Item	Requirement
Technical & Security	
1.1.1	Secure registration and login for all users
1.1.2	Hashing and securly storing passwords
1.1.3	Requires users to establish user name and password prior to use
1.1.4	Option to reset password via an email link
1.1.5	Integration with standard Single-Sign-On mechanisms including Active Directory, OKTA, etc..
1.1.6	Ability to apply for an account (e.g., new move in or product purchase) for Web access or become a utility contact without any CIS account(s)
1.1.7	The solution automatically includes all the CIS accounts where the enrolling customer had a relationship (e.g., past accounts)
1.1.8	Provide Ability for Administrator to set up users and manage all of their security on the Role level.
1.1.9	Provides configurable auto-logout functionality
1.1.10	
1.1.11	Allowing Multi-factor authentication via email token
1.1.12	Allowing Multi-factor authentication via hardware token
1.1.13	Ability for the customer to add or remove the multi-factor authentication at any time
1.1.14	
1.1.15	Ability to login with a user's Microsoft account credentials.
1.1.16	Ability to Sync Users and Groups from Azure Active Directory.
1.1.17	When a user is added to Azure AD, proposed solutions are automatically provisioned
1.1.18	When a user is removed from Azure Active Directory, access should be automatically revoked
1.1.19	Ability to login with other Single Sign On Mechanisms including OKTA.
1.1.20	
1.1.21	Ability to export files in an industry standard format (CSV, excel, etc.)
1.1.22	Define standard data exports such as those required to facilitate data exchanges with other core systems
1.1.23	Schedule recurring delivery of standard data exports
1.1.24	Search using multiple user-selectable criteria (compound searches).
1.1.25	Comprehensive audit trail with all activities logged including date, time and user. Audit Trail should be easily accessible within the application user interface and not managed via database reporting
1.1.26	All proposed applications should be device agnostic and operate within a responsive design web framework.
1.1.27	The system and its components should be supported in multiple and current web browsers, including standard browsers, Google Chrome and Microsoft supported browsers.
1.1.28	The vendor must use best practices for system upgrades and upgrades, including a clear path to perform a control test before applying/releasing maintenance upgrades or upgrades and perform validation tests.
1.1.29	The system should be able to be updated at least monthly as managed by the vendor in such a way that does not require extensive end user testing.

1.1.30	System updates and upgrades should be managed and deployed by vendor as part of their SaaS service.
1.1.31	Any technical support for system updates and upgrades should be provided for by the annual Software as a Service Fee with no additional hidden cosdts.
1.1.32	Vendor should describe how PCI-DSS compliance is maintained. Vendor should identify all PII data that system can safeguard.
1.1.33	The system has the ability to restrict options on certain fields to items within a drop-down list (e.g. customer type codes, rate codes, etc.).
1.1.34	The system should include published, documented and accessible APIs. Please briefly explain.
1.1.35	The system has the ability to automatically assign a unique tracking number for each interaction.
1.1.36	The system has the ability to automatically assign a date and time stamp for each interaction and all subsequent updates.
1.1.37	The system has the ability to retain and display (under user control) unlimited history billing and collection history on-line in 'Live' database, preferably an unlimited number of years. Please comment.
1.1.38	Other Accommodations
1.1.39	Provide equipment interface with various office devices: ID swiper, scanner, credit card machine, receipt printer, laser printer, ...
1.1.40	Provide the ability to create customized reports without vendor involvement that are viewable/printable and publishable in image (pdf, tiff) or data (excel, word, ...) formats
1.1.41	Admin and User Training should be provided
1.1.42	
1.1.43	Security control settings can be customized using individuals, roles or groups, based on predetermined access levels and operational needs
