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Septemeber 22, 2014

Mr. Steven Rusch
Purchasing Division Director
Hanover County
7496 County Complex Road
Hanover, VA 23069

Dear Mr. Rusch:

SunGard Public Sector (SunGard) is confident we understand Hanover County's needs as a current client and we are excited about the opportunity to extend our current partnership. Government is our only business and SunGard understands the challenges local governments face, such as flat or shrinking budgets, competing agendas, and ever-increasing standards of service. Our proposal, in response to RFP 15-03-2384SR for Financial and Payroll-Human Resource System, will help you meet these challenges.

ONESolution allows the County to improve its decision-making ability through increased access to information and reduce administrative costs by distributing the data-entry function and streamlining day-to-day business processes. We designed our proposal to exceed the County's requirements. We understand the point is to allow your team to achieve your goals and objectives in the most proficient, productive, and cost-effective manner. Our number one goal is your success.

Services are a critical consideration when acquiring software. As with our products, SunGard will work with the County to identify solutions through a combination of consultation and professional services designed to get the County live on-time and on-budget. Our services team prepares the County through suggested best practices, opportunities for improved processes, and empowering the County to define solutions in the future.

As you know, SunGard has strong national government experience and local presence. This is a testament to our agility and shows that our solutions sufficiently change over time to continue to meet our customers' needs. SunGard built our reputation by demonstrating a solid commitment to customers and establishing long-lasting relationships. Thank you for this opportunity. We look forward to discussing our response, providing demonstrations, and working closely with Hanover County on this project.

Sincerely,



Denise Pratt
Client Success Executive
800-727-8088 extension 33027
Denise.pratt@sungardps.com



Raymond Perkey
Vice President of Professional Services

**HANOVER COUNTY & HANOVER COUNTY SCHOOL BOARD
REQUEST FOR PROPOSALS # 15-03-2384SR**

Issue Date: August 1, 2014
Title: Financial and Payroll-Human Resource System
Commodity Code: 20810 – Accounting/Financial Software
Issuing Department: Hanover County, Virginia
Finance and Management Services Department/Purchasing Division
P.O. Box 470/7496 County Complex Road
Hanover, VA 23069-0470

Location Where Work Will be Performed: Hanover County, Virginia
Finance and Management Services Department
7496 County Complex Road
Hanover, VA 23069

Period of Contract: From award of contract through a period 5 years from the date of acceptance.

Sealed proposals will be received by the issuing department prior to 2:00 PM, September 24, 2014 for furnishing the services described herein and then opened in public.

All inquiries for information should be directed to: Steven Rusch, Purchasing Division Director, (804) 365-6103 or skrusch@hanovercounty.gov and must be received no later than five (5) working days before the due date.

In compliance with this Request for Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods/services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation.

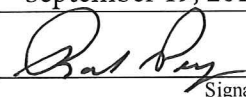
Name and Address of Firm:

SunGard Public Sector

1000 Business Center Drive

Lake Mary, FL 32746

Date: September 19, 2014

By: 

Signature in Ink
Name: Raymond Perkey

Please Print
Title: Vice President of Professional Services

eVA Vendor ID
or DUNS No. EPVE3400

E-mail Address: denise.pratt@sungardps.com

Telephone No. (800) 727-8088

FAX No. (407) 304-3301

PRE-PROPOSAL CONFERENCE: An optional pre-proposal conference will be held at 1:00 PM on Wednesday, August 13, 2014 at the Hanover Emergency Communication Center training room located at 7501 Library Drive, Hanover, VA 23069. (Reference Section 7.6 herein)

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia* § 2.2-4343.1 or against a Bidder or Offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

BOARD OF SUPERVISORS

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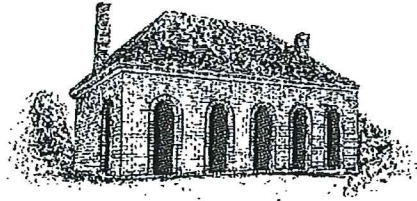
ANGELA KELLY-WIECEK
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W. CANOVA PETERSON
MECHANICSVILLE DISTRICT

AUBREY M. STANLEY
BEAVERDAM DISTRICT

G. E. "ED" VIA, III
ASHLAND DISTRICT

ELTON J. WADE, SR.
COLD HARBOR DISTRICT



HANOVER COURTHOUSE

HANOVER COUNTY

ESTABLISHED IN 1720

**FINANCE AND MANAGEMENT
SERVICES DEPARTMENT**

KATHLEEN T. SEAY, CPA, CISA
DIRECTOR

P. O. BOX 470
7496 COUNTY COMPLEX ROAD
HANOVER, VA 23069

SHELLY H. WRIGHT
BUDGET DIVISION DIRECTOR

STEVEN K. RUSCH
PURCHASING DIVISION DIRECTOR

CECIL R. HARRIS, JR.
COUNTY ADMINISTRATOR

PHONE: 804-365-6015
FAX: 804-365-6100
WWW.HANOVERCOUNTY.GOV

August 20, 2014

ADDENDUM NO. 1 TO ALL OFFERORS:

Reference - Request for Proposals: 15-03-2384SR
Commodity: Financial and Payroll-Human Resource System
Dated: August 1, 2014
Proposals Due: September 24, 2014

The above is hereby changed as follows:

Reference Page 8, Section 3.1(A)1: Change to read "One (1) original, so marked, and **four (4)** copies of each proposal."

Add as Section 7.10:

INSURANCE REQUIREMENTS: The Contractor shall furnish a copy of a certificate of insurance in accordance with the requirements set forth below before the County will issue a Purchase Order. The Contractor shall be responsible for maintaining current certificates of insurance on file with the County. The Contractor shall be required to maintain in force such insurance, in amounts and types acceptable to the County, as will protect itself and the County from claims which may arise out of or result from the execution of the work, whether such execution be by itself, its employees, agents, subcontractors or by anyone for whose acts any of them may be liable. All insurance shall be provided by companies authorized to conduct business in the Commonwealth. Insurers should have a rating of "A-", Class VII, or better, in the latest evaluation of A. M. Best Company, or as otherwise approved by the County. The Contractor shall maintain during the initial term and any additional terms of the contract the following equivalent coverage and minimum limits:

- A. Commercial General Liability \$1,000,000 Combined Single Limit per Occurrence: The Commercial General Liability policy should name the **additional insured** as follows: the Hanover County Board of Supervisors and its elected and appointed officials, officers, consultants, agents and employees, and affiliate or subsidiary boards are additional insured per RFP No. 15-03-2384SR.
- B. Automobile Liability \$1,000,000 Combined Single Limit Per Occurrence
- C. Worker's Compensation: Statutory Limits of the Commonwealth of Virginia
- D. Employers' Liability \$500,000 Accident, \$500,000 Disease & \$500,000 Policy Limit
- E. Umbrella Liability \$1,000,000 Per Occurrence
- F. The **certificate holder** should be listed as:
County of Hanover
P.O. Box 470

The following vendor questions have been submitted:

Q1 What is the budget for this project?

A1 The current budget is approximately \$700,000.

Q2 Does the budget include implementation?

A2 Yes, this project is to provide us with a fully operational system.

Q3 Is the target start for the Payroll/HR/Benefits administration system this coming January?

A3 No, part of your proposal will be to provide a timeline but we do not expect anything that quickly.

Q4 Is Laser Fiche integration required or is the county open to other document imaging systems that could be more tightly integration with the finance and payroll/HR solution?

A4 LaserFiche integration is not required. The County will assess its options based on the selected vendors document management capabilities.

Q5 Will Payroll/HR and Finance software be procured together?

A5 Not necessarily. If a proposal is made and accepted that includes both HR/Payroll and Finance, then they will be procured together. If two separate proposals better meet our needs then we will procure two systems.

Q6 Can you describe how separate or together the implementation of Payroll/HR and Financials will be for the three entities? Schools, County, and Jail

A6 Payroll, Financial and Benefits (part of HR) will be implemented at the same time for all three/four (Library) entities. The remaining HR applications will be implemented at the County first, followed by the Jail, Library and Schools.

Q7 Is purchasing centralized for the County, Schools, and Jail?

A7 Yes

Q8 Is there any margin of tolerance with the general terms and conditions in your RFP? We have some internal policies that may cause conflicts for this bid. One example is our (not) sharing certain technology and systems information (for confidentiality reasons).

A8 Any deviations from the RFP should be noted in Attachment D. Confidential information should be identified in your proposal and Attachment C as per Section 3.1(B)6 of the RFP.

Note: A signed acknowledgment of this addendum must be received by this office either prior to the due date and hour or attached to your proposal. Signature on this addendum does not substitute for your signature on the original bid document. The original bid document must be signed.

Sincerely,



Steven Rusch
Purchasing Division Director

SunGard Public Sector

Name of Firm



/Vice President of Professional Services

Signature/Title

September 22, 2014

Date

BOARD OF SUPERVISORS

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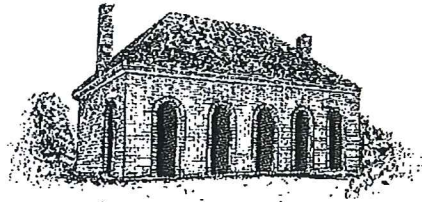
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PHONE: 804-365-6015

FAX: 804-365-6100

WWW.HANOVERCOUNTY.GOV

September XX, 2014

ADDENDUM NO. 2 TO ALL OFFERORS:

Reference - Request for Proposals:	15-03-2384SR
Commodity:	Financial and Payroll-Human Resource System
Dated:	August 1, 2014
Proposals Due:	September 24, 2014

The above is hereby changes as follows:

Reference Page 8, Section 3.1(A)1: Change to read "One (1) original, so marked, and five (5) copies of each proposal."

Clarification to the answer given to Question 1 in Addendum 1:

The \$700,000 identified in our answer is the County portion of the budget for this project. The contribution from Hanover County Public Schools has not yet been defined but is expected to be approximately \$250,000 - \$300,000.

The following additional vendor questions have been submitted:

1. Attachment F (spreadsheet)

- Q1 Column G is entitled "Location Where Addressed in Vendor Proposal". Can you clarify what an answer would "look like"? We ask this because the information we are providing on functional requirements will be in the preceding columns on Attachment F itself, we do not list out every single functional requirement in the Proposal.
- A1 Column G is intended to give the reviewer an easy cross-reference to all locations in the response that reference the applicable module and system functionality included in the requirements. We need enough information to determine in the initial review if functional requirements are met.

HR/ Employee Profiles

- Q2 Item 16 – The system will have decentralized updating capability to the employee level such as through the Internet or the internal mail system. Please provide an example.
- A2 Employees can log onto the system and change their address or health coverage choice (all subject to an approval workflow).
- Q3 Item 23 – Personal employee file structure can be defined by user. Please describe further as we are not sure what you are asking.
- A3 Employees have some ability to customize their experience with accessing their records (what they see and how they see it).

HR/ Organizational Structure

- Q4 Item 13 – Organizational structure can be accessed and navigated through other applications. Please describe further.
A4 You can access organizational structure from payroll or benefits modules.

2. HR Scope

- Q5 Is Hanover County looking for the new solution to integrate with your current Applicant Tracking System (NeoGov) [HR Tab > Reference 5], or is Hanover County looking to replace NeoGov with a new Applicant Tracking System [HR Tab > Reference 6] in scope in the proposal?
A5 At this time there is no funding for other Human Resource modules/components other than benefits. Hence, we would be looking for integration to NeoGov at least for several years until a determination has been made on a HR System. The County may look to integrate to NeoGov for the long term or replace NeoGov.
- Q6 Is Hanover County Schools looking for the new solution to integrate with your current Performance Management System (TalentEd) [HR Tab > Reference 14], or is Hanover County Schools looking to replace TalentEd with a new Performance Management System [because Learning is referenced, which would need to include Performance and Succession] in scope in the proposal?
A6 TalentEd is new performance management system for Teacher Evaluations. At this point, we would simply need to feed TalentEd with employee change info such as new hire/termination/etc.

Functional: HR

- Q7 Are the 800 Substitute teachers eligible for health and welfare benefits?
A7 No they are not eligible.
- Q8 Who is the current vendor supporting Flexible Spending Account Administration? Are you interested in obtaining a quote on this service?
A8 AFLAC uses Wageworks to administer our FSA. We are not interested in a quote for this service as part of this solicitation.
- Q9 Have you ever conducted a full dependent audit? If yes, please provide date of latest audit.
A9 Not within the last 2 years.
- Q10 Do employees enroll directly with AFLAC for coverage in Critical Illness, Group Accident and Personal Cancer Coverage and with Genworth for LTD? Please describe the different benefit waiting periods by group (e.g. County, Library, Jail, Schools. DOH, 30 days, 1st of month following 30 days, 60 days, etc.)
A10 HR provides the necessary AFLAC forms for employees interested in enrolling in coverage and sets up the appropriate payroll deductions. Our LTD is handled by Metlife. Long term care insurance is provided by Genworth.
- In addition, the STD and LTD benefit differs depending on the Virginia Retirement System (VRS) plan the employee is in. The information provided applies to Plan 1 & Plan 2 VRS members. VRS Hybrid members STD & LTD is provided for by The Standard Company.
- Q11 How do retirees change addresses and other demographic information today? Web? Paper? Phone calls?
A11 Retiree's call our HR office and can e-mail, fax, or change demographic information in person.
- Q12 Is retiree information housed on the SunGard System?
A12 No
- Q13 Do you conduct an annual enrollment for retirees? If so, can they enroll via the web?
A13 Yes we have Open Enrollment but not via web.
- Q14 Is CMS/Medicare Part D reporting required?
A14 Yes
- Q15 Who is your current COBRA Administrator: TPA or in-house?
A15 In-house

Q16 H&W Volumes:

- A. # of total active EE's (exclusive of retirees) by pay cycle – 4200
- B. # of retirees by pay cycle to be paid by the provider – 0
- C. Annual Turnover rate – Less than 10%
- D. # of unions – 0
- E. # of CBA's (please the CBA's) – 0
- F. # of union employees eligible for benefits – 0
- G. # of unique general ledgers – 2
- H. # of benefit eligible non retiree employees
 - 1. Full-time employees: (County/Jail/Library) = 1145
 - 2. Part-time employees: (County/Jail/Library) = 248
 - 3. Full-time employees: (School) = 2252
 - 4. Part-time employees: (School) = 323
- I. # of benefit eligible retirees
 - 1. Pre-65 – 124
 - 2. Post 65 – 56

Functional: Talent

Q17 # of employees who will use your Learning (and Performance, if in scope) system per year

A17 4200

Q18 # of new hires per year

A18 Around 200

Q19 If a new talent acquisition system is in scope, who does Hanover County presently use for background checks/drug screening/Work Opportunity Tax Credits/I-9 and is Hanover County interested in receiving a quote for these services?

A19 No, we are not interested at this time

3. Payroll

Functional

- A. # of FEIN's – 4
- B. # of active garnishments – 30 between county and schools
- C. # of union employees – 0
- D. # of manual/off cycle checks – up to 2 each pay period
- E. # of employees who will use the time and attendance system – 4200
- F. # of clocks required – 80
- G. # of current COBRA continuants – 9
- H. # of monthly COBRA qualifying events, on average – 30
- I. # of FSA participants – 545 medical, 115 dependent care
- J. # of HSA participants, if offered – not currently offered, will be added for 2015
- K. # of LOA cases annually – 500

4. Grant Management

Q20 What is meant by "Self-balancing grant funds"?

