grant accounting for state or federal grants award including: a. Allocate grant to multiple project/programs b. Track sub-grantee disbursements and outcomes c. Grant roll up d. Expenses allowed/not allowed by grant e. Import hours/reimbursable payroll expenses f. City match requirements g. Grant reimbursement tracking and invoicing	
R	**Fixed Assets**	
R	**121.** Asset master file (5,000 assets and 100 vehicles): a. Number (alphanumeric), tag number, description, serial number b. Department c. Custodian d. Type, including land, building, vehicles, large equipment, shops/garages, roadways, etc. e. Sub-Type: fire trucks, police vehicles, etc. f. Dates: purchased, in service, disposal g. Default useful life and depreciation method by type h. Location i. Pictures j. Barcode k. User defined fields	
R	**122.** Create asset groups (100 groups).	
R	**123.** Track non-capitalized assets that fall under the capitalization level, e.g., small and attractive.	
R	**124.** System-generated monthly depreciation entries (straight line).	
R	**125.** Track depreciable and non-depreciable assets.	
I	**126.** Track asset transfers between departments and funds.	
R	**127.** Support physical count of assets at year end.	
R	**Utility Billing/CIS**	
R	**128.** Support consolidated utility bills for: water, sewer, stormwater, garbage (contract) and ambulance utilities for 10,000+ customer accounts with ~10,000 meters.	
R	**129.** Ability to bill only services used (e.g., sewer only)	
R	**130.** Customer master record with attributes: a. Service type	

Ranking		Response – Rating and Comment
	b. Service address c. Meter location d. Account category – commercial, residential, outside city limits etc. e. Contacts – primary, alternate, owner, tenant, contractor, etc. f. Document attachments g. Comments/Customer alerts	
R	**131.** Manage transfers of ownership on a property, renter move-in/move-out and update bill-to.	
R	**132.** Functionality to support landlords that own multiple properties.	
R	**133.** Service Order tracking with workflow routing.	
I	**134.** Initiate date effective changes, e.g., close an account, move-in, move-out, etc.	
R	**135.** Effective-date rate tables by service type.	
R	**136.** Meter master file attributes: a. Serial number b. Install date c. Meter type d. Description e. Manufacturer f. Meter size g. Meter flow h. Backflow devices	
R	**137.** Meter management: put into inventory, pull to work order, manage meter exchanges, install and associate to customer account, etc.	
R	**138.** Utility tax and utility surcharge based on location.	
R	**139.** Support rate groups that consist of jurisdictions, e.g., inside or outside city limits + rate class.	
R	**140.** Water - Support properties with multiple meters (up to 4-5 meters on a property) and customer owned meters.	
R	**141.** Water - industrial water accounts with self-reporting.	
R	**142.** Water - support AMR, Itron, Beacon, and visual meter reading.	
R	**143.** Water meter reading route management.	
R	**144.** Water meter reads in cubic feet or gallons.	

Ranking		Response – Rating and Comment
R	**145.** Adjust meter reads after the fact (e.g., if a self-reported meter is too low or too high).	
R	**146.** Tiered rates based on account class (industrial, residential, multi-family, irrigation, etc.), meter size, usage charge.	
R	**147.** Include meter number on the utility bill.	
R	**148.** Alert or report on significant variances in consumption (e.g., actual vs. historical) for a defined time period.	
R	**149.** Stormwater - flat rate (rate based on square footage).	
R	**150.** Garbage – tiered waste range (2 rate classes) and 3 container sizes (senior rates).	
R	**151.** Garbage – itemized billing – monthly bill by unit.	
R	**152.** Garbage – rental charges, temporary dumpsters, multiple pickups, excess garbage, etc.	
R	**153.** Ambulance – based on property square footage	
I	**154.** Seasonal averaging.	
R	**155.** Flag accounts as do not shut off and reason field, such as medical necessity, on payment plan, etc.	
N	**156.** Support for a utility estimation process for title/escrow companies.	
I	**157.** Online customer self-service portal that supports: a. View current bill b. Meter reading/consumption data c. Enter requests for service d. Instant pay (without login) e. Recurring payments for credit cards and e-checks f. Payment reminders via SMS or email g. Text to Pay (Nice to have) or email to pay with link to payment screen h. Bill and payment history	
R	**158.** Collections management tools - aging reports, etc.	
I	**159.** Dunning process functionality, including: a. Generate past due notices b. Door hangers c. Shut off notices	
R	**Human Resources**	
R	**160.** Support 270 full time/part time employees with 250 seasonal employees with 3 unions (Police, Fire, AFSCME).	