1.1.44	Audit trails are available, accessible and cannot be altered. Please briefly summarize.
1.1.45	System Performance should be managed by the Vendor as part of the SaaS Service.
1.1.46	ability to offer vertical and horizontal scalability and elasticity in the cloud when running process intensive services (Eg. Automated elasticity of servers spinning up in the cloud)
Customer Care	
1.2.1	f. Multiple billing calculations per account g. Tracking and display of transaction history h. Tracking and display of historic water consumption i. Tracking and display of financial history including account aging j. Secure storage of customer personal information
1.2.2	Ability to set up and create a customer billing database that allows for retaining existing account numbers and premise structure
1.2.3	Ability to set up and create a customer billing database that allows for retaining existing route and sequence structure for customer billing
1.2.4	Ability to set up and create a customer billing database that allows for retain existing outsourcing specifications
1.2.5	Ability to set up and create a customer billing database that allows for transferring service between customers
1.2.6	Ability to set up and create a customer billing database that allows for multiple rates and fees on the same account
1.2.7	Ability to set up and create a customer billing database that allows for multiple billing calculations per account

1.2.8	Ability to set up and create a customer billing database that allows for tracking and display of transaction history
1.2.9	Ability to set up and create a customer billing database that allows fo tracking and display of historic water consumption
1.2.10	Ability to set up and create a customer billing database that allows for tracking and display of financial history including account aging
1.2.11	Ability to set up and create a customer billing database that allows for tracking and display of Secure storage of customer personal information
1.2.12	Ability to complete billing on a monthly basis for a system of the City's size with the ability to expand with demand
1.2.13	Ability to enter transactions directly on accounts; examples include: credit adjustments, payments, fees for service, write offs of bad debt
1.2.14	Broad search capabilities that quickly narrow searches and filtered records designed like current browser technologies available.
1.2.15	Embedded communications, including Email/Text bidirectional communications from customers directly in CIS;
1.2.16	Efficient delivery of customer communications from CIS including options to create templates and attached reports with click of a selection; all messages back from customer are brought into CIS.
1.2.17	All Audit logs of changes, both systemic and manual edits from users are logged for easy viewing
1.2.18	Log of Screen views by user and date tracked
1.2.19	Logging of note categories with embedded task and order initiation from the note comments
1.2.20	Record the results of customer contact (IVR, print notice, etc.) in associated account
1.2.21	GIS integration on the Account and Premises with overlay of GIS attributes available within a Map in the CIS application.
1.2.22	Services views include installed all meter and equipment and consumption history
1.2.23	Search queries across entities, responsive lists and filters
1.2.24	System allows for new customer deposits.
1.2.25	System automatically reallocates deposit upon relocation or applies to final bill if moving out of service area.
1.2.26	Easy editing of customer and account attributes from main screens
1.2.27	Provide the ability to easily transition accounts from a current status to a terminated status
1.2.28	Flexible Wizard based processes such as move in/move out, allowing for configuration of process flows based on frequent types, accounts, etc. and the flexibility to determine on a service-by-service basis what action to include in the move process.
1.2.29	Determine additional or new deposit(s) for an existing account based upon: actual usage, payment history, etc.
1.2.30	Record customer contact independent of any other customer-related activity.
1.2.31	Designate and capture information for an alternate contact for each account.
1.2.32	Collect multiple contact information (3rd-party) related to the service address (owner, manager, management company, etc.).
1.2.33	Ability to track unlimited contacts associated with key commercial and industrial accounts and to designate the type of contact.
1.2.34	Search by person on account whether or not primary, secondary or other.

1.2.35	Record multiple addresses and designate an address type for any given contractor or customer (types might include: billing, location, in care of, corporate, etc.).
1.2.36	Capture notes associated with a customer (person), independent of account or location.
1.2.37	Ability for notes to automatically create follow through business processes such as tasks, service orders, account alerts without additional user intervention.
1.2.38	Create unique classifications and tags and associate with customer record (e.g., green power, electric vehicle, etc.) for segmentation and reporting purposes.
1.2.39	Provides view of current and historical customer data, regardless of account status (e.g., all of the locations that a given customer has resided).
1.2.40	Provides customer attributes (not premise or account) indicating special consideration for special circumstances such as medical conditions.
1.2.41	Configure customer-related alerts (outstanding service order, collection action pending, etc.) and display them on the "primary" customer screen.
1.2.42	Search for customers by the following attributes (but not limited to): name, street address, customer number, premise ID, service point ID, or phone number.
1.2.43	Search for customer account transactions using attributes such as date, amount, check number, etc.
1.2.44	Configure customer's account to allow automatic deduction from a given bank account or credit card. (EFT)
1.2.45	Identify location of service connection (overhead or underground).
1.2.46	Indicate connected pole number and transformer, GPS location (lat, long)
1.2.47	Identify or designate if a service should automatically revert to a landlord or property manager.
1.2.48	Designate appropriate action on rental accounts when not occupied, including disconnection and reversion to landlord.