A20 Ideally we would like the grant module to be able to track grants that over multiple years, especially for public works as their construction projects can span multiple years. We would like system to have the capability to show the amount of funding that has been awarded for each grant/program, and similarly we would like it to reflect the balance available after funding has been paid. So, I believe the 'self-balancing' notation is referencing that we want the software to show the available balance for the individual grants without having to do any additional entries.

Q21 How many administrators?

A21 5

Q22 How many people need to certify time and effort?

A22 12

Note: A signed acknowledgment of this addendum must be received by this office either prior to the due date and hour or attached to your proposal. Signature on this addendum does not substitute for your signature on the original bid document. The original bid document must be signed.

Sincerely,



Steven Rusch
Purchasing Division Director

Sungard Public Sector

Name of Firm



/Vice President of Professional Services

Signature/Title

September 22, 2014

Date

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Non-Disclosure Statement

The terms and conditions contained in this proposal will automatically expire 120 days from the date of the proposal, unless renewed, extended or terminated earlier by written notice from SunGard Public Sector Inc. Unless otherwise stated; taxes that may be applicable are not reflected and will need to be paid by the client.

Any modification pricing provided in this proposal is an estimate only. Detailed analysis of your specific requirements is needed prior to providing exact pricing.

If applicable, the prices for hardware and system software products and services are subject to change and are submitted for your information only. The terms and policies of the hardware vendor govern any portion of this proposal related to hardware and system software products and services.

If applicable, the prices and information on any third-party products and services are subject to change and are submitted for your information only. The terms and policies of any third-party vendor govern all portions of this proposal related to those products and services.

This proposal is protected by copyright law and contains proprietary information and confidential trade secrets belonging to SunGard Public Sector Inc. This proposal is furnished and accepted on the express condition that portions of it shall not be duplicated or disclosed, in whole or in part, except to your staff and agents when necessary for evaluation purposes, without prior written consent of SunGard Public Sector Inc. Those confidential portions include, but are not limited to, pricing and client lists. All such proprietary information is clearly marked for your convenience. Any portions of this proposal that are not marked proprietary or confidential shall be available for public disclosure.

CONFIDENTIAL AND PROPRIETARY

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Section 1. General Information

Executive Summary

Hanover County is evaluating available options to satisfy its Financial and Human Resources/Payroll needs. As a SunGard Public Sector (SunGard) client since 1990, you are familiar with how we operate and we understand your requirements. Our latest offering, ONESolution, includes a Finance and HR/Payroll suite that has the ability to meet and exceed your expectations. Based on our responses to your functional requirements, SunGard complies with more than 94% of the functionality requested by the County. This compliance is achieved off-the-shelf with our ONESolution Finance and HR/Payroll suite.



Why SunGard Public Sector?

SunGard is a leader in government information technologies. We are part of SunGard Data Systems, one of the world’s largest information technology software and services companies with revenues of more than \$2.8 billion. We provide a range of software and services. It is our mission to be the leader in developing, delivering, and supporting high quality, advanced, and fully-integrated application solutions to public sector organizations worldwide. The public sector is the *only* market we serve so we understand your business.

ONESolution offers the correct blend of functionality and flexibility. Access to information is provided through the integrated business intelligence solution and internal controls are inherent in the system. Since we focus specifically on the public sector, we understand the right blend of services needed to bring true value to the County. ONESolution helps departments across the County exchange data and information. Users move intuitively between applications with a consistent, role-based user experience. The various departments and functional organizations benefit from the integrated workflow solutions tying participants together through well-defined and managed processes that are aligned with the County’s objectives.

PRIMARY OBJECTIVES	SUNGARD SOLUTION
<p>Provide Better Management Information: County Managers need better and timely information from the system to provide decision support.</p>	<p>ONESolution helps departments across the organization exchange data and information in a timely manner. The various departments and functional organizations benefit from the integrated workflow solutions tying participants together through well-defined and managed processes that are aligned with the County’s strategic goals.</p>

<p>Improve Business Process Efficiency to Leverage Maximum System Benefit: The County needs to streamline business processes, reduce duplicate data entry. Having a financial and payroll-HR benefits system with pertinent modules will allow for the reduction of many shadow systems.</p>	<p>ONESolution’s single-database design makes it easier to share information across the County, eliminate duplicate data entry, and extract information from the system, especially when it comes to reporting and inquiries. Dashboards allow you to monitor, measure, and manage performance at a glance. Security can be used to hide confidential information from users. Our goal is to help the County eliminate shadow systems.</p>
<p>Data Integration: For key systems already in place in the County, there will need to be interfaces developed and maintained that allow for information to be transferred automatically between systems. The County is looking to avoid fragmented information that relies on users to enter and reconcile data between multiple systems.</p>	<p>ONESolution Finance & HR/Payroll is a unified, enterprise solution that allows all users to collaborate and share information. The Workflow tool ties participants together through well-defined and managed procedures.</p> <p>The familiar Windows®-based user interface provides a common look and feel that allows employees to move intuitively between applications. The result is an integrated system that reduces redundant data entry, storage, paper processing, and follows uniform processes.</p> <p>ONESolution’s SOA architecture presents tremendous opportunities for interfacing with third-party products. We have included the development and support of the required real-time interfaces in our proposal.</p>
<p>Establish Solutions That Allow Access to Systems Anywhere/ Anytime: In an increasingly mobile work environment access to systems must be beyond one’s office and beyond the traditional work day/week.</p>	<p>ONESolution allows for mobile workflow approvals via email. Employee Online, Time Card Online, Professional Development, and Applicant Online are available on mobile devices (iOS and Android) through a browser. ONESolution is available by implementing virtualization software. Cognos Business Intelligence and reporting are also available through a mobile device (iOS and Android).</p>
<p>Implement System Solutions That Make It Easier for Departments to Manage Their Financial Resources: Departments need to be able to manage their own financial resources while adhering to overall County financial objectives and procedures.</p>	<p>From any General Ledger account in ONESolution, users can drill down to detailed transactions in any subsidiary ledgers, including Accounts Payable, Accounts Receivable, Payroll, Human Resources, Cash Receipts, Budgeting, and Fixed Assets. Furthermore, the flexible account structure eliminates the need for duplicate data entry and supports State and Federal reporting mandates as well as CAFR, GAAP, and GASB requirements.</p>

Ensure the New System is an Integrated Solution Using the Latest Technology While Enhancing

Operations: The County needs to replace its antiquated systems and platforms with the latest technology and implement solutions where users can take advantage of the newest system features.

The proposed ONESolution incorporates the following technology:

- Microsoft Windows and .NET
- Client/server architecture
- Integrated mapping
- Workflow for improved business processes in all applications
- User-defined desktop supports configurable dashboards, task lists, real-time reporting and graphs, favorites, and links to the user's most commonly accessed areas of ONESolution
- Web-based options for employee self-service and applicant services
- Microsoft Office and Adobe Acrobat integration
- Standard interface utilities, service-oriented architecture (SOA), and Web services for interfacing with third-party applications

Customer Loyalty Discount

As an existing customer, we are pleased to offer Hanover County a customer loyalty discount. With this discount, there are no license fees for ONESolution applications that are exchanged for "like-for-like" NaviLine applications covered by your current maintenance agreement. Please refer to "Section 7. Total Cost of Ownership" for pricing details.

Summary

We want to thank you for being a SunGard customer. We look forward to expanding our relationship and the opportunity to prove why ONESolution is a great fit for Hanover County. We welcome the opportunity to discuss our response, demonstrate our software applications, and expand our relationship with you. For additional information, please contact Denise Pratt at 407-304-3027 or denise.pratt@sungardps.com.

SunGard's Stability, Capacity, and Resources

Regarding section 3, item C.4, SunGard's mission is to improve the quality of life by helping those who support, develop, and sustain the communities in which we live. Our software and information technology solutions impact more than 115 million residents in North America. Aligned to serve five key customer segments – Public Administration, Public Safety and Justice, Nonprofit Agencies, State Government, and the Federal Government, the corporate strength of SunGard fuels coordinated development while the combined experience and knowledge helps communities and governments better serve their citizens.

We are a division of SunGard Data Systems (SunGard Data), which serves approximately 16,000 customers in more than 70 countries and has more than 13,000 employees. One of the world's leading software and technology services companies, with annual revenue of about \$2.8 billion¹, SunGard Data provides disaster recovery services, managed IT services, information availability consulting services, and business continuity management software. For more information, please visit www.sungard.com.

SunGard is committed to customer success, and we constantly look for new ways to help government work more efficiently. Our management and employees provide the leadership and innovation that sets industry standards, provides unparalleled customer support, and keeps pace with the latest technology standards – all while sustaining best business practices.

Our goal is to develop a technology partnership with Hanover County as we do each of our clients. This partnership is based on integrity, as well as our commitment to the finest quality and service. Our record of three decades of continuous growth, success, and stability in the industry is proof that SunGard continues to evolve with some of the latest technologies without forcing expensive re-conversion alternatives.

¹ Operating results for the individual units of SunGard Data are provided only to the extent offered in the SunGard Data Systems Annual Report. Copies of SunGard Data's most recent annual reports are available at www.sungard.com.

SunGard Public Sector At-A-Glance

Parent Corporation:

SunGard Data Systems Inc.
Number of Employees: 13,000
Ownership: SunGard Data is privately held
Annual Revenue: 2013: \$2.8 billion

SunGard Business Unit:

SunGard Public Sector Inc.
1000 Business Center Drive
Lake Mary, FL 32746
Number of Employees: 770
Year of Incorporation: 1981

Target Industry:

SunGard focuses on the public sector including Local Government, Public Safety & Justice, Utilities, Transits, Not-for-Profit Agencies, State Government, and Federal Government.

Proposed Solution:

ONESolution Finance & HR/Payroll

Authorized Contact:

Denise Pratt, Client Success
Executive
Phone: 407-304-3027
Denise.pratt@sungardps.com

www.sungardps.com

ONESolution[™]

Section 2. Statement of Needs

As a leading provider of integrated software applications for the public sector, SunGard has the total solution to fit your present needs and to grow with you into the future.

The proposed ONESolution Finance & HR/Payroll suite is a part of SunGard's comprehensive product line for local government, delivering the critical software functions you need with a simple and efficient common user interface. This unified, enterprise-wide solution set delivers leading-edge functionality, usability, and value to public sector organizations. Finance directors, budget supervisors, utility and public works directors, and public safety and justice executives and managers can collaborate and share information using ONESolution. And citizens and staff can rely on a consolidated ePortal that provides information and services when and where they need them.

ONESolution helps departments across the organization exchange data and information, and assists users move intuitively between applications with a consistent, role-based user experience. Written in Microsoft .NET and using Service Oriented Architecture (SOA), ONESolution applies Microsoft Windows Presentation Foundation (WPF) features to deliver a common look and feel and assists key users with efficient, easy-to-use process flows. Local governments can easily adopt one suite or the full enterprise-wide solution, thanks to the flexible, open-standards interfaces in individual ONESolution product suites.

Based on the requirements of Hanover County, we propose the following ONESolution Finance & Human Resources/Payroll applications:

- Accounts Payable
 - Bank Reconciliation
- Budget
- Debt Manager/Capital Project Accounting
- Fixed Assets
- General Ledger
 - Job/Project Accounting Ledger
 - Project Allocation
- Grants Management
- Human Resources
 - Applicant Online
 - Professional Development
 - Personnel Actions
- Payroll
 - Position Budgeting
 - Employee Online
- Purchasing
 - Bid and Quote Management
 - Contract Management
- Tools
 - Desktop
 - Workflow
 - Easy Laser Forms
 - Documents Online
 - Click, Drag, and Drill
 - IBM Cognos Business Intelligence
 - IBM Cognos Disclosure Management
 - IBM Cognos TM1

The following pages contain detailed descriptions of the proposed applications. The items are addressed in the order specified in Section 2 of the RFP.

2.1.ONESolution Finance & Human Resources/Payroll

2.1. A. Accounts Payable

ONESolution Accounts Payable is a powerful and integrated tool for managing vendor payments. Robust integration to the Purchasing, General Ledger, Accounts Receivable and Fixed Assets reduces data entry.

Accounts Payable Features

- Perform duplicate invoice checking
- Allow separate checks for same vendor
- Includes NIGP commodity codes
- Route entries for electronic approvals
- Support recurring payments
- Provide for three-way matching with user-defined tolerances
- Use EFT processing, system generated or manual checks
- Generate positive pay files

Vendor Management

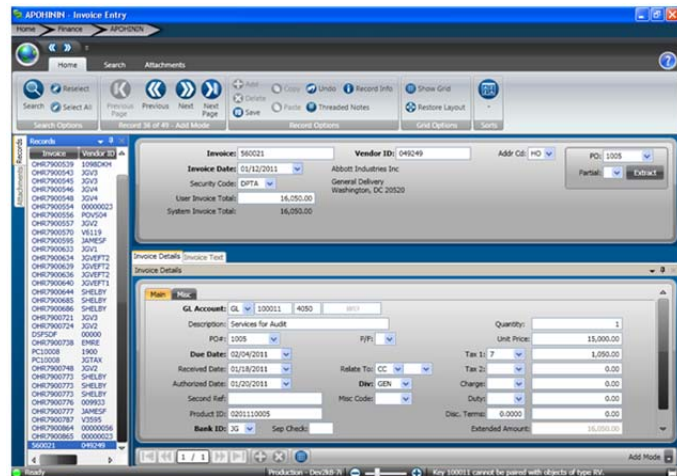
- Support the use of temporary vendors and one time vendors
- Provides detailed purchase requisition and order inquiry
- Support multiple vendor addresses, phone numbers and email addresses
- Support 1099-MISC forms, including electronic filing and laser form printing
- Share vendor tables across applications to reduce duplication and maintenance

Check Processing

- Select invoices for payment by due date, vendor, invoice number, or other criteria
- Use-defined check formatting, including MICR and secure signature capabilities
- Include-defined remittance advice format

Reporting

The Accounts Payable application offers standard reports, such as Aging and Reconciliation reports and ad hoc reporting for user-defined reports. Security protected reports can be run at the user's networked computer or via the Internet from supported Web browsers.



Bank Reconciliation

ONESolution Bank Reconciliation is a central repository of disbursement and deposit information generated by other applications. With Bank Reconciliation, you can track and report all disbursements issued and deposits received in ONESolution.

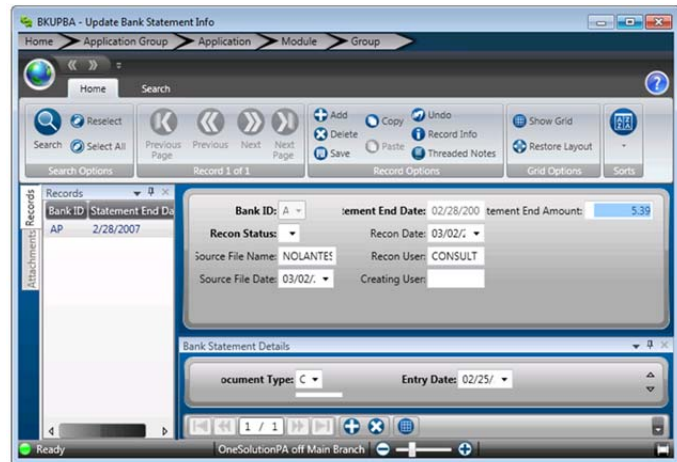
Bank Reconciliation Features

- Integrated with the Accounts Payable, Payroll, and Cash Receipts applications
- Supports an unlimited number of bank accounts
- Import electronic bank statements for reconciliation purposes
- Records separate dates for all events in the life of a check, such as issue, cancellation, reversal and appraisal

Reporting

The Bank Reconciliation application includes standard reports and immediate online inquiry to any data in the application.