Ranking		Response – Rating and Comment
R	**161.** Track volunteers with reporting hours to L&I.	
R	**162.** Track fire and police retirees.	
R	**163.** Position control management with date effectivity and multiple employees to a position.	
I	**164.** Position budgeting.	
I	**165.** Recruiting - applicant tracking. (Currently using Keldair, but open to replacement).	
I	**166.** Recruiting - post to job sites (Monster, Glassdoor, LinkedIn, etc.)	
I	**167.** Recruiting - interview scheduling.	
R	**168.** Recruiting - background check tracking.	
R	**169.** Manage onboarding process and steps via workflow.	
R	**170.** Electronic forms and signatures for onboarding.	
R	**171.** Rules-based eligibility for benefits and benefit amounts based on status, union, years of service, etc.	
I	**172.** Online open enrollment with updates to benefit elections (Association of Washington Cities).	
N	**173.** Track city-issued equipment (keys, computers, etc.).	
R	**174.** Personnel Action Form; workflow route for approval and update employee record.	
R	**175.** Date-effective changes for all transactions; salary, pay rates, benefits, etc.	
R	**176.** Salary and compensation management including steps and grades by bargaining group and contract e.g., 3 unions.	
R	**177.** Tracking of FMLA, Washington Family Leave, Military Leave.	
R	**178.** Performance review management.	
N	**179.** Grievance tracking.	
R	**180.** Track and manage training, certifications, licenses, expiration and renewal dates with reminders.	
R	**181.** Benefits Management – Medical, Dental, vision, Life, Retirement, Employee Assistance Program, Voluntary deductions, deferred comp, AFLAC, union dues, shoe allowance, clothing allowance, others.	

Ranking		Response – Rating and Comment
I	**182.** Offboarding checklist or workflow to manage separation process.	
R	**183.** Verification of employment – hire date, term date, year to date pay, pay ranges, etc.	
R	**184.** Regulatory tracking and reporting including FLSA, ADA, EEOC, 941's, etc.	
R	**185.** ACA tracking and reporting including: a. Look back reports for actual hours worked b. Generation of 1094 and 1095-C reports c. Mailing of 1095-C reports to employees, former employees and dependents d. Electronic transmittal of 1094 and 1095-C to IRS	
R	**186.** Track dates for longevity calculations.	
I	**187.** Manager Self-Service: view staff leave balances, approve leave requests, performance reviews, notifications, etc.	
R	**188.** Employee Self-Service: view leave balances, leave requests, pay advice, W2, direct deposit changes, changes to deferred compensation, address changes, benefit elections, dependent changes, Washington DRS, etc. with HR approval prior to posting updates.	
R	**189.** Track enrollment in Washington Dept. of Retirement system (DRS), eligibility, retirement contributions, reporting, dates, etc.	
R	**190.** Total Compensation Statements.	
N	**191.** Online Org Charting tools.	
R	**Timekeeping**	
R	**192.** Leave Management - vacation, sick leave, comp time, Kelly days, pay-in-lieu of holiday, wellness days, personal days with user definable accrual rules.	
R	**193.** Support user defined leave accrual rules based on service time with maximum.	
R	**194.** Support Z hours – Police and Fire adjust hours for full time in the pay period.	
R	**195.** Leave donations.	
R	**196.** Support multiple schedules including: 5/8, 4/9 and 4/10.	
R	**197.** Timesheet management with reminders.	
R	**198.** Mobile friendly clock-in/clock-out functionality.	
N	**199.** Geofencing for mobile time recording.	

Ranking		Response – Rating and Comment
R	**200.** Manager timesheet approval electronic workflow – visibility into timesheet submitted and approval process.	
R	**201.** Leave request management with requested changes and audit trail of history (leave requests on calendar with coverage review).	
R	**Payroll**	
R	**202.** Multiple earning codes and deduction codes for an employee in a pay period.	
R	**203.** Mass pay updates – COLA increases annually.	
R	**204.** Pay changes with manager approval – mid-period pay changes with effective dates.	
R	**205.** Support special pay codes including incentive pay (associate degree, bachelor's degree, multi-lingual, fire, other certifications), out of position, on-call, standby, comp time, overtime.	
R	**206.** Direct deposit capability to multiple bank accounts.	
R	**207.** Support deductions including benefits, garnishments, deferred compensation, etc.	
R	**208.** Support mid-period DRS rate change calculations.	
R	**209.** Calculate effective-dated retro pay changes and associated impacts on deductions and reporting to benefit providers for an individual or group of employees.	
R	**210.** Generate vendor payments and interface to accounts payable.	
R	**211.** Vendor to stay current with mandated federal and state reporting.	
R	**212.** Electronic reporting to Social Security, IRS, state and workers comp.	
R	**213.** Generate pay advice, W2s and make available via employee self-service portal.	
I	**214.** Produce monthly and year-end accruals of salaries and benefits.	
R	**215.** Generate monthly earned vs. paid reporting for Washington PERS.	
R	**Reporting**	
R	**216.** End-user self-service query and reporting tools with wild card search.	

Ranking		Response – Rating and Comment
R	**217.** Library of standard reports for all modules.	
R	**218.** User-level security flows to queries and reports.	
I	**219.** Drill down to source transactions and attachments from queries or reports following user-security.	
R	**220.** Schedule generation of reports and distribute via e-mail, dashboard, or portal.	
R	**221.** Generate reports in multiple formats, e.g., HTML, PDF, Excel, Word, TXT, etc.	
R	**222.** Regulatory reporting – Washington State BARS, ACA, EEO, ACFR, IRS, other.	