1.2.49	Maintain multiple phone numbers for each customer or contractor account and indication of phone number type (mobile, home, business, etc.).
1.2.50	Accommodate multiple customer premises for a single legal parcel (e.g. shopping mall).
1.2.51	Provide or interface with postal address validation software to check for valid address.
1.2.52	Functionality to identify potential duplicate customers by evaluating designated fields (passport, drivers license, national ID, etc. already exists for another customer).
1.2.53	Attach scanned document or other electronic file to the person record (such as driver license) to be secured securely in an encrypted manner.
1.2.54	Establish master account where the master does not have a premise in the service area.
1.2.55	Designate single master account as responsible for the receivables of the sub-accounts.
1.2.56	Produce a summary bill for master account with all detail bills for related sub-accounts.
1.2.57	Distribute customer/premise notes with service orders or provide to meter reading handheld devices.

1.2.58	Capture notes associated with site or premise that is independent of account and customer.
1.2.59	Create customer account without a meter number or site (premise) information (e.g. street lights)
1.2.60	Capture load information such as heating type, sq footage, water heater type, etc.
1.2.61	Mass import features using spreadsheet like entry of entities such as premises, meters, equipment, payments, etc. to more efficiently manage City data into the CIS.
1.2.62	GIS based map views on premise page with WMS integration layers to display equipment and infrastructure on the map.
1.2.63	Manually adjust standard deposit, with approval and audit trail.
1.2.64	Capture reason for over-ride of deposit.
Meters & Equipment	
1.3.1	Mass import features using spreadsheet like entry of entities such as premises, meters, equipment, payments, etc. to more efficiently manage City data into the CIS.
1.3.2	GIS based map views on premise page with WMS integration layers to display equipment and infrastructure on the map.
1.3.3	Extensible attributes per entity type; prepopulated drop-down fields relevant per sub-type (eg. electric meter vs water meter attributes)
1.3.4	Premise services entity allow for consistent history of services provided, meters and equipment attached over history, unique service and billing attributes to that service point.
1.3.5	Equipment and equipment types allow for intelligent relationships per type and if rate impacting (chargeable equipment, credits on installed equipment such as Behind the Meter Storage Devices)
1.3.6	Set validation thresholds by account type, such as commercial versus residential.
1.3.7	Provide an online queue or report listing all meter readings that have failed validation.
1.3.8	Establish validation thresholds based on anticipated peaks, valleys, and annual consumptions for premises based on size, general area, equipment, heat factors, etc.
1.3.9	Establish validation parameters to compare current seasonal usage with previous seasonal usage (e.g. March usage of current year is validated against previous March consumption, not August consumption).
1.3.10	Import meters from the manufacturer into a "pending inventory" with bulk assignment of sequential meter numbers.
1.3.11	Provide automatic notification to meter readers and service personnel regarding a theft-of-service condition or recent Disconnect for Non-Pay.
Rates, Penalties & Fees	
1.4.1	Ability to define, add, change, and delete an unlimited number of rate code types and amounts.
1.4.2	Ability to accommodate multiple billing rate structures that would be required to the different categories of services, including fixed and variable rates, tiered rates, and specialty fees such as sub meters, grinder pumps.
1.4.3	Ability to automatically adjust previous bills for leak adjustment purposes based on previous billing history and leak type formula.

1.4.4	Ability to automatically calculate a fee based on a formula (ex. connection fees based on number of fixture units).
1.4.5	Ability to define an effective date for rate tables and prorate charges based on the effective date, with unlimited date range.
1.4.6	Ability to create bill that incorporates old/new rates .
1.4.7	Ability to maintain a test environment for testing new rates and billing procedures.
1.4.8	Ability to allow the user to implement rate changes quickly, to include the ability to establish new rates, where programming is not necessary.
1.4.9	Ability to define distribution of fees to multiple general ledger accounts based on user-defined account type, fee category, service type, or reason code.
1.4.10	Ability to provide for one-time charges (ex. reconnect charge, turn-on fee, late charge, return check fee, after hours fee, meter accuracy test fee, tampering fee, etc.).