Security-protected reports can be run at the user's networked computer or via the Internet from supported Web browsers.



Some of the standard reports that are available include:

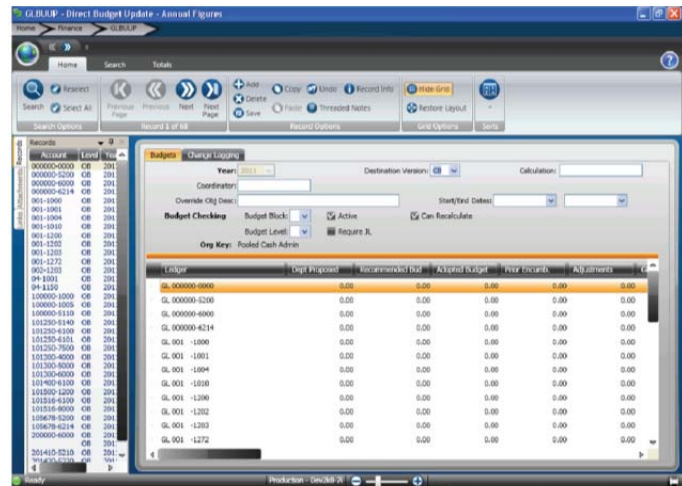
- Vendor Check Summary
- Bank Statement Listing
- Unclaimed Funds by Account
- Consolidated Check Register
- Deposit Listing - Detail
- Deposit Listing - Summary
- Outstanding Checks
- Payee Report

2.1. B. Budget

ONESolution Budgeting is a collection of flexible tools designed to help you create and analyze current and future year budgets. When developing budgets, current or prior-year budget and/or actual information is available for manipulation and set up of “what if” scenarios. The application can also define individually budgeted items (equipment purchases, travel requirements, etc.) within a given General Ledger or Job Ledger account.

Budget Preparation and Modeling Benefits

- Define up to 25 named versions of a budget for each year
- Support annual, quarterly, monthly, and multi-year budgets
- Use allocation controls at any user-defined levels
- Interactive budget checks are made at user-defined levels
- Run “what if” scenarios using complete budget modeling application
- Interface with Position Control and Grant Management for modeling
- Budget, expend and control at different levels
- Create trend analysis and straight-line projections from current and prior year actuals
- Print final budget preparation document
- Enter financial and statistical measures (gallons, hours, units)
- Track and report all budget changes
- Download or upload to or from PC-based software
- Use specialized balanced budget transfer and adjustment screens



Budget Item Detail Benefits

- Handle all information updates interactively within the Budgeting application
- Support annual or monthly budgeting within user-named budget versions at any defined level within the chart of accounts
- Define multiple year entries concurrently
- Updates to the General Ledger application occur on a user-directed basis
- Maintain a chronological log of all Budgeting entries and/or changes
- Use separate screens for travel, equipment, and miscellaneous items
- User-defined copy/purge utility

2.1. C. Debt Management and Capital Project Accounting

The SymPro Debt Manager software provides a tool to manage the debt service, redemptions, service providers, compliance, and reporting appropriate for issuers of private debt and publicly traded bonds.

Bond Issue Management Features

- Creates a graphical and grid presentation of the issuer's debt structure and provides automatic consolidation at the project, division, and enterprise level.
- Provides a central database for all information related to your debt issuance. Track issue level fees for underwriter, trustee, and bond counsel. Organize all vendor contacts and electronic documents for each issue for easy access by all users.
- Automatically creates the full range of bond structures including serial bonds, term bonds, capital appreciation bonds, variable rate bonds, stepped coupon bonds, zero coupon bonds, fixed payment bonds, commercial paper, leases, certificates of participation, and short term obligations.
- Stores and organizes detailed cash flow information down to the maturity level including call options, sinking fund schedules, and variable rate information.
- Reduce the complexity of managing debt by allocating debt service responsibility to various funds or projects. The general ledger interface module will automatically create the journal entries for all your debt transactions and create an export file that is formatted specifically for your General Ledger system.
- Provides easy management of payments and redemptions. Link refunding bond issues and track effect of redemptions on allocated cash flows.
- Export virtually any data view in the system, including formatted reports, to PDF or Excel through easy-to-use toolbar menus.

The SymPro Debt Manager provides comprehensive debt issue reporting including Debt Service, Calls, Sinking Funds, Term, Redemption, and Payment History.

Project Allocation

ONESolution Project Allocation provides expense allocation rules that are established at the time of project setup and drive posting to the Job/Project Ledger from all applications. Data entry from Accounts Payable, Accounts Receivable, Cash Receipts, Purchasing, Payroll and other core applications requires only the project number reference to complete all account postings and secondary allocation transactions.

Project Allocation Features

- Establish allocation rules that calculate based on a budget ratio or a fixed percentage and can be prioritized by funding source, phase or other user-defined criteria
- Recognize funding limits by funding source and discontinue allocation to those sources when the limit reaches the maximum
- Calculate and distribute interdepartmental charge backs and allow for establishment of cost pools. Cost pools can be allocated by fixed percentage or by calculated ratios from user-defined cost drivers
- Establish step-down calculations and variance accounting in the Job/Project Ledger that are supported by Project Allocation
- Input project description, administrative text and other information pertinent to the project with the use of freeform text
- Establish distribution percentages for projects that are self-contained but benefit multiple activities, allowing project costs to be aggregated independently but distributed for reporting purposes
- Supports multi-year budgeting
- Roll project budgets into the Job/Project Ledger through an automated routine that allows unlimited budget adjustments prior to finalization and update of the Job/Project Ledger
- Define matching funds for projects to automatically create matching transactions
- Use multiple funds and types of accounts, such as general funds, bond proceeds, matching funds and more

2.1. D. Fixed Assets

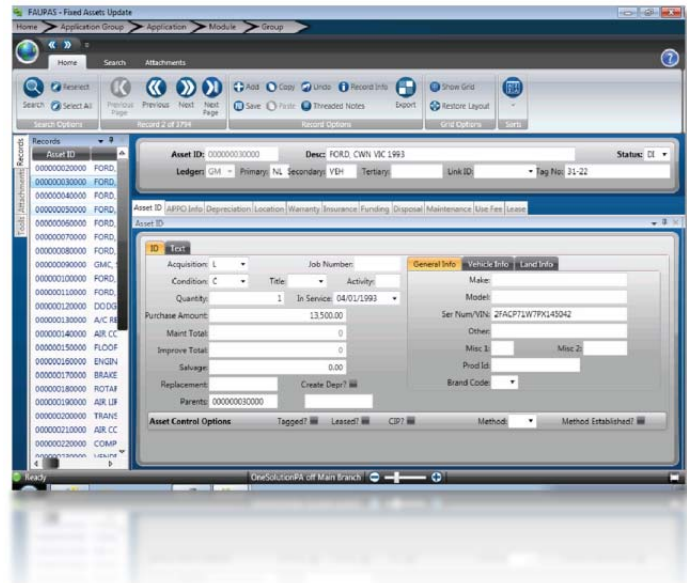
ONESolution Fixed Assets is designed to help you monitor and report on all capitalized and non-capitalized fixed assets. Specifically, Fixed Assets allows you to keep track of the asset and related asset information from the time of acquisition until it is purged from the Fixed Assets database. In addition to monitoring the asset, Fixed Assets also performs a number of depreciation calculations and makes all required entries to the General Ledger.

Features

- Application interactively handles all asset information updates
- Application maintains a chronology of the asset's location by employee, room, building, or lot

Reporting

The Fixed Assets application includes standard reports and immediate online inquiry to any data in the system. Security-protected reports can be run at the user's networked computer or on the Internet from any supported Web browser.



Asset information for reporting or inquiry is shown below:

- Asset IDs
- Location Codes
- Acquisition Dates
- Deletion Dates
- Obsolescence Dated
- Sale Dates
- Book Value
- Market Value
- Purchase Price
- Depreciation Code
- Responsible Person IDs
- PO Number
- Client-Assigned Codes
- Maintenance Dates
- Insurance Codes
- Project Codes
- Manufacturer's Codes
- Warranty Dates
- License Renewal
- Installation Dates

Other available processes include:

- Depreciation calculations using Straight Line
- If desired, defer depreciation until the next full year for acquisitions in the present year to avoid partial year complexities.

2.1. E. General Ledger

ONESolution General Ledger is the heart of ONESolution Finance and Human Resources system. Every subsidiary application can be represented in detail or in summary in this application. The General Ledger is used to generate many financial and management reports and inquiries and is typically the primary area where budgets are created.

General Ledger Benefits

- Design the account structure you need for your agency with the user-defined account and project structure. The structures can be up to 72 digits and the Object is 8 digits, with up to 80 organizational dimensions, as well as multiple ledger structures.
- Complies with GAAP, GAAFR, GASB, and FASB
- Monitor all budget alerts and approval tasks from a single desktop
- Performs all facets of disbursement processing, including customized check stub layout, check printing, report creation, and bank statement reconciliation either online or electronically
- Supports cash, budgetary, modified accrual, and full accrual basis of accounting
- Maintains control of account balances reflecting revenue, expenditure, and encumbrance activity totals from subsidiary ledgers
- Provides standard reports and immediate online inquiries exist to any data in the system, with all access and content controlled by security

General Ledger Features

- Define grant and project accounting periods separate from fiscal year
- Post to past, current, and future periods/years with appropriate security
- Restructure ledger with simple changes (merge funds) to complex (new structural part)
- Track costs by program, project, activity, and/or task across department and fund lines
- Support unlimited number of funds
- Capability to upload chart of accounts via spreadsheets
- Updates are online and interactive
- Perform cash management accounting at any user-defined level
- Fully integrated with the Job/Project Ledger, eliminating duplicate data entry
- Complete contract and grant accounting application
- Includes comprehensive budget preparation and modeling application

Journal Entries and Automatic Functions

- Define approval process with Work Flow
- Automatically post cost of goods sold and indirect charges
- Automatically redistribute and/or allocate costs due to changes in organizational structure
- Track all inter-fund entries and transfers
- Load journal entries via spreadsheet
- Post in summary or detail from any application

Job/Project Accounting Ledger

ONESolution Job/Project Accounting Ledger is a separate, yet integrated function of the General Ledger application. General Ledger and Job/Project Accounting Ledger transactions can be keyed simultaneously; thus, the two ledgers are fully integrated, never out of balance, and transactions need only be entered once. With a separate client-defined General Ledger and Job/Project Accounting Ledger account structure, the required organizational hierarchy for both the General Ledger and Job/Project Accounting Ledger can be effectively modeled. Job/Project can cross all General Ledger structural boundaries such as fund and function.

Job/Project Accounting Features

- Flexible chart of accounts, defined independently from the General Ledger application
- Complete integration with the General Ledger and all other applications at the transaction level, accounts in both applications remain in balance at all times
- Multiple fiscal year information is fully supported
- Budgets can be prepared on an annual, quarterly, and/or monthly basis at line item or summary levels; easy-to-use scenarios allow users to define and apply various “what if” scenarios to future and current year budgets; statistical budgeting is fully supported
- Inquiry function allows users to access information interactively and extract it using multiple selection criteria values; project information, balance and budget figures, and/or transactions, which originated from other applications can also be viewed using our Account Summary Inquiry feature
- Journal entry application allows users to create a set of journal entries to distribute after all error checking and balancing has occurred; transaction entries require the General Ledger account; job/project account is optional
- Closing entries may be generated automatically; users may specify a subset of the chart of accounts to be closed, allowing specific job or project activity to be left open
- Chart of accounts can be updated interactively or from a spreadsheet
- Month-end automatic postings through Recurring Calculations allows user to define entries such as materials handling charges, indirect labor costs, or construction overhead fees
- Fail-safe audit trail of all transactions posted to the General Ledger and Job Ledger, with the ability to store two reference codes and two dates with each transaction posted
- Large selection of management reports in the General Ledger can be used for the Job/Project Accounting Ledger
- Detailed Project and Grant information can be tracked in the Project Ledger while summarizing the data in the General Ledger
- Ten distinct Project Ledgers can be used for different purposes as defined by the organization
- CFDA numbers as part of the chart of account structure
- Supplemental chart of account elements can be optional or required fields

2.1. F. Grants Management

ONESolution Grants Management tracks projects from initial proposal to closing. Grants Management can be divided into the grant life cycles such as: the proposal, award, budgeting and cost sharing projections, sponsor billing, memo and reporting needs and grant closure. Grant information tracked in Grants Management relates General Ledger/Job Ledger accounting and is connected through an account linkage subsequent to the grant award.

Grant tracking includes unlimited pre-award budget versions, matching requirements tracking, compliance tracking, contact management tracking, report dates with automatic notification via workflow and grant closure tracking. Sub-recipient agreements, written amendments, various types of correspondence, specific grant terms and comments can also be tracked.

Any type of document, as well as standard and custom reports created using ONESolution's report writers can be linked and attached to a project. Additional types of Grant activity can be created through robust user-defined functions.

Grants Management Benefits

- Track and report flow through grant activity
- Automatically validate to the chart of accounts
- Interface to the General Ledger for annual and multi-year budget entry
- Post entries to the General Ledger and Accounts Receivable applications for a fail-safe audit trail
- Capture internal and external funding, as well as all associated grant/fund source information
- Define and track individual multi-year grants
- Apply multiple grant proposals to multiple projects
- Project can be funded by multiple grants from different sources or a single grant can fund multiple Job/Project Ledgers
- Mapping of grant/project activity back to General Ledger control accounts; allows for transaction activity to be classified and reported from a financial, state, GASB, GAAFR, GAAP and FASB classification framework
- Associate funding to both single and multiple projects down to the individual line item; including the ability to transfer funds among any authorized or eligible projects
- Track grant amendment information
- Trace funding mixes and expenses for the purpose of invoicing the granting agency for reimbursement
- Associate unique reporting attributes to the grant and project accounts

Features

- Create grant (or funding source) /project relationships with the Job/Project Ledger application so the end user can focus on the accounting view most pertinent to their job function
- Associate unique reporting attributes to the project and grant accounts, allowing the organization to define a grant and project structure to uniquely satisfy grant and project reporting and accounting needs
- Integrated to all other applications, reporting and tools throughout the software
- User-defined business rules and full integration with the Project Allocation application for automated fund matching from multiple sources
- Reporting and budget checking from inception to date allow grant and project managers to easily view life-to-date activity for their grant or project activity
- Use begin and end dates for grants and projects to allow your organization to manage the grant/project life, regardless of fiscal year or years that the activity exists in as a grant or project
- Use Job/Project Ledger accounting to track and report the status of grant/project funds through commitments, pre-encumbrances and encumbrances automatically created by purchasing and other expenditures

Reporting

- Includes standard reports and immediate online inquiry to any data value in the system
- Security-protected reports run at the user's networked computer or via the Internet from any supported Web browser
- Copy and modify standard ad hoc reports to suit your individual needs
- User-defined format, totaling, sorting, and selection are available for all reports
- Roll-up and drill-down functionality are available
- Print reports to screen, printer, spreadsheet, graph or file
- View prior, current, future fiscal year reporting, combined multi-fiscal year reports and inception-to-date reports with user-defined periods

2.1. G. HR Benefits

ONESolution Human Resources is a comprehensive and intuitive employee resource management system that tracks and manages an employee from application through separation.