1.4.11	Ability to assess various types of penalties for overdue bills.
1.4.12	Ability to enter stop and start dates for individual fees on an account (ex. grinder pump fees, sub meter, etc.).
1.4.13	Ability to identify accounts by rate classification (ex. residential, commercial, tax exempt, etc.) or by independently identified and selected fields.
1.4.14	For situations where an adjustment has to be made to a customer's bill during a time period that an older rate was in effect, automatically calculate the adjustment based on the old and new rates.
1.4.15	System can provide a mechanism to input collection contacts/notices and/or notes into the billing system.
1.4.16	System supports automatic calculating and billing of late payment charges (penalties), including the ability to identify to the system which customers and/or services are subject to late charges based on partial payments, payment arrangements, etc.
1.4.17	Set late payment fee as either a fixed amount OR a percent of amount owed.
1.4.18	Define circumstances under which a misc. fee will be applied (e.g. high-use).
1.4.19	Apply charges associated with a specific premise.
1.4.20	Ability to automatically add late penalties or interest to delinquent accounts according to a flexible age structure determined by the user.
Billing	
1.5.1	System can provide a complete or exception only billing pre-list for review prior to bill printing.
1.5.2	System allows printing of multiple cycles in one billing run (monthly vs. quarterly).
1.5.3	Ability to generate one utility bill covering all services and charges, and itemizes charges separately.
1.5.4	System allows for user-defined free form message on bills.
1.5.5	Bills format is user definable, to include billing date, account number, service period, current read, prior read, consumption billed, itemized charges, balance forward, amount due, due date, numerical and graphical prior-same period usage, and/or average gallons used per day.
1.5.6	Unlimited history of the PDF copy of the Bill that is generated should be maintained with the account
1.5.7	Ability to view and reprint a past bill at any time.

1.5.8	Once a bill is reprinted, system has ability to automatically send it to a customer via email or SMS.
1.5.9	Ability to produce statements for customers with multiple utility accounts.
1.5.10	Ability to provide CASS Certification and sort bills by zip plus four to take advantage of postage discounts.
1.5.11	Ability to create a file to exports bills for 3rd party printing.
1.5.12	Ability to send a PDF copy of bills to 3rd party printer via FTP
1.5.13	Ability to automatically prorate bills for new and closed accounts.
1.5.14	Ability to calculate final bills during any cycle based on the internal issuance of a turn off service order or closing a customer account.
1.5.15	System supports billing adjustments such as read errors, automatically adjusts billing amounts and history.
1.5.16	Ability to not print a paper bill and email electronic bill to the customer based on customers selection for electronic billing. Option should be available for e-billing to be managed via the vendor and not the payment processor.
1.5.17	Ability for customers to view and print their bills online, with unlimited history available.
1.5.18	Ability to adjust a bill. Once the adjustment is made, the bill prints again correctly and a history of this change is maintained in the system.
1.5.19	System allows customer selected option for electronic billing within the Self-Service Portal.
1.5.20	Ability to drive email marketing campaigns to customers to encourage them to sign-up for electronic billing.
1.5.21	If customer opts for electronic billing, ability for customer to have choices to: 1) still get a paper bill and ebill; 2) stop getting a paper bill and just get an ebill (which the system generates and emails).
1.5.22	Ability to Combine usage for multiple metered and non-metered service points into a single consolidated account bill. System can combine an unlimited number of user-chosen meters on a single bill.
1.5.23	System accommodates billing of accounts on different billing schedules such as bi-monthly, monthly, quarterly, semi-annual, and yearly basis.
1.5.24	Ability to automatically estimate usage for a meter that cannot be read, and estimate based on past usage. Estimates must be able to be modified by users as needed.
1.5.25	Ability to produce a one-time miscellaneous bill to a current customer. One-time bill is produced in addition to a normal cycle bill.
1.5.26	System supports an unlimited number of user defined adjustment types (ex. refunds, final bill, leaks, etc.).
1.5.27	When adjustments are made, system automatically provides notification of prior adjustments.
1.5.28	System provides multiple capabilities for sorting bills? (ex. zip code, cycle, customer number).
1.5.29	Ability to input a range of bills to be produced. For example, the entire bill run does not need to be printed all at one time.