HR Features

- Tracks employee demographics
- Tracks personal information, such as leave including use of the Family and Medical Leave Act (FMLA)
- Tracks employee education, skills, licenses and certifications, issued equipment and miscellaneous tracking
- Provides comprehensive position control capabilities
- Offers effective date capabilities for many setup tables and employee assignments
- Supports multiple position assignments per employee while producing one payroll check
- Supports mid-period hiring, terminations or position/salary changes
- Automates labor distribution to the General Ledger and Job/Project Ledger applications
- Provides key automation for COLA increases, step increases, benefits updates, position changes and more
- Maintains up-to-the-minute payroll deduction and benefit information
- Automates workflow for approval and notifications
- Supports document attachments on all Human Resources records
- Allows saving emails or reports in Documents Online for future use
- Offers drill-down reporting
- Provides validations and warnings based on business rules
- Offers user security defined at the field level
- Includes complete audit trail
- Provides full integration with the Payroll, Position Budgeting, Employee Online, and Applicant Online applications

Benefit Administration

- Provides the ability to define plans, coverage and various rate calculations for benefits
- Automates the creation and assignment of benefit packages
- Supports various benefit types including medical plans, retirement and pension plans
- Supports for flexible benefits and cafeteria plans
- Includes full tracking of COBRA benefits
- Provides tuition reimbursement programs
- Tracks family and dependent information
- Supports effective dating to post-date transactions for processing at a later time

Performance

- Tracks all past and future employee evaluations and results
- Provides workflow reminder emails and letters to supervisors, evaluators and employees
- Maintains history of all grievance and disciplinary actions

Compliance

- Maintains records for workers compensation incidents including all OSHA required data
- Calculates FLSA requirements and overtime rates
- Updates state and federal tax tables updated each year
- Meets many federal and state reporting requirements

Applicant Tracking

- Maintains all applicant demographic and personal information
- Creates automatically an employee record automatically for hired employees without duplicate data entry
- Generates employment offers and contracts
- Integrates with Applicant Online to automatically for online job posting

Utility Features

- Update salary tables using global selection criteria
- Create new pay assignments, step increases and/or employee contracts using global selection criteria
- Allow global updated benefit rates and the global application of changes to affected employees
- Demonstrate earned versus paid wages and contract payoffs for employees working on a deferred plan
- Modify employee wage distributions globally
- Extract and sort by any data element in the software
- Develop custom report formats
- Make reports available to other users or groups
- Email or save reports in Documents Online for future use
- “Drill” from one report to another, as far down as transactional data or scanned images of source documents
- Supports statistical functions such as mean, median, mode, variance and standard deviation
- Perform mail merge and form letters
- Includes VBScript link

Applicant Online

ONESolution Applicant Online is a Web-based application that enables job applicants to search, review, and apply for available openings. “Back-office” components allow for review and processing of applications without redundant data entry. When used with the Human Resources application, Applicant Online streamlines the hiring process, reduces data entry, and assures maximum recruiting exposure.

Applicant Online Features

- Post job openings to the Internet for 24/7 recruiting outreach
- Automatically score applicant information based on user-defined weighting factors
- Identify top candidates based on user-defined application weights and aggregate scores
- Assign stages to applications such as incomplete, submitted, in review and completed
- View applicant summary reports by open position
- Define and perform workflow operations, such as notifying applicants of new positions, emailing notification of forgotten login passwords
- Permit applicants to perform keyword searches on available positions and view position details
- Allow applicants to create a profile and specify desired notifications for future position openings
- Provide applicants the ability to attach relevant documents to a job application
- Permit applicants to apply for multiple job openings
- Applicant details automatically transfer to next job application to save applicant time
- Permit applicants to edit application until it is submitted
- Allow applicants to review the status of their application at any time

Symantec Compatible Technology Partner

SunGard is a Compatible Technology Partner with Symantec. Applicant Online interfaces with Symantec’s antivirus software to provide safe resume and document uploads. The Symantec antivirus product is not included with Applicant Online and must be purchased separately.

Professional Development

ONESolution Professional Development enables organizations to create and manage staff education programs through the Internet. End users enjoy round-the-clock access to registration, class schedules, and a personal record of completed coursework while saving time on administration.

Professional Development Features

- Includes Web portal for participants and instructor access
- View class schedules online
- Register for courses, manage existing courses, manage waitlists and track history
- Drop existing classes or register for new classes
- View list of classes previously attended and print certificates
- Create and manage courses from the Web portal
- Manage attendance tracking and assign grades
- Send notification to all registered students by email
- Ability to define course information and associated class data
- Ability to upload attachments such as course syllabus
- Defines term of courses offered within calendar or fiscal year
- Create class/presenter evaluation questionnaire to collect student feedback
- Automate pre-requisite checking
- Automate the waitlist process
- Defines facilities and training locations
- Send email notifications to students and instructors with standard and custom workflows

Personnel Actions

ONESolution Personnel Actions allows management and officials to make requests for personnel changes online. The electronic workflow process routes the request through the user-defined approval hierarchy and business processes. Once the request is fully approved, the option to automatically update the various areas of the Human Resources application is available to save time and eliminate manual processing for your organization.

Personnel Actions Features

- Creates decentralized personnel action requests
- Offers intuitive and easy to use interface for end users
- Tracks audit trail history of personnel changes
- Create user-defined approval hierarchy and business processing with Workflow
- Add supporting document attachments
- Request employee salary changes quickly
- Add supplemental payments for an employee
- Update the employee status including full-time equivalent (FTE) and employee type
- Define an employee separation with supporting document attachments
- Change position, salary, status, supplemental pay and labor distributions all on one screen
- Create new employee requests including position, salary and supplemental payments
- Update the employee master file, pay assignments and miscellaneous Contribution, Deduction and Hour codes
- Create user-defined Reason codes that allow an unlimited number of form uses
- Provide validation to allow only one open request per employee per screen
- Display a warning on Position Control for position changes
- Include salary validations for step scale and minimum/maximum ranges
- Provide salary validation override by Reason code

2.1. H. Payroll

ONESolution Payroll is a comprehensive application designed for the complex environments often found within the public sector. Such organizations often deal with a multitude of bargaining groups which require differing accruals, benefit packages, deferred pay, special tax deferrals and retirement programs, to name a few. The Payroll application supports comprehensive rules and calculations to automate sophisticated calculations for a simple, repeatable payroll process.

Payroll Features

- Use dating to allow entry of an item as soon as notified
- Provides custom calculations for any deduction, contribution, and earnings code with completely user-definable business rules
- Use built-in calculations for deductions, contributions and earnings for standard calculations
- Limit the maximum amount of any deduction or benefit
- Automate contribution or benefit rate updates
- Define leave accrual methods which may vary by employee group
- Automate arrears tracking incorporating client business rules
- Track contract pay, including automatic processing of deferred pay
- Supports flexible spending accounts (FSA) for medical and dependent care
- Smooth tax fluctuations using the cumulative wage method or flat taxing
- Updated federal and state tax tables are provided by SunGard annually
- Supports daily, weekly, and pay period timecard entry by exception, positive entry, or both
- Enter overtime hours and rates through time cards, or derive based on user-defined rules
- Complies with Fair Labor Standards Act (FLSA) including 9/80 flexible schedules
- Supports multiple versions of user-defined salary and rate tables
- Supports mid-period hiring, terminations or position/salary changes
- Process trial payroll to verify results before distribution
- Automatic, flexible labor distribution to the General Ledger and Job/Project Ledger
- Supports multiple General Ledger distributions per position/paycheck
- Processes direct deposit information and data transmission
- Supports direct deposit to multiple bank accounts
- Supports multiple checking accounts and automatic bank tape reconciliation
- Print checks on demand to a workstation printer
- Supports magnetic media reporting
- Fully integrated with ONESolution's Human Resources, General Ledger, Accounts Payable, Accounts Receivable, Position Budgeting, and Budgeting applications

Time Card Online Features

- Enter time remotely from the Web with full security
- Provides simple, easy, intuitive to use time entry designed for employee and small department access
- Fully integrated with workflow approvals and payroll
- Ability to show employee leave balances and block or warn based on exceeding available balance
- Support for daily, weekly and pay period time card entry by exception, positive entry or both
- Ability to show employee schedule hours
- Automatically calculate employee default paid hours and display for salaried employees
- Configurable detail panels by employee groups show relevant fields for entry including, general ledger, project, grant, activity, work order number, reason codes and ring-in and ring-out time
- Ability for employee to specify break times to record for reporting

Payroll Reporting

The Payroll application includes standard reports and immediate online inquiry to any data in the system. Standard reports include:

- Employee PRELIST (payments, deductions, contributions, accruals and net amounts for each employee for a pay period)
- Check register and EFT register
- Period register (gross to net report)
- Contribution and Distribution registers
- Earnings register (gross to cost report)
- Leave balance and liability report
- Labor distribution and posting reports
- EEOC reports
- Quarterly 941s
- W-2 forms
- Many state reports for retirement and unemployment

Position Budgeting

ONESolution Position Budgeting provides the ability to forecast salary, benefits and other employer paid contributions based on what-if scenarios created by the organization. Data is automatically imported to Position Budgeting from the HR and Payroll applications to provide a working area for manipulation on different scenarios. Forecast data can be changed at the individual employee level or by automated processing with mass updates using selection criteria. Positions, benefits, salary tables and more can be created and updated within Position Budgeting. Once the organization decides upon one or more models to adopt, the budget is automatically sent to the General Ledger.

Position Budgeting Features

- Create a baseline budget from current HR and Payroll data. HR and Payroll data remains unchanged and Position Budgeting provides a working area for data manipulation
- Create unlimited models or what-if scenarios for comparison and reporting
- Assign salaries and benefits to multiple General Ledger accounts within a single position assignment
- Maintain salary “step” increases, increase/decrease amounts, increase/decrease benefits and more
- Maintain salaries as annual, monthly, bi-weekly, or hourly figures
- Define benefits as a percentage of salary or a straight-dollar amount
- Define benefits for regular and overtime pay
- Includes date-sensitive assignments. For example, next year’s structure may be reorganized without affecting the current year
- Set salary and full-time equivalent (FTE) limits at the job and/or position level
- Budget unfilled/vacant positions
- Integrated with General Ledger to automatically create budgets
- Maintains HR information for reporting purposes
- Maintains salaries, benefits and overtime based on FTEs

Employee Online

ONESolution Employee Online is the Web-based employee self-service portal for access to personal information, pay stubs, what-if calculator, W-2 forms, open enrollment and more. Employees have 24/7 convenient access to view many meaningful aspects of their employment while also updating the key information the organization allows. By automating many of the processes that Human Resources departments normally handle you can save time, money and the environment with employee self-service.

Employee Online Features

- View and update address, emergency contacts, family and dependents
- View check stubs and direct deposit advice online
- View and print W-2 forms online
- Manage direct deposit accounts to multiple banks including percent, amount and net calculations
- Provides Online Open Enrollment for various benefit categories
- Allows for benefit updates outside of open enrollment for qualifying events
- Provide links to benefit providers and other benefit related documentation
- Modify deferred compensation pre-tax deductions such as 457 and 401(k) savings plans
- View and update federal and state tax-filing status
- Provides What-If calculator for employee to model their gross, pre-tax deductions, filing status, exemptions and post-tax deductions for net effect on earnings and pay
- View all leave time accrued and used over the user defined time frame
- View the status of current positions and prior positions with the organization
- View employee education, skills, training, licenses, certifications, course history and tuition reimbursement
- Review contact information from an employee directory such as phone numbers and email addresses for all employees
- Administrator ability to impersonate user for organizational help and support
- Approve transactions first for auditing and control then send to Human Resources to update employee records automatically
- Flexible setup and options to allow for client-specific configurations

2.1. I. Purchasing

ONESolution Purchasing is designed for use by centralized or decentralized purchasing operations that enter requisitions online with online approval. The application prints purchase orders and provides the ability to track the life of each individual item that is printed on purchase orders, including any changes as a result of a change order. The Purchasing application also includes an automatic interface to the Encumbrance, Accounts Payable, Fixed Assets and Stores Inventory applications.

Purchasing Benefits

- Change the vendor originally assigned to a purchase requisition.
- Enter unlimited descriptive information for each item on a purchase request.
- Design and print Purchase Orders in user-defined formats.
- Join multiple purchase requests into a single purchase order to maximize quantity discounts.
- Join multiple items on a purchase request or on multiple purchase requests into a single item on the printed purchase order.
- Encumber funds automatically if desired.
- Specifically associate discount, charges, tax, and duty with an item.
- Establish multiple levels of electronic approval.
- Purchasing application logs changes to critical fields when changed after the Purchase Order is printed.
- Goods received can be assigned a tag number and automatically entered into the Fixed Assets application.
- Accounts Payable entries can be generated by entering the purchase order, invoice number, and the invoice date. All other information is taken from the receiving information entered in the Purchasing application.

Purchasing Reporting

The Purchasing application includes standard reports and immediate online inquiry to any data in the system. Security protected reports can be run at the user's networked computer or via the Internet from any supported Web browser.

Standard reports include:

- | | |
|-------------------------------|--|
| • Overdue Report | • Change Log Listing |
| • Receiving Sign-Off Sheet | • Requisition Sign-Off Sheet |
| • Approval Reports | • Receiving Report |
| • Purchase Order File Listing | • Purchase Request File Listing |
| | • Summary and Detail Requisition Item Listings |

Bid and Quote Management

ONESolution Bid and Quote Management provides the ability to record and track verbal and written quotes, as well as formal bids. The overall goal of this application is to provide complete information from the original request to the purchase order, and ultimately through completion of all purchases.

Bid and Quote Management Features

- Enter phone quotes in real-time
- Automatically create purchase orders
- Develop formal bid cycles with their associated tasks required
- Track vendor performance
- Track activity related to the bid through the award and beyond
- Update existing purchase requisition items, either individually or all items associated with a request number
- Update a single purchase request, or join multiple purchase requests into a single purchase order
- Set up multiple tasks, used in conjunction with creating any number of “bid cycles”
- Each bid is associated with a unique cycle ID, specifying the number of days required to complete the entire bid process
- Directly update the price of individual items on a purchase request. Copy existing purchase requests into new purchase request numbers
- Select multiple vendors based upon multiple product codes, multiple commodity codes, and multiple vendor association values
- Integrates with Purchasing, Encumbrances, General Ledger, Job Ledger and Person/Entity database

Bid and Quote Management Reporting

The Bid and Quote Management application includes standard reports and immediate online inquiry to any data in the application. Security-protected reports can be run at the user’s networked computer or through the Internet from supported Web browsers. Some of the standard reports available include:

- Bid Document, including detailed report
- Items Requiring a Bid
- Bid Items to Select for Bid
- Items Requiring a Quote
- Detailed Quote Report
- Person/Entity Report
- Purchasing Information
- All Vendors by Product Code
- Report of Vendors Selected For Bid
- General Bid Information
- Formal Bid Log Report
- Bid Expiration Report
- Detailed Task Report
- Detailed Cycle Report
- Cycle Completion Report
- Vendor Bid Total

Contract Management

ONESolution Contract Management provides the ability to record multiple contracts within a master contract. Users can specify multiple year contracts, one-time or recurring contracts, multiple levels of required approvals and multiple vendor contracts within a master contract. The application also supports the creation of purchasing and encumbrance entries. The tasks and cycle of the scope of work are maintained as well. Reviews of anticipated expenses versus actual expenses and documentation related to the contractor's credentials are maintained. Contract Management integrates with the General Ledger and Job/Project Ledger application databases where actual expenses and encumbered details are maintained.