1.5.30	Ability for the system display the number of total bills printed/remaining to be printed.
1.5.31	System allows for restarting of a bill run from any point within the bill run.
1.5.32	Ability to send a duplicate copy or portion of the bill or other communications (EG. Collection notices) to any third party defined for the account (ex. renter, landlord, etc.).

1.5.33	System allows certain services to be billed to a tenant while other services can be billed to a landlord.
1.5.34	System maintains a file of standard messages for inclusion on utility bills (ex. reminder notices, shut off notices, etc.).
1.5.35	System provides user defined automatic customer notification of billing/consumption anomalies (ex. high users compared to prior history).
1.5.36	Billing
1.5.37	Intelligent meter validation rules checking against multiple configuration variables (consumption same period last year, last month, last 3 months, last 3 years same period) to refine the potential alerts on high usage or incorrect reads.
1.5.38	Proven interface to meter reading system,
1.5.39	Dynamic reading validation page to manage estimates, initiate orders, comment and approve readings for billing
1.5.40	Holistic view of metering, billing, penalty dates, final billing processes on a dynamic user interface
1.5.41	Intelligent user interface on processes (calculation, posting, generation of statements, etc) to view and see status of processes. Dynamically manage the exceptions and action items
1.5.42	ability to support multi-service billing, including electric, gas, water, sewer, stormwater, cable, broadband and telephone billing.
1.5.43	Provide flexible budget billing options
1.5.44	Provide Levelized billing as an option.
1.5.45	complex billing such as net metering, Electric thermal storage electric rates and large industrial electric programs.
1.5.46	Logical rate schedule program to reduce the complexity of variants of rates currently managed at the city.
1.5.47	Run any process at any time of day without impacting users in application; User can also access and perform other actions in system at same time processes are running
1.5.48	Smart statement generation that segments electronic billing batches from print batches, automatically storing all statements as attachments to the account statement records in the CIS for easy retrieval/view/reprint as needed.
1.5.49	Provide reference/view of customer billing history.
1.5.50	Manage discounted rates according to account type (X% discount on the total bill before taxes).
1.5.51	Produce an extract for use in producing invoice statements by third-party Bill printer.
1.5.52	Consolidate multiple customer accounts into a single bill upon customer request.
1.5.53	Estimate billing reads for meters with multiple registers including including KWH, KW, KVAR with on and off-peak time of use.
1.5.54	Produce a one-time miscellaneous item on the cycle bill.
1.5.55	Estimate an entire reading route or billing cycle.
1.5.56	Correct estimated bills when an actual reading is received, by recalculating and performing a cancel/rebill OR adding credit/debit adjustment.
1.5.57	Accommodate blended rates within a billing period (e.g. mid-month rate change).
1.5.58	Designate creation of duplicate bills for 3rd-party customer entities.
1.5.59	Produce a one-time miscellaneous bill to a current customer outside of normal cycle bill.

1.5.60	Print targeted messages on a bill to an individual customer or groups of customers based on customer segmentation tags.
Collections	
1.6.1	Intelligent user interface on collections processing, responsive processing speeds and views of returned values, easy filtering on values
1.6.2	Multi-media delivery of collection steps; define delivery methods (Email, Text, IVR, Letter, Service Order)
1.6.3	Wizard based actions on accounts: payment plans, extended due dates, payments, transfer balances, etc to efficiently action collections
1.6.4	Bankruptcy processes specific to utility configuration
1.6.5	Transfer delinquent balances between a customer's accounts.
1.6.6	Cross-reference new service requests against inactive accounts with outstanding balances or accounts disconnected for non-payment.
1.6.7	Generate off-cycle collections notices.
1.6.8	Override (remove) or add to system-generated "cut-list."
1.6.9	Override collections actions.
1.6.10	Produce list and phone numbers to support outbound communication to customers via mail, email, SMS our outbound voice directly from within the CIS platform.
1.6.11	Suppress or issue disconnect notices and orders either individually or in groups.
1.6.12	Apply adjustments to accounts that have been written-off.
1.6.13	Capture reason for writing-off the balance of an account.
1.6.14	Produce approval report that lists accounts to be sent for collection (for management)
1.6.15	Configure collections to allow distinct notices to be sent at varying days past due.
1.6.16	Automate phone calls for queue to non-pay customers.
1.6.17	Configure threshold arrears amount to trigger suspension of the collection process (i.e., no notice if not >$25 owed).
1.6.18	Set unique disconnect date for a given customer when generating notices (e.g., specify a 7-day allowance for payment instead of 15 days).
1.6.19	Record that a customer contact (e.g. phone call) has been made prior to disconnect as part of collections routine.
1.6.20	System supports automated payment plan arrangements allowing customer to pay amount due over time.
1.6.21	Ability to support user defined payment extensions.
1.6.22	Ability to flag selected accounts as exempt from receiving past due notices.
1.6.23	Ability to identify accounts for write off and collection.
1.6.24	System maintains a dynamic shut off list that can be automatically or manually updated.
1.6.25	Ability to generate a shut-off list.
1.6.26	Ability for shut-off lists to should show comments from the CSR to the field employee (ex. lock or pull the meter, bad dogs, locked fence, etc.).
1.6.27	System provides automatic routing of shut off notices and service orders through interface to mobile workforce management system.
1.6.28	Ability to produce delinquent bills for customers that have already received a final bill but continue to maintain an unpaid balance.
1.6.29	System automatically produces shut off and restore door tags for accounts that are being shut off.

1.6.30	System automatically produces final notices.
1.6.31	Ability to deliver shut off and restore tags to account holders via electronic communication.
1.6.32	System allows for user definable and changeable forms, letters and notifications (ex. sub meter readings, leak adjustments, new service agreements, shut off notice, etc.).
1.6.33	System automatically produces final notices.
1.6.34	Ability to track collection activity for active accounts and closed accounts including Bad Debt accounts. This is to include phone call records, letters sent, agreements made, etc. Onscreen view or report of contacts/notices made to accounts in the collection process.
1.6.35	System automatically produces final notices.
Payments	
1.7.1	Receipt Batches overview provides complete view of all batches in progress regardless of source; drill down easily into the batch details
1.7.2	Ability to process payments from credit/debit cards, checks, cash, and EFT transactions
1.7.3	Flexible import routine to allow for multiple formatting of import batches and validations
1.7.4	Support partial payments with an allocation or directed amounts.
1.7.5	Process Credit Cards / Debit Cards in a PCI Compliant Manner through integration with a payment processor.
1.7.6	Option to include processing fees when customer pays by credit card
1.7.7	Set threshold at which credit card payments will not be accepted.
1.7.8	Accept auto-pay (EFT) payments from customer banks.
1.7.9	Issue a receipt to a customer at the time of payment according to customer preference (email, text, printed).
1.7.10	Automatically remove pending cut off orders if payment is received through any payment source.
1.7.11	Archive electronic receipts issued to customers associated with customer payment.
1.7.12	Apply a single payment across multiple accounts.
1.7.13	Ability to define allocation of single payments across multiple accounts
1.7.14	For each transaction, capture who (CSR) processed the payment and provide access to the data through the user interface.
1.7.15	Audit payments so that when an adjustment is initiated, approval or management intervention can occur.
1.7.16	Receive a mixed payment type on a single transaction (part check, part cash) that generates a single receipt.
1.7.17	Receive a customer payment and post to customer's account immediately (real time).
1.7.18	Manage multiple cash drawers for use in taking customer payments, manage balance in the drawer.
1.7.19	Manage cash drawer assignments to individual cashier and prevent access by other users.
1.7.20	Apply refund via the following methods: credit directly to the customer account, refund check, or a combination of the two based upon customer preferences.
1.7.21	Present special payment arrangements on bill statement.
1.7.22	Record payment commitments ("promise to pay") from the customer WITHOUT using a notes field.
1.7.23	Accept and post bill payments received from third-party agencies.
Service Orders	
1.8.1	Customers can request start/stop of service online.

1.8.2	Designate (via configuration) what information is available/presented to crew members in mobile work solution.
1.8.3	Schedule orders by service order area based upon order priority, date requested, service department staffing level, and current backlog.
1.8.4	Capture additional/unplanned service charges that are identified in the field (tampering, collection fees, etc.)
1.8.5	Generate a service order to investigate stopped meter when no usage is reported for a pre-defined duration.
1.8.6	Accommodate multiple services for an account on a single service order.
1.8.7	Designate default priorities to service order categories (Outages).
1.8.8	Electronically deliver service orders and updates in real-time back to the CIS.
1.8.9	Identify customers suspected of tampering (tampering information is captured and updated to the customer, premise, customer account, and/or meter record.)