Features

- Integration with ONESolution Finance applications, including General Ledger and Purchasing
- Create multiple encumbrances using the Purchasing interface
- Updated encumbrance database through purchase order processing
- Create multiple vendor contracts within a master contract
- Create contracts for single or multiple years
- Require unlimited levels of approval for each screen/record
- Define tasks with a default number of days required
- Complete task, cycle, compliance and amendment/change order tracking
- Include multiple retention types for all payments against contracts
- Track contractor and subcontractor demographic, compliance, and performance data
- Include the use of Product codes
- Provide contract entry copy capabilities
- Create and approve contract amendments for detailed change order tracking
- Define goals for Disadvantaged Business Enterprise (DBE) participation

2.1. J. Tools

The following applications, while not specifically requested in the RFP, are integral aspects of ONESolution and included in our proposal.

Desktop

The ONESolution Desktop interface empowers you by providing a centralized location from which to make informed decisions. With the Desktop, you have the ability to customize page content, including up-to-the-minute report data, workflow-driven task lists, and user-defined links for quick access to any of the areas in ONESolution or other external Websites where you work frequently. Financial reports can be pulled from real-time, integrated data within ONESolution and presented in graph, chart, or numerical format, as you define them. In addition, the Desktop displays a priority list of rule-based workflow tasks requiring your action or approval. It acts as a centralized navigation portal to all of the tasks that you perform throughout the day by allowing the assignment of links, indexed by process for logical access from the Desktop. The Desktop comes standard with ONESolution software at no additional cost.

Desktop Features

- The Desktop can be configured to any level of the enterprise: department, workgroup or individual user.
- Users can immediately access frequently used areas of the system via user-defined tabs.
- The Desktop provides ONESolution users with an “in basket” for workflow items that require attention. This takes advantage of the powerful workflow functionality that is integrated into all applications of ONESolution.
- The Desktop provides a single access point for all enterprise wide applications, including ONESolution and non-ONESolution enterprise applications, Web content, reports, graphs, and workflow.
- The Desktop incorporates the extensive security of ONESolution. Users are permitted access to enterprise data and granted other capabilities based on each users individual security level as defined by management.

Workflow

Workflow allows you to model and automate various business processes within your organization by defining rule-based activities via a graphical interface. These models can be triggered by a variety of events, including table updates, scheduled time intervals, and process executions. These events can result in a range of activities, from task list items assignments, email notifications and responses, table updates, reports, document processing, data mining, and additional processing being performed automatically by the model.

Workflow models can be attached to any data entry screen or business process within your organization, including purchase requisitions, budget transfer requests, personnel action forms, building projects, and business reviews. Workflow streamlines the approval process and eliminates the requisition paper trail along with the removal of manual routing steps. With Workflow, you can submit requests online, route the information electronically, and track the results of your requests. Workflow helps you streamline and manage your business processes. Additionally, through scheduled Workflow models, you can schedule processes, reports, and activities to run at optimum times, and view the output when it is convenient for you.

Workflow Features

- Automate business processes by modeling the process
- Use a variety of events to trigger the model including scheduled and table events
- Customize expiration handling, security, activity conditions, task list assignments and formatting
- Automate reporting and document handling for optimum times
- Use version control for dynamic on-the-fly refinements

IBM Cognos Business Intelligence Reporting

Reporting requirements have changed dramatically in local government. Organizations today are much more streamlined and in order to respond effectively and produce relevant reports, organizations engage a large number of people across departments to create, collaborate on, and deploy reports.

ONESolution uses IBM Cognos® Business Intelligence (BI) to offer organizations a single, Web-based, complete solution for all components of the reporting lifecycle. This application provides collaborative reporting; enterprise-wide report types and reports that can be authored once and consumed anywhere.

Cognos BI Benefits

- Report annotations - Business users and report authors can create and save notes about HTML reports that other users can then reference, making it much easier for users to share information and capture their thoughts.
- Web-based deployment - To work at business speed and ensure that you can access critical information at any given time, you need a Web-based solution. The reach of the-Web means users can easily access, administer, and distribute their BI data from anywhere providing continuous availability. IBM Cognos BI uses a zero-footprint, Web-based deployment model. This open, Web standards-based environment is built on the proven IBM Cognos architecture.
- Self-service reporting - Collaborative reporting means anyone in your organization can create reports quickly, ensure the timely creation and distribution of information, and ensure wise decision making at every level of the organization. IBM Cognos BI Reporting allows you to share information faster through the reuse of queries and report objects created by others. You can share responsibility for report creation with other parts of the organization, which eases the reporting workload for IT.
- Even if you're not a professional report author, the self-service reporting capabilities allow you to:
 - Build ad hoc reports on multiple, heterogeneous data sources*
 - Distribute reports widely, with the right content distributed to the right recipient by executing a single report
 - Create personal alerts based on custom data conditions to control when and how you receive critical information
 - Schedule simultaneous or sequential batch reporting jobs for multiple output formats, destinations and views
 - Distribute reports on-demand or on schedules based on time, calendar, events, or an external trigger
 - Choose viewing preferences for the reporting interface, language, and other geographic sensitivities such as time, currency, and data formats
 - Save, schedule, and burst briefing book reports as a single item

With IBM Cognos BI, you can author and use reports that contain a wide range of drag-and-drop report elements and layout options*:

- Provides out-of-the-box, customizable report objects, including lists, cross-tabs, gauges, maps, prompt controls, calculations, HTML objects, images, and other chart types
- Include HTML objects, images, and other chart types
- Embedded linkable objects in authored reports
- Control presentation and query layers
- Includes conditional, data-driven formatting and layout
- Provides tabbed portlet pages to view multi-style, multi-page reports in one briefing book report
- Customized page orientation and pagination
- Author once, publish anywhere - Building reports can be done without concern for end use; no need for special versions whether it's going to be read on a BlackBerry or converted to PDF.
- As information is communicated within an organization to different audiences and for different users, format and presentation of the content must change to ensure effective communication and information delivery. With IBM Cognos BI, you can:
 - Create multi-page, multi-query reports
 - Deliver reports by email or portals
 - Deliver reports to your mobile device*
 - Create output in Microsoft Excel, Adobe PDF, XML, HTML, and CSV

*Additional licenses may be required

Cognos BI Features

- Collaborative reporting - As a comprehensive reporting solution, IBM Cognos BI removes the limitations on report development normally found with different products and interfaces for various report requirements or users. IBM Cognos reporting reduces IT bottlenecks and allows for a more timely distribution of information. This gives report users and authors the opportunity to respond quickly and effectively and allows managers to get answers themselves. IBM Cognos BI reporting offers these collaborative reporting features to help report authors:
 - Create and modify reports with flexible zone-based layout that automatically adjusts to fit different elements and objects
 - Author and work with all report types and expand the base of potential users for each report
 - Create and deploy a single report that can be executed across multiple languages and output formats such as HTML, Adobe® PDF®, and Microsoft® Excel®
 - Build report templates that include standard report objects, queries, and layouts

Available Report Types

Managed Reports

- Includes one-to-many reporting
- Flexible prompting and bursting
- Scheduled generation
- Designed for viewing or reading more than interaction
- Provides information delivery for wide distribution

Transactional and Operational Reports

- Provide a point in time picture of performance to a budget or KPI
- Monitor indicators

Ad-hoc Reports

- Provides high level information with the capability to drilldown to understand details
- Flexible
- Designed to get multiple perspectives from the same report

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IBM Cognos Disclosure Management

Automate performance management while managing all internal and external narrative reporting processes with IBM Cognos Disclosure Management (CDM). Combine numeric data with other presentation elements, such as text and graphics, to be used to supplement data reports, such as CAFR, 10K, and Budget Books. These reports are dynamically produced from a central database to generate highly formatted reports complete with appropriate commentary and supplementary notes.

Building reports and presentation with CDM results in data integrity across your organization. CDM integrates with a wide array of data sources, including Cognos Performance Management and Cognos BI solutions.



CDM Benefits

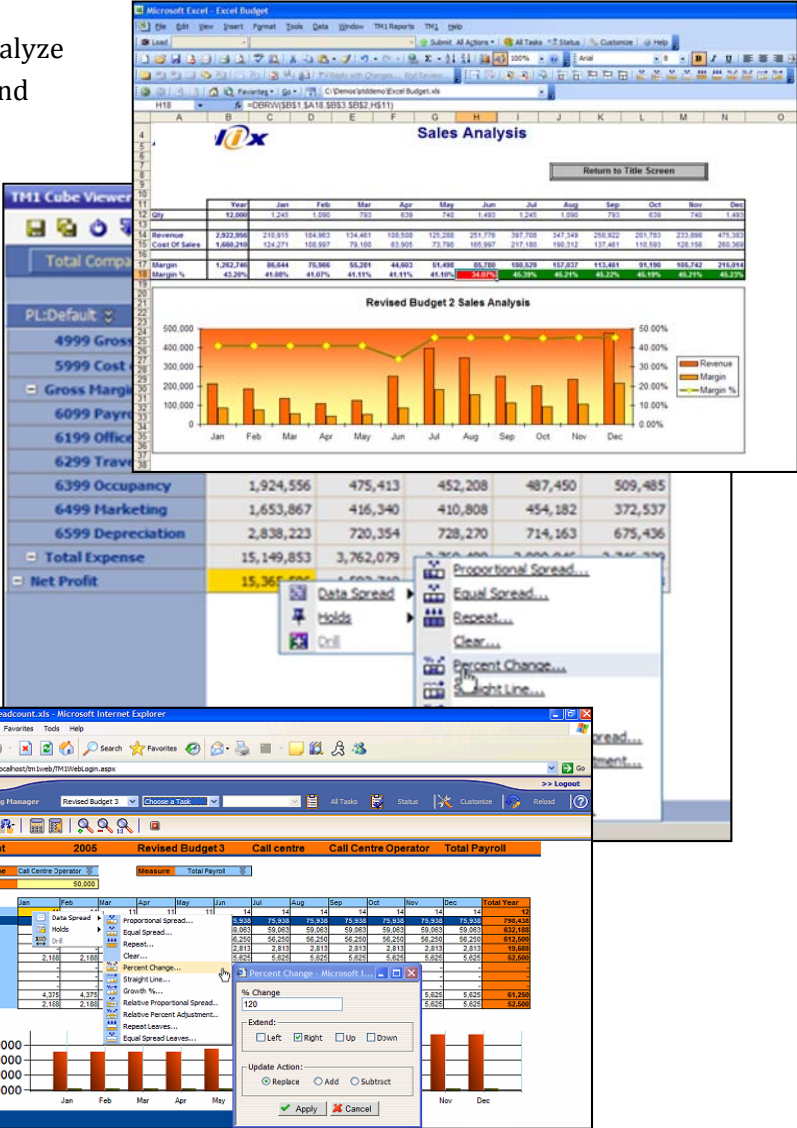
- Automate the process of combining operational business intelligence and performance management data with narrative analysis into a single, consistent, reliable, and auditable reporting analysis solution.
- Create and enforce processes with integrated controls, compliance checklists, and full visibility into each step of the process.
- Leverage workflow process dashboards to identify bottlenecks and refocus resources quickly.
- Reduce risk by embedding controls, security, data validation, and robust audit trail reporting to ensure that the proper checks and validations are complete at the end of each reporting period.

IBM Cognos TM1

IBM Cognos TM1 provides enterprise financial planning, budgeting, forecasting, and analysis. TM1 radically transforms the entire planning cycle, from target setting and budget rollout all the way to reporting, analysis, and forecasting. Rapidly analyze data, model requirements and collaborate on plans, budgets and forecasts to uncover options and optimize performance.

Features

- Powerful analysis – Create and analyze sophisticated budgeting models and forecasts
- Flexible modeling – Develop and deploy complex planning models with a guided modeling environment
- Collaboration with many users – Include input from across the organization including commentary and documents



Easy Laser Forms

ONESolution Easy Laser Forms (ELF) is designed to be just that: easy to install, easy to use, and easy to support. ELF allows you to print standard and custom forms, checks, purchase orders, invoices, personnel forms and virtually any type of business document. ELF forms allow for the incorporation of illustrated designs, such as organization seals. ELF is a pure software solution - no hardware requirements, such as a printer board or font cartridge, are necessary. Electronic signature and built-in MICR are supported. ELF is designed to make printing forms, whether from a single PC to a connected printer or across a network to a remote printer, easy and error free.

Features

- Use multiple ONESolution printers without additional installations
- Print forms to any local or network accessible printer
- Use signature logic for payroll checks, EFT's, purchase orders, and accounts payable checks
- Define fonts and signatures
- Built-in MICR font and support for 3-of-9 bar coding
- Print multi-sided forms (limited to 120 lines per form)
- Embedded security is included for image encryption and password requirements
- Provides full audit trail capabilities through ONESolution
- Use standard forms as provided or customize them to meet your needs
- Print jobs simultaneously on a series of designated printers to increase efficiency

Documents Online

ONESolution Documents Online is a document management application that increases productivity by helping you to archive and retrieve documents, images and reports electronically within ONESolution. You can scan documents such as invoices or resumes, and attach them to files in ONESolution. Retrieve relevant images for a quick visual reference from the active ONESolution application, without requiring a search for files in storage facilities.

Features

- Launches automatically when an image view is selected
- Open more than one instance of the image viewer may be open
- Capture active documents from Microsoft Word, Microsoft Excel, Adobe Acrobat, and other applications, and attach these documents to the database
- Schedule document retention periods
- Use annotation options to add information to an item after it is scanned
- Ability to edit redactions can be limited through application security settings
- Direct access to linked images is available from the base ONESolution screens
- Support for hand-printed characters as well as machine-printed characters in character recognition
- Supports an unlimited number of different attachment formats
- Automatic data entry from form fields
- All data entry fields recognized and completely recorded

Reporting

- Access ad hoc and standard application reports
- View reports intuitively using a Web browser
- Route reports via Workflow
- Reprint reports from the Web browser interface

Scanner Workstation Requirements

In addition to a scanner, the following items are recommended for workstations used to view or process a large volume of documents or images:

- Support 1280x1024 (or higher) on a 21" monitor
- Provide a (shared) 512K bps pipe to the host
- Set aside approximately 10GB of free disk space for temporary storage

Click, Drag, and Drill

ONESolution Click, Drag, and Drill (CDD) is an ad hoc report writer that allows you to access data within ONESolution. From summary level to individual transaction detail, data is available in an easy to use, flexible presentation. You can create reports quickly with the information you need using CDD's "point and click" report definitions. CDD also supports linked "drill down" reports, allowing you to investigate transactions interactively from your desktop. You can view scanned documents that are associated with transactions using CDD's imaging support. Standard CDD reports can be copied and used as templates for user-defined reports. Data presentation is restricted to the accounts / transactions you can access based on your individual security profile.