1.8.10	Associate a standard fee(s) with selected service orders.
1.8.11	Support charges/fees based on time of day or day of week associated with service activity (e.g., reconnect fee is higher at night)
1.8.12	Route interdepartmentally (e.g., Customer Service to Operations) via queue for processing by a defined work group.
1.8.13	Associate service order history with customer account.
1.8.14	Provide notification of open service orders for a given customer account on the account summary screen.
1.8.15	Accommodate the initiation of emergent work, initiated with minimal information, or entered into the system after the fact.
1.8.16	Record completion status and notes for service orders (e.g., can show "in progress").
1.8.17	Configure and manage multiple service order types - e.g., re-read, high-bill, connect, disconnect, collection action, trouble-call, etc.
1.8.18	Include centralized notes (e.g., customer, premise, and/or meter notes) with a service order.
1.8.19	Designate assignment for service orders based upon service order type.
1.8.20	View service order's status online (real-time).
1.8.21	Ability to view Service Order History in the Customer Self Service Portal
1.8.22	Alert users of possible duplicate service orders or concurrent work at the same address or for the same customer.
1.8.23	Define service order work areas based on cycle, geography, and similar.
1.8.24	Provide Spatial view of all Service Orders including ability to dispatch from map.
1.8.25	Establish relationships/dependencies between service orders.
Financial Management	
1.9.1	Full financial ledger capabilities, providing complete general ledger balancing and reconciliation views to the exported values provided to City financial system
1.9.2	Full financial ledger capabilities, providing complete general ledger balancing and reconciliation views to the exported values provided to City financial system
1.9.3	List view of transactions for easy filtering on type, date, amount, etc to quickly drill to desired query

1.9.4	Concepts of Fiscal Periods and Service Periods to control the posting and reporting quality in the system
1.9.5	Generation of Payable vouchers
1.9.6	Ability to integrate both General Ledger and Accounts Payable to Financial System
1.9.7	Calendar view of all reports generated either on schedules or upon process completion; allows users to look up by date the relevant reports at that date
1.9.8	Ability to age accounts in user defined increments.
Reporting	
1.10.1	User level security flows through to queries and reports.
1.10.2	System has ad-hoc query and reporting tools with drill down to source transactions based on multiple parameters / filters.
1.10.3	System allows ad-hoc query and reporting on real-time data.
1.10.4	System provides metric-specific reporting (e.g. work order aging, escalations, past due approvals, etc.).
1.10.5	System has mobile executive dashboards (at-a-glance functionality).
1.10.6	System supports multiple data output formats (e.g. XML, Excel, CSV, etc.).
1.10.7	Ability to search and report on all fields, including user-defined fields, with ability to organize, summarize, sort, and sub-total in a variety of ways.
1.10.8	Intuitive ad hoc query and reporting for users with wild card search and drop down lists.
1.10.9	Allows easy access to the data for report and query generation without the need for a programming specialist.
1.10.10	Ability to modify report templates or standard reports and save new format for use in the future, by user.
1.10.11	Ability to access reports through graphical dashboard display.
1.10.12	Ability to track and report on key performance indicators, accomplishments, variances, failures and issues.
1.10.13	Built-in graphing and charting capabilities.
1.10.14	Ability to drill down from report line item to detail transaction level.
1.10.15	Ability to search open text and comment fields.
1.10.16	Ability to report personnel time by the activity performed and the asset it was performed on.
1.10.17	Ability to have option to send report to the screen, a printer, or to a file as well as send file by email.
1.10.18	Ability to add customized reports to the standard report menu.
1.10.19	Ability to access all data, all historical work orders, and work order costs for all assets.
1.10.20	Ability to select date ranges and other criteria as applicable for standard reports.
1.10.21	Ability to report on total cost of maintenance for one or many selected assets.
1.10.22	Ability to create timesheet reports for crews, including overtime and emergency response hours.
1.10.23	Ability to modify the content and/or format of any standard report.

Response Included | Optional | Not Offered | Modification | See	Comment	Optional Development Estimate