Web Deployment

CDD allows common ONESolution reports to be published via the Web. This allows you to access ONESolution at any time from the easy-to-use, intuitive user interface of an Internet Web browser. This also reduces the administrative overhead of having to connect individual users to ONESolution and licensing individual ODBC drivers for each client workstation.

2.2. Project Team Structure

The following SunGard resource requirements are estimated for the Hanover County project.

FUNCTIONAL AREA	HOURS BY PROJECT PHASE			
	Requirements and Design	Testing	Implementation	Total
General System Requirements	40	2	8	50
Accounts Payable	50	20	60	140
Budget	24	5	12	17
Debt Management/Capital Project	24	10	16	50
Fixed Assets	35	10	20	65
General Ledger	30	10	140	180
Project Cost and Grant Accounting	9.5	10	36	55.5
HR Benefits (County & Schools)	40	20	100	160
Payroll	100	10	156	266
Purchasing	50	30	52	132
Project Management	208	208	208	624
Training – Project Team and Depts.	25	30	96	151
Total Hours by Project Phase	585.5	402	904	1891.5

The following resources are recommended for the County and SunGard to ensure a successful implementation.

Hanover County

Project Sponsor

The project sponsor provides support to the project by allocating resources, providing strategic direction, and communicating key issues about the project and the project's overall importance to the organization. The project sponsor will be involved in the project as needed to provide necessary support, oversight, and guidance, but will not participate in day-to-day activities. The project sponsor will empower the steering committee to make critical business decisions for the County.

Executive Steering Committee

The Steering Committee is comprised of at least one participant from each County organization implementing the system and the Information Technology department. The Steering Committee oversees the project team and the project as a whole. Through participation in regular meetings the Steering Committee will remain updated on all project progress, project decisions, and achievement of project milestones. The Steering Committee will also provide support to the project team by communicating the importance of the project to each member's department along with other department directors in the organization. The Steering Committee is responsible for ensuring that the project has appropriate resources and providing strategic direction to the project team. The Steering Committee is also responsible for making timely decisions on critical project or

policy issues. The Steering Committee also serves as primary level of issue resolution for the project. Duties include:

- Provide County staff and facilities to the implementation effort as described herein
- Make final decisions on policy changes as necessary
- Communicate to governing body as necessary
- Final County escalation point for project issues
- Meet bi-weekly or more frequently as needed to review progress
- Approve material changes in the project plan
- Advise Project Managers on resolution of project issues
- Immediately resolve any delay in decision-making that could affect the project timeline

Project Manager

The County project manager will coordinate project team members, subject matter experts, and the overall implementation schedule. The Project Manager will be responsible for reporting to the Steering Committee and providing the majority of the organizations change management communications and coaching. The Project Manager will also be the primary point of contact for the project and will coordinate all SunGard activities with the SunGard project manager. It's preferable if the County Project Manager has experience in ERP implementation projects. Duties include:

- Fulfill Go Live dates
- Monitor and report overall implementation progress (duties of both the County and SunGard)
- Monitor and report progress on the County's responsibilities
- Immediately notify SunGard Project Manager and Executive Steering Committee of any issue that could delay the project
- Supervise the County Project Team
- Fulfill all the County project deliverables
- Provide availability to the infrastructure and facilities as per the project schedule
- Provide the County Staff according to the project plan
- Facilitate coordination between various external contractors and various the County Departments as necessary
- Ensure change management, training, and communication are effective (and adjusted accordingly if goals are not met)
- Coordinate, direct, and define pre-Go Live testing by the County staff
- Review and approve staffing changes
- Foster a learning environment

Assumptions:

- The County Project Manager should be familiar with County processes and the organizations participating in the project
- The County Project Manager will have the authority to approve project deliverables and billing
- The County Project Manager should be dedicated at least half time, preferably full time, to this effort

Project Functional Team Leads

Project team members are the core functional leads for each area in the system. The project team members should have detailed subject matter expertise and be empowered to make appropriate business process and configuration decisions in their respective areas.

The Project Team is tasked with carrying out all project tasks described in the Statement of Work including planning, business process analysis, configuration, documentation, testing, training, and all other required tasks. The Project Team is responsible for and empowered to implement the new system in the best interests of the organization consistent with the project goals, project vision, and direction from the Project Manager and Steering Committee. Duties include:

- Team Leads from the County include individuals from Accounting, Budgeting, AP/Purchasing, Payroll, Human Resources and IT and representatives from all agencies
- Coordinate with the Project Manager in communications and issue resolution
- Make recommendations to the Project Manager concerning any policy or implementation issues
- Participate in pre-Go Live testing
- Assist SunGard with configuration of ONESolution
- Assist with the resolution of issues
- Identify end users to attend training. Create end-user training documentation. Deliver end-user training classes
- Provide support to the user community in the post production timeframe
- Define specifications for development of interfaces, workflow, reports, forms, and conversions as necessary
- Test interfaces, workflow, reports, forms, conversions and software functionality as necessary
- Set up security profiles
- Set up workflows

Assumptions:

- County Team Leads have the authority to approve process changes, configuration, etc., for their department
- County Team leads have the authority to schedule any additional staff, functional experts, etc., necessary to perform project activities

NOTE: Project Team Leads and other functional experts should plan to spend a significant (30-50%) amount of time on project activities during periods addressing their area of responsibility. For smaller organizations with staff holding multiple responsibilities, this might mean that those members participate at that level throughout the entire project. Testing periods require significant resources. Planning efforts try to accommodate known conflicts; understanding staff availability is critical to resource assignment and project planning.

Functional Experts (SMEs) if applicable

- Support the Project Team Leads and Project Manager in all their duties
- May assist with the assessment of business processes, and identifying ways the new system can be used
- May assist in the resolution of issues impacting their areas of expertise

Technical Staff

- Support the system installation, updates, network infrastructure, etc.
- May provide first level support for security, data backup, and post Go Live tasks as identified by the County Support/Help Desk

SunGard

Executive Sponsor

- Provide support to Project Managers in reporting project progress to Steering Committee as necessary
- Approve and sign off on any material changes to project scope or staffing changes

Project Manager

- Fulfill Go Live dates
- Support the County Project Manager in monitoring and reporting overall implementation progress (duties of both the County and SunGard)
- Monitor and report progress on SunGard's responsibilities
- Immediately notify the County Project Manager and Project Sponsor of any issue that could delay the project
- Fulfill all SunGard project deliverables outlined in the SOW
- Oversee completion of the software installation as per the project schedule
- Provide SunGard Staff according to the project plan
- Facilitate coordination between all SunGard departments
- Monitor the work plan and schedule and make course corrections as necessary
- Serve as the point person (first escalation point) for all project issues
- Prepare weekly status along with weekly project call
- Provide issue resolution status, tracking, and procedures

Functional Leads (Consultants, Developers, and Technical resources)

- Consultants from SunGard include GL/Accounting, Budgeting, Procurement, Workflow/Reports, Human Resources and Payroll
- Work with the County SMEs to design and configure the functional components of the ONESolution system for optimal long-term use

- Participate in ONESolution software configuration with assistance from the County's Functional Leads
- Test that the software operates after configuration as per its design
- Assist with the resolution of issues
- Trains the County core team during and after configuration of software
- Create and deliver conversions, reports, workflows, interfaces, web forms, ELF forms programs according to the County's specifications and Statement of Work
- Provide training on security and assist with setup
- Provide training on workflow and assist with setup to the number of hours allocated in the agreement

Assumptions:

- Both SunGard and the County will assign Project Managers with the requisite skills and leadership authority within the organization to effectively accomplish the goals and complete the scope of the services in this SOW.
- County will participate in weekly project meetings with SunGard's Project Manager. The County's core project team in addition to their Project Manager will attend the weekly call. Call is intended to cover current project status, project schedule, action items from the previous meeting, discussion about critical items, review of project plan, and help desk cases impacting the project. SunGard's Project Manager will send out meeting notes after each session.
- The County will make their Project Team members available for meetings, consulting and training sessions, discussions and conference calls upon request by SunGard. The County Project Team members will respond to information requests by SunGard staff not to exceed five (5) business days unless agreed upon in time to minimize delays in the project.

2.3. Preferred Project Schedule

The following sample project timeline represents the steps associated with the implementation of the ONESolution applications. Upon further discovery and definition of the scope of project, a project plan with actual implementation dates will be determined, typically during the contract phase of the evaluation process.

All dates used are for illustrative purposes only. No dates have been reserved for conversions or training. Once a contract has been signed, a detailed plan will be developed, including confirmed dates, resources, and tasks which may vary from this plan.

ONESolution Finance and HR/Payroll

ID	Task Name	Duration	Start	Finish
0	Sample Project Plan Hanover	365 days	Wed 10/8/14	Tue 3/1/16
1	Project Management	347 days	Mon 11/3/14	Tue 3/1/16
2	Project Plan	347 days	Mon 11/3/14	Tue 3/1/16
3	Weekly Status Calls	347 days	Mon 11/3/14	Tue 3/1/16
4	BPR	57 days	Thu 12/11/14	Fri 2/27/15
5	Business Process Review - Finance	24 hrs	Thu 12/11/14	Mon 12/15/14
6	Business Process Review - HR/ Payroll	24 hrs	Tue 1/6/15	Thu 1/8/15
7	Installation	40 hrs	Mon 12/8/14	Mon 12/15/14
8	ONESolution Finance	40 hrs	Mon 12/8/14	Mon 12/15/14
9	Conversions	0 hrs	Tue 12/16/14	Tue 12/16/14
10	Initial Conversion	32 hrs	Tue 12/16/14	Mon 12/22/14
11	Client Prep	0 days	Mon 11/3/14	Mon 11/3/14
12	Training Room Set Up	0 days	Mon 11/3/14	Mon 11/3/14
13	ONESolution Desktops	0 days	Mon 2/2/15	Mon 2/2/15
14	Printers Set Up	0 days	Tue 2/3/15	Tue 2/3/15
15	ELF Installed	0 days	Wed 2/4/15	Wed 2/4/15
16	ELF Forms in Shared Drive	0 days	Thu 2/5/15	Thu 2/5/15
17	User Access to OS Finance	0 days	Fri 2/6/15	Fri 2/6/15
18	System Administration	5 days	Mon 1/19/15	Mon 1/26/15
19	Training (1)	8 hrs	Mon 1/26/15	Mon 1/26/15
20	Training (2)	0 hrs	Tue 1/27/15	Tue 1/27/15
21	Training (3)	0 hrs	Wed 1/28/15	Wed 1/28/15
22	Training (4)	0 hrs	Thu 1/29/15	Thu 1/29/15
23	Printer Set Up / ELF Install	0 hrs	Fri 1/30/15	Fri 1/30/15
24	Security	78 days	Mon 2/2/15	Wed 5/20/15
25	Security Introduction	2 hrs	Mon 2/2/15	Tue 2/3/15
26	Security Introduction	2 hrs	Tue 2/3/15	Wed 2/4/15
27	Security Finalization Finance Go Live	2 hrs	Mon 5/18/15	Mon 5/18/15
28	Security Finalization Finance Go Live	2 hrs	Tue 5/19/15	Tue 5/19/15
29	Security Finalization Finance Go Live	2 hrs	Wed 5/20/15	Wed 5/20/15
30	Security Finalization Payroll Go Live	2 hrs	Mon 12/14/15	Tue 12/15/15
31	Security Finalization Payroll Go Live	2 hrs	Tue 12/15/15	Tue 12/15/15
32	Security Finalization Payroll Go Live	2 hrs	Wed 12/16/15	Wed 12/16/15
33	Phase I	235 days	Wed 10/8/14	Tue 9/1/15
34	Financials			
35	HRPY Benefits Visit	32 hrs	Tue 1/6/15	Fri 1/9/15
36	HRPY Benefits Follow Up	40 hrs	Mon 1/19/15	Fri 1/23/15
37	Phase II	169 days	Tue 2/10/15	Fri 10/2/15
38	GL Visit 1	32 hrs	Tue 2/10/15	Fri 2/13/15
39	Chart of Accounts & Projects			
40	Budgets and Budget Item Detail			
41	Journal Entries and Reporting			

All dates used are for illustrative purposes only. No dates have been reserved for conversions or training. Once a contract has been signed, a PM will develop a detailed plan, including confirmed dates, resources and tasks, which may vary from this plan.

ONESolution Finance and HR/Payroll

ID	Task Name	Duration	Start	Finish
42	GL Visit 2	32 hrs	Tue 3/3/15	Fri 3/6/15
43	Chart of Accounts & Projects			
44	Budgets and Budget Item Detail			
45	Journal Entries and Reporting			
46	Financials Visit Onsite 1	32 hrs	Tue 3/17/15	Fri 3/20/15
47	Person Entity Vendors & Purchasing			
48	Accounts Payable & Bank Reconciliation			
49	Fixed Assets			
50	Accounts Receivable			
51	Financials Visit Onsite 2	32 hrs	Tue 4/14/15	Mon 4/20/15
52	Contract Management			
53	Bid and Quote Management			
54	Financials Follow Up Calls	40 hrs	Mon 5/4/15	Fri 5/8/15
55	Go Live Prep	60 days	Mon 5/18/15	Fri 8/7/15
56	End User Training			
57	End User Documentation			
58	Security Roles Tested			
59	ELF Forms Sent to Bank			
60	Files Sent to Bank			
61	Go Live Reports Completed			
62	Parallel Support	32 hrs	Tue 8/4/15	Fri 8/7/15
63	Parallel Support	32 hrs	Tue 9/1/15	Fri 9/4/15
64	Go Live Support	32 hrs	Tue 9/29/15	Fri 10/2/15
65	Live Support			
66	Human Resources & Payroll	111 days	Tue 3/31/15	Tue 9/1/15
67	Payroll Onsite Visit 1	32 hrs	Tue 3/24/15	Fri 3/27/15
68	HR/Payroll Overview of How to Enter a New Hire			
69	HR/Payroll Overview of How to Make Daily Changes			
70	HR/Payroll Overview of Processing a Payroll			
71	HR/Payroll Overview of Processing a Payroll			
72	Overview of Timecard Online			
73	Payroll Follow Up	2 hrs	Tue 4/7/15	Tue 4/7/15
74	Payroll Follow Up	2 hrs	Wed 4/8/15	Thu 4/9/15
75	Payroll Follow Up	2 hrs	Thu 4/9/15	Fri 4/10/15
76	Payroll Onsite Visit 2	32 hrs	Tue 5/12/15	Fri 5/15/15
77	Pay Class and Work Schedule Discussion			
78	How to Enter a New Hire & Terminate an Employee			
79	How to Make Daily Changes on an Employee			
80	How to Process a Payroll			
81	Payroll Onsite Visit 3	32 hrs	Tue 6/2/15	Fri 6/5/15
82	Advanced Processes in Payroll			
83	How to Maintain Tables			

All dates used are for illustrative purposes only. No dates have been reserved for conversions or training. Once a contract has been signed, a PM will develop a detailed plan, including confirmed dates, resources and tasks, which may vary from this plan.

ONESolution Finance and HR/Payroll

ID	Task Name	Duration	Start	Finish
84	Processing Payroll			
85	Testing Time Entry Interface			
86	Payroll Validation	40 hrs	Mon 7/6/15	Fri 7/10/15
87	Processing and Validating Actual Payroll			
88	Parallel 1	40 hrs	Mon 7/27/15	Fri 7/31/15
89	Parallel 2	32 hrs	Tue 11/3/15	Fri 11/6/15
90	Parallel 3	32 hrs	Tue 1/5/16	Fri 1/8/16
91	Payroll Onsite Visit 4	32 hrs	Tue 1/12/16	Fri 1/15/16
92	Go Live Support			
93	Workflow	40 hrs	Mon 4/13/15	Mon 4/20/15
94	Workflow Calls	40 hrs	Mon 4/13/15	Fri 4/17/15
95	Reporting	10 days	Mon 4/27/15	Fri 5/8/15
96	Report Development Calls	40 hrs	Mon 4/27/15	Fri 5/1/15
97	Cognos Onsite	40 hrs	Mon 5/4/15	Fri 5/8/15
98	ELF	0 days	Mon 2/2/15	Mon 2/2/15
99	Accounts Payable Check			
100	Accounts Receivable Invoice			
101	Payroll Check			
102	EO Check Stub			
103	Purchase Order			
104	Cash Receipts			
105	Phase III			
106	Applicant Online			
107	Personal Action Forms			
108	Professional Development			
109	Position Budgeting			

All dates used are for illustrative purposes only. No dates have been reserved for conversions or training. Once a contract has been signed, a PM will develop a detailed plan, including confirmed dates, resources and tasks, which may vary from this plan.

2.4. Training

We take a right-on-time approach to training to make sure you get the maximum benefit from your ONESolution purchase. The right-on-time model is built so that SunGard consultants gather system requirements, configure the ONESolution software, participate in converting data, and then train core users. The training takes place right before your staff will need to use the skills, which increases the user's adoption rate of the software.

The ONESolution Finance applications begin training first and are then followed by the Human Resources and Payroll applications. Training for the Finance applications takes approximately 20 days spread out over several visits. Training for the Human Resources and Payroll applications takes approximately 20 days spread out over several visits.

The following table identifies the recommended number of County staff to be trained and the required prerequisites.

ROLE	RECOMMENDED NUMBER	PREREQUISITE SKILLS
Leads	2 to 3 per Functional Area	Knowledge of past and future business functionality needs. Strong PC skills.
Technology Functional Lead	1	Working knowledge of the system server and database (Microsoft Windows SQL), a basic understanding of Finance, Payroll, or Human Resources, and an understanding of the County's business processes.
Reporting / Workflow Support	1	Thorough understanding of database concepts, report writing experience, and the ability to interact with users to identify specifications and work through issues.

Training Materials

Training agendas detailing the timeframe, topic and suggested participants are provided to the City prior to each training session. During your ONESolution training, your instructor works with you to develop customized reference guides that are written to your method of business processing. Following each training visit, the instructor completes a detailed trip report. This report includes information about the curriculum, the learning environment, and additional information about the learning event, such as:

- Objectives of the class
- Class material
- Organization of content
- Any issues and the stated resolution
- Level of participation

In order to guide the Hanover County through the proposed implementation, SunGard will provide a variety of resources, including a Project Manager, Technical Specialists, Programming/Development Specialists, and expert Functional Consultants. Our resources are experienced in providing the best quality service and assisting our customers in meeting their business goals.

We provide a variety of training formats to facilitate knowledge transfer. This includes onsite consulting, live one-on-one and multi-customer Web-based training, and eLearning self-paced studies with our virtual classroom.

SunGard’s initial set up and configuration of ONESolution takes place in a pre-production environment. The pre-production environment will eventually be the account the County goes live on. Prior to training users on ONESolution, SunGard will take a copy of the pre-production environment and create a separate training account. This training account will be used to train end users on ONESolution. SunGard Technical staff will train the County IT staff on how to copy pre-production to the training account whenever necessary. The County will then have control of all environments and be able to copy production data when needed once live on ONESolution.

Our training is a train-the-trainer approach and we recommend the County’s Project Manager and the core implementation team from each area attend. Training for the core implementation team will take place at the County facilities. End-user training is conducted by the County’s implementation team prior to going live. We find that this process generally facilitates ownership of the software by the client. Technical training for report and workflow development is provided as a standard deliverable by SunGard for the core team.

We recommend the County’s core implementation team have the following skill sets:

ROLE	STAFF SKILL SET
Technical Support	Basic Microsoft Windows server skills and SQL skills
Functional Leads	Basic PC skills Understanding of Finance, Payroll, or Human Resources Understanding of County’s business processes
Reporting/Workflow Support	Thorough understanding of database concepts Report writing experience Ability to interact with users to identify specifications and work through issues

We provide assistance to the County in documenting all setup, configuration, and processing throughout the implementation. This customized documentation provides a record of the setup and decisions made throughout the implementation and can be used as a tool for training and reference in the future.

2.5. Interfaces

The SunGard product line is developed for Service-Oriented Architecture (SOA), which presents tremendous opportunities for SunGard customers. ONESolution's SOA includes a service layer responsible for accepting requests for business logic and data. SOA provides customers and "in network" vendors with securable access to consumable services that coordinate requests for data. The requests, either internal to ONESolution or initiated externally via a customer or partner, are managed, handling business rules and data validation, easing the burden on all parties and reduced dependencies on individual custom software modifications.

Customers can integrate to the ONESolution SOA .NET services and provide for their own interfaces. SunGard can provide these customizations (as custom development) or provide consulting services for service integration. Clients exploring their own interface development should have expert skills in supporting .NET Service-Oriented software products, such as Web service framework development experience, XML development, and .NET 4.0 C# development.

On the following page, we have provided estimated costs for the County's Interface requirements.

Required Interfaces

The following table provides the estimated costs for the County's Interfaces.

FUNCTIONAL AREA	INTERFACE REQUIRED	COST / COMMENTS
Finance	2.5. A: Bright Cash Receipts (Treasurer) to General Ledger.	A standard Journal Entry interface from CSV file is available. File must be formatted correctly or a custom interface will be required.
Finance	2.5. B: Thomas Bros (Human Services) to Accounts Payable.	A standard Accounts Payable interface from CSV file is available. File must be formatted correctly or a custom interface will be required.
Finance	2.5. C: Interim system interfaces that might be needed based on the schedule structure.	Many base interfaces from CSV file is available (Budget, JE, AP, PO). File must be formatted correctly or a custom interface will be required.
HR/Payroll	2.5. D: Virginia Retirement System (VRS) – Offeror should provide details on any interfaces available to download data to the VRS.	Although, we have provided a custom interface to download data to VRS for our other Virginia clients, it may require updating for ONESolution. More investigation is required in order to provide an estimate.
HR/Payroll	2.5. E: AESOP – Schools use this software for their substitute teacher placement and absence management.	More information is required in order to provide an estimate.
HR/Payroll	2.5. F: NeoGov – the County uses this hosted solution for employee recruitment and performance management.	A custom New Hire interface to HR is estimated at \$4,000. If interfacing to Personnel Actions, estimate is \$8,000.
HR/Payroll	2.5. G: TalentEd – Schools use this solution for their employee performance management.	Interface to feed TalentEd with employee change information is estimated at \$10,000.
HR/Payroll	2.5. H: Wageworks – the County provides a file to verify flexible spending accounts.	More information is required in order to provide an estimate.

2.6. Implementation Services

SunGard's setup and configuration approach is outlined in our response to the County's Product Configuration requirements. SunGard expects to install ONESolution on hardware procured by the County.

2.6. A. Product Configuration

The SunGard OnTrack Methodology is designed to make the most effective use of our industry knowledge to assist the County in minimizing the impact to your normal operations during the implementation. Our model is based on the belief that the County takes advantage of our experience and understanding of government best practices to produce a turnkey system for the County.

One of SunGard's biggest differentiators is our right-on-time approach to training core staff. We believe the right approach to an effective implementation is to use our expertise developed over many years of implementing ONESolution in the public sector to take the heavy lifting of configuration and design off the shoulders of the County. SunGard consultants will work with you to re-design your processes and will make recommendations based on industry best practices for the use of ONESolution.

Based on the County's requirements and our recommendations we will configure and set up the system. We use an iterative process to configure and setup ONESolution. We make sure to share and demo how the system has been configured based on the County requirements. This approach allows the County to sign off on the set up and configuration prior to any real training taking place. Once the system is configured, Workflow models are in place, and the applications are unit tested, SunGard will then focus our efforts on training core staff on how to use the ONESolution application.

SunGard will create a detailed project plan encompassing the full scope of the project within 30 days after contract signing. SunGard's project manager will edit and update as necessary as part of regularly scheduled project management meetings with the County project manager.

The Project Plan will contain:

- All project activities and tasks
- Dates of project activities and tasks
- Specific resources assigned to project tasks
- Milestones and Deliverables
- Task dependencies
- County review periods for Milestones and Deliverables

2.6. B. Consulting Services

We are committed to ensuring that all of our products work reliably and are fully implemented on time using a best practice approach. Our consultants and trainers have many years of experience implementing ONESolution and understand how to configure the system to take advantage of inherent efficiencies.

The following SunGard sample resumes represent resources who may be assigned to this project depending upon availability. Assigning specific resources is completed after the contract is signed and specific resumes can be provided to the County at that time. Hanover County can be assured SunGard will provide qualified resources that meet your requirements.

The resume information contained in this section is to be considered confidential and proprietary information.

[REDACTED]

Project Manager/ Consultant

[REDACTED] CONFIDENTIAL

Qualifications

[REDACTED] joined SunGard in 2008 as a Software Consultant and Customer Support Specialist for Human Resources, Payroll, Employee Online, Applicant Online, Time Card Online, and Professional Development. [REDACTED] primary responsibilities are configuration, onsite training, distant learning, and implementations. She also plays a large role in ONESolution Human Resources/Payroll implementations as well as NaviLine conversions.

As a Project Manager, [REDACTED] is extremely knowledgeable about the software, has hands-on experience with implementations as well as the ability to maintain and build client relationships. [REDACTED] continues to provide distance learning for the Human Resources and Payroll applications.

Education

- Bachelor of Science, Business Information and Technology with Management emphasis – University of Montana, Missoula
- Montana Tech of the University of Montana, Butte

Senior Financial Systems Consultant, Product Instructor/General Ledger**CONFIDENTIAL****Qualifications**

is a Financial Systems Consultant and Product Trainer for SunGard. As a Financial Systems Consultant, he provides consultation and implementation assistance to SunGard clients on all accounting and budgeting topics. has a very detailed understanding of accounting processes and the setup of ONESolution.

came to SunGard with more than 15 years of financial accounting experience, including 5 years of experience as a corporate controller. In those capacities, he managed 2 and assisted with 3 accounting system conversions.

Education

- Bachelor of Arts, Business Economics – University of California, Santa Barbara

Core Financial Consultant/Product Instructor**CONFIDENTIAL****Qualifications**

has been working with SunGard Public Sector since 2007. She brought with her more than 18 years of experience in implementing and supporting information systems for purchasing, accounts payable, fixed assets, inventory, work order, and manufacturing systems. Her experience in the public and private sector with programming, software implementation and support, documentation and knowledge of business practices gives her a unique perspective and makes her an excellent resource for implementations and business process reviews.

Currently, consults on our Purchasing, Accounts Payable, Accounts Receivable, Fixed Assets, Stores Inventory, and Bank Reconciliation applications. She has experience testing applications and processes, developing end-user training materials, and administering end-user training. Her position as a senior software consultant requires her to be the lead consultant on numerous implementations.

Education

- Bachelor of Science, Computer Science – National University, San Diego, CA

██████████
Software Consultant/Product Instructor

CONFIDENTIAL

Qualifications

██████████ has been working with SunGard Public Sector since 1998. She brought with her more than 14 years of management experience in information systems, payroll, data processing, and general accounting. She also worked as a technical training support instructor for healthcare facilities in the San Francisco area. Her experience in the public and private sector gives her a unique perspective and makes her an excellent resource for implementations and business process reviews.

Currently, ██████████ consults on our Human Resource, Payroll, Position Budgeting, and Professional Development applications. Her position as a senior software consultant requires her to be the lead consultant on numerous implementations. In addition to Human Resources and Payroll, ██████████ is knowledgeable in the Dashboard, Employee Online, and Time Card Online applications.

Education

- Bachelor of Arts, Social Science with minor in Business Administration – California State University, Chico

██████████
Software Consultant/Product Instructor

CONFIDENTIAL

Qualifications

As a Software Consultant and Product Instructor for system applications such as Security, Workflow, and the report writing tool Click, Drag, and Drill, ██████████ primary responsibilities are onsite training and implementation customer support. He also provides distance learning training to clients who choose this method of implementation and/or support. Prior to joining SunGard, ██████████ worked as a human resources analyst for a school district.

Education

- Bachelor of Commerce, Management Information Systems – University of Calgary, Alberta

[REDACTED]

Cognos Consultant / Trainer

[REDACTED] **CONFIDENTIAL**

Qualifications

[REDACTED] joined SunGard in August of 2013 as a Cognos Business Consultant. His primary responsibilities are training clients in the use of IBM Cognos Business Solutions reporting software, supporting the development and analysis of intelligence reports, and advanced reporting functions.

As a an IBM certified report author, [REDACTED] is responsible for developing new reports, modifying existing reports, editing reports with SQL, and creating burst reports. [REDACTED] has contributed to the following key projects:

Education

- Bachelor of Science Business Administration, California State University Chico

[REDACTED]

Tools Consultant, Product Instructor

[REDACTED] **CONFIDENTIAL**

Qualifications

As a Software Consultant and Customer Support Specialist in Workflow, Documents Online, Click, Drag, and Drill (CDD), and Security, [REDACTED] primary responsibilities are developing workflows, creating CDD reports, onsite training, and related customer support for implementations.

Prior to joining SunGard Public Sector, [REDACTED] worked in private industry as an IT/Software Analyst.

Hourly Rates for Implementation Assistance

SKILL SET	HOURLY RATE
Consulting	[REDACTED] hr.
Training	[REDACTED]
Conversion	[REDACTED]
Development	[REDACTED]
Computer Services	[REDACTED]
Project Manager	[REDACTED]

2.6. C. Workflows

Workflow allows you to model and automate various business processes within your organization by defining rule-based activities via a graphical interface. These models can be triggered by a variety of events, including table updates, scheduled time intervals, and process executions. These events can result in a range of activities, from task list items assignments, email notifications and responses, table updates, reports, document processing, data mining, and additional processing being performed automatically by the model.

Workflow models can be attached to any data entry screen or business process within your organization, including purchase requisitions, budget transfer requests, personnel action forms, building projects, and business reviews. Workflow streamlines the approval process and eliminates the requisition paper trail along with the removal of manual routing steps. With Workflow, you can submit requests online, route the information electronically, and track the results of your requests. Workflow helps you streamline and manage your business processes. Additionally, through scheduled Workflow models, you can schedule processes, reports and activities to run at optimum times, and view the output when it is convenient for you.

Features

- Automate business processes by modeling the process
- Use a variety of events to trigger the model including scheduled and table events
- Customize expiration handling, security, activity conditions, task list assignments and formatting
- Automate reporting and document handling for optimum times
- Use version control for dynamic on-the-fly refinements

2.6. D. Data Conversion Services

SunGard offers comprehensive and complete data conversion services, providing this service to users of varying platforms since 1981. Assuming the County's data files can be formatted to our requirements, the conversions identified by the County can all be done using existing utilities. Custom conversions would require additional cost.

SunGard has a significant level of knowledge and experiencing in assisting clients with data conversion efforts. SunGard takes an approach whereby the County will work closely with our consulting staff to outline and define legacy data requirements. We empower the customer and project team to manage the data conversion efforts via mapping and uploading data into standard utilities.

We have simplified the conversion process by writing utilities which our customers use to convert multiple years of data into ONESolution. The methodology is designed to be cost effective while giving our customers the historical data needed to run their business. Data conversion templates are provided by SunGard and our consultants will work with your team to map the legacy data to the ONESolution tables and fields. SunGard provides utilities to upload the data into ONESolution, which is then verified by the County with the help of SunGard consultants. The following key steps are followed as part of our data conversion process.

- Based on the utilities provided, the County will decide what data and how much data to convert based on consultations with the SunGard project team and project manager. In some cases it may be more effective to manually enter certain data as a training exercise. This is typically the exception.
- SunGard consultants will work with the County by taking a small subset of data and map it to conform to our supplied templates.
- Once the subset of data is mapped the utility will be run and the data will be uploaded to ONESolution. This subset of data will be confirmed and validated by the County with SunGard's assistance. The templates will be adjusted and the utilities re-run until the data in ONESolution is correct.
- After the subset of data is verified the entire data set will be downloaded from the legacy system and run through the utility, uploaded into ONESolution and validated.

This approach offers the County the following benefits:

- Legacy data is entered in the system faster and earlier in the project, which allows training and report development to take place using County data.
- It gives the County more control over the process. These templates and utilities can be used by the County even after ONESolution is live to convert additional historical data

Our consultants will work with the County to recommend the number of years of data to convert. Typically, having up to five years of historical data will allow the County to pull information from one system rather than referencing the legacy system or archived data. The utilities are designed to allow the County to make decisions after Go Live for converting additional data if desired.

SOURCE SYSTEM	DATA ELEMENT	YEARS RETAINED
Bright System	Accounts Payable / Bank Reconciliation	Current year and prior
Bright System, Excel	Financial balances and budgeted values (rollover balances plus 2 years of summary level balances and transaction history)	Current year plus 2 prior(if timing applicable)
Bassett	Fixed Assets	Current year and prior
Excel	Grant Accounting	
NaviLine	Payroll and HR	Current year plus 2 prior(if timing applicable)
Bright System	Purchase Orders	Current open
Bright System	Purchasing Vendor File, Payment History and Invoice History	Current year plus 2 prior(if timing applicable)

Data conversion is the joint responsibility of the County and SunGard. The County will be responsible for extracting data from the legacy system. SunGard will be responsible for importing the data conversion files received from the County into ONESolution using standard imports (where available) or custom programs.

Key steps in the conversion process, as well as SunGard and the County's roles, are outlined in the following table.

TASK	SUNGARD ROLE	COUNTY ROLE
Define the scope of data conversion including what specific data needs to be converted, how much data, file formats, and where the legacy data resides. SunGard will also introduce the County to areas where we have inherent utilities in the software to convert data.	Lead: Provide input on scope and advise County on best practices related to converting data	Participate: County to provide input and requirements for data conversion
Discovery between the County and the SunGard. During discovery, specifics of the task are discussed so that both parties have a full understanding of the level of effort and each party's responsibility.	Lead: Advise County on data conversion utilities and all methods available for converting data	Participate: Provide input during discovery and make decisions
Specifications are created by the SunGard and reviewed with the County. Specifications include all the details behind the data conversion such as the mapping and file formats.	Lead: Develop Specifications	Participate: Provide input and answer questions if necessary
County reviews specifications and confirms they match the requirements outlined during the scoping exercise	Participate: Review specifications with the County. Revised specifications as necessary	Lead: Review and approve specifications and provide feedback
Map data and run utility program. Testing program will generate reports for balancing and reconciling data between the two systems.	Lead: Create data conversion program	Participate: Provide data from Legacy system in SunGard required formats
Deliver and run program for testing and walk the County staff through the process.	Lead: Deliver and run program	Participate: Provide County staff to be trained on program
Tests results and reports any discrepancies	Lead: Supports the running of data conversion programs.	Participate: Test and validate data with SunGard
SunGard adjusts conversion program	Own: Adjust Conversion Program	None

2.7. Project Management & Key Personnel Services

The following six stages correlate to the basic activities over the implementation timeframe from contract signing through post live support: SunGard is proposing 2 phases for the County’s project - 9-12 months for Finance and 9-12 months for Human Resources and Payroll. The majority of these deliverables will be completed for each phase. Following the definition of each stage SunGard has listed the key deliverables per each stage. Included in the deliverables are the County and SunGard role, the task outcomes, and the key stage deliverables or outcome.

Stage 1 – Project Initiation – All of the work to establish the basic infrastructure and confirm general scope is accomplished in the Project Initiation Stage. This includes establishing the project plan and project team; confirming resources and County site facilities; ordering and constructing the technical system (hardware, software, etc.); confirming the expected use of software functionality; identifying all of the development programming work to be done and performing initial consulting. During this stage, a project charter document will be produced detailing how the implementation project will be structured including goals and expected outcomes.

MAJOR ACTIVITIES AND DELIVERABLES IN STAGE	COUNTY ROLE	SUNGARD ROLE
Kick-off Meeting	Steering Committee and Project Team meet with SunGard Project Manager to officially kick off project	Take lead on agenda and participate in Kick-off Meeting.
Project Plan	Provide SunGard PM with blackout dates all information related to times when staff is unavailable. Validate all major deliverables	Creation of project plan including detailed tasks, dependencies, and milestones.
Hardware Procurement	Procure required hardware to run ONESolution	Provide hardware specifications.

Task Outcome:

The ONESolution project kicked off and the scope, project planning, and tasks are clearly defined.

Task Deliverables:

Kick-off Meeting, Project Plan, Hardware Procurement

Stage 2 – Installation and Design – Key requirements decisions will be processed, confirmed, and reviewed in the Installation and Design Stage. The technical system will be put in use at the County site and tested for basic operation. The functional business requirements will be understood, with decisions made as to how the software will be configured. Detailed specifications for each development item included in the development scope will be produced, giving clear direction to programmers. Planning will begin for developing an end-user training program, including materials and a general training schedule.

MAJOR ACTIVITIES IN STAGE	COUNTY ROLE	SUNGARD ROLE
Business Process Reviews	Provide key processes to review and attend work sessions with SunGard staff. Executive sponsor to sign off on final process recommendations	Attend work sessions and provide written best practice recommendations to the County
ONESolution Install	Environment is procured and SunGard to is allowed access to environment.	Perform technical steps to Install ONESolution
County Configuration Decisions	Provide business requirements and participate in design sessions with SunGard Consultants	Provide configuration decisions and guide County on options and best practices on the configuration of ONESolution. Document the decisions
Define Interface and Data Conversion Requirements	Decide on data to convert from legacy systems including type of data and amount. Document Interface requirements	Advise County on best practices related to converting data. Define standard interface files and determine if any development is required.

Task Outcome:

- SunGard and the County to review BPRs and finalize system process design.
- Application configuration decisions are completed and documented by SunGard and County.
- ONESolution is installed in County Environment.
- Data to convert is agreed upon and documented.

Task Deliverables:

- Written Business Process Review findings and report
- Configuration requirements and decisions completed
- Data Conversion and Interface decision's complete
- Complete installation of ONESolution in pre-production account

Stage 3 - Build – The team will be making change happen during the Build Stage. The functional team will be configuring applications to perform functionality as identified in the Installation and Design Stage, and each application will be tested within itself to ensure functionality meets requirements (unit test). The technical team will be reinforcing procedures to refresh and restore data, manage database versions, etc. Programs will be written to perform data conversions if standard conversion upload templates do not meet the requirements. Additionally, interfaces will be built if required. Project management will pay particular attention to organizational preparedness, a cutover plan, and the many detailed configuration items that are being finalized.

The SunGard and County core teams will begin developing end-user training materials and schedule the initial classes, with the goal of getting end users trained on ONESolution.

MAJOR ACTIVITIES IN STAGE	COUNTY ROLE	SUNGARD ROLE
Configure Modules	Participate with SunGard to configure and set up applications per requirements outlined during design phase deliverables	Lead the configuration and Set up for all applications per requirements outlined during design phase deliverables
Data Conversion	Clean and Scrub legacy data. Export Data from legacy systems into SunGard required format	Advise County on data formats. Train or run standard utilities if applicable. Develop conversion programs if necessary and standard utilities are not available
Reports Built	Provide specifications and requirements for reports outlined in functional requirements	Build agreed upon reports with Cognos based on provided specifications.
Unit Testing	Work with SunGard consultants to test the individual applications after configuration and set up	Lead the testing of applications and prototype for the County.

Task Outcome:

All setup and configuration is completed, documented, and ready for individual unit testing. Unit test done with test plans completed. Standard workflow models are completed, data is converted, and priority 1 Go Live reports are built.

Task Deliverables:

Completed Configuration Decisions document and conversion templates with data converted. Configuration and setup of the system complete. Unit testing plans complete.

Stage 4 - Testing and Training – Final preparation is being made by all teams for Go Live in the Testing and Training Stage. Integration testing is performed as a follow-up to the unit testing that was performed in the Build Stage – integration testing will test functionality between applications as determined by the flow of the County’s business processes. The SunGard functional team will also provide the County with everything needed to receive excellent service from the Help Desk for Go Live and beyond.

The development programs will be tested to ensure interfaces will run correctly and all necessary legacy data will be converted. End-user Training will be delivered to functional staff members identified in the end-user training plan to ensure staff’s ability to perform day-to-day functions in

ONESolution. The Client technical team will support many project team requirements, such as refreshing training data, installing software on all end-user PCs, and ensuring printers are functioning properly.

The Project management team will oversee a host of final tasks, including a cutover plan, to ensure the Go Live date is kept on track.

MAJOR ACTIVITIES IN STAGE	COUNTY ROLE	SUNGARD ROLE
Core User Overviews and Training	Project Leads and SME's participate in training	Lead training
Create Integration and Parallel Testing Plan	Identify key processes for testing	Supply sample test plans and assist in creating test plans.
Integration and Parallel Testing	County to lead testing of all critical processes	Support the County in testing of all critical processes.
End-user Training Plan	Take the lead role in identification of end users, training needs, trainers and End User Training Schedule	Support the County in identification of training needs, topics, and schedule.
End-user Guides and training material	Create training guides specific to the County processes.	Supply current samples and support the County in creation of material.
End-user Training	Conduct Classroom training 8.	Support the County during the classroom training.
Go Live Readiness- A list of focused areas of the software which outlines process testing completed and commits the Project Team to proceed with cutover plan and go live	County completes checklist identifying that there are no showstoppers and they are ready to cutover and Go Live on ONESolution	Address any showstoppers or blocks to Go Live.
Cutover Plan - outlines all the tasks, which need to happen when transition from the testing phase to go live including timing, schedule and roles/responsibilities of the County and SunGard	Works with SunGard PM to identify all the steps to cutover to Go Live on ONESolution. Takes lead on the communication to County stakeholders	Takes the lead on assisting the County with the technical components of the Go Live.

Task Outcome:

- Final data is migrated to ONESolution and validated. All steps to successfully conduct the final Go Live will be documented and preserved.
- Completion of end-user training guides and classroom training so that users are ready to use the new ONESolution system.
- County staff have been trained on ONESolution core applications.
- Complete test plan steps and document the outcomes.
- ONESolution is fully validated and approved for Go Live by County Functional Leads.

Task Deliverables:

- Integration and Parallel Tests completed
- Core Team trained on ONESolution
- End-users trained
- Final data conversions completed

Stage 5 – Go Live – All set up, configuration, training, and testing has been completed and the implementation of ONESolution has now moved into the Go Live stage. SunGard staff will be onsite to support the County staff during this stage to make sure they are able to effectively run the software.

MAJOR ACTIVITIES IN STAGE	COUNTY ROLE	SUNGARD ROLE
<p>Go Live – Final conversion of Data and run of cutover plan</p>	<p>Conduct all responsibilities of Cutover plan assigned to the County</p>	<p>Support County in all aspects of the Go Live</p>

Task Outcome:

Final data is migrated to ONESolution and validated. All steps to successfully conduct the final Go Live will be documented and preserved.

Task Deliverables:

- County goes live on ONESolution
- Go Live Declaration Letter

Stage 6 - Support – The activities that occur after Go Live to ensure the system runs effectively take place during the Support stage. Functional consultants will continue to support your team through specific first-time uses of the software, such as your first check run and your first close. The technical team will monitor the performance of your system in its first month of production, paying particular attention to database performance.

The Development team will be available for any assistance as your interfaces, forms, and reports are used in production. Project management will focus on the issues log to tackle any unexpected production issues that arise, although these should be minimized by the thorough integration testing in the previous stage. Perhaps most importantly, the County will begin to use SunGard’s Help Desk services, which will act as a guide for any additional services the County needs during production.

MAJOR ACTIVITIES IN STAGE	COUNTY ROLE	SUNGARD ROLE
<p>Post Go Live Validation - SunGard and the County will validate production environment.</p>	<p>Take lead on running all processes in the new live environment</p>	<p>Support the County in their first run through all critical processes</p>
<p>SunGard staff will support County after achieving the Go Live. They will assist with training, issue resolution, and refining system setup as necessary. This includes all major areas in scope including Reports, Workflow, Development and Interfaces etc.</p>	<p>Use the new system as designed during the project and identify areas of ONESolution where SunGard assistance is necessary.</p>	<p>SunGard consultants will support the County based on the system designed during the project.</p>

Task Outcome:

The System is operating in full production and supported by County staff.

Task Deliverables:

Effectively run ONESolution based on requirements and system design

2.8. Optional Software Modules

In addition to the proposed applications, the following ONESolution Finance applications are available:

- Accounts Receivable
- PunchOut
- Stores Inventory (Warehouse)

The following ONESolution applications in the Community Services suite are available:

- Business Account Management
- Building Permits
- Cash Receipts
- Code Compliance
- Land Management
- Planning & Engineering

The following ONESolution eGovernment applications are available:

- Click2Gov for Business Account Management
- Click2Gov for Building Permits
- Click2Gov for Cash Receipts
- Click2Gov for Code Compliance
- Click2Gov for Land Management
- Click2Gov for Planning & Engineering

The following ONESolution applications in the Work Management Suite are available:

- Asset Maintenance
- Computerized Maintenance Management System (CMMS)
- Customer Relationship Management
- Mobile Tasks

Pricing can be provided for any of these applications under separate cover. The following pages contain short descriptions of these optional software applications.

Accounts Receivable

ONESolution Accounts Receivable is designed to manage a wide variety of customers and charges. Powerful features include classification of customers, classification of charges, streamlined cashing, and easy access to payment status or history.

PunchOut

PunchOut seamlessly integrates suppliers' web sites with the ONESolution Purchasing module. The PunchOut Module uses cXML, the industry standard accepted for integration of software modules and vendor shopping carts. Our cXML solution enables ONESolution to leverage this protocol with any vendor that supports the standard.

PunchOut can help streamline the purchasing process by allowing your organization to shop directly on a vendor's Web catalog, using negotiated pricing and catalogs. When a user checks out from the web site, PunchOut imports their shopping cart as a ONESolution requisition, where it is pre-encumbered and can follow customer-defined standard workflow approval routing. When the purchase order is finalized in ONESolution, it is electronically transmitted to the vendor to initiate the order.

Stores Inventory (Warehouse)

ONESolution Stores Inventory is designed to account for assets purchased by an organization that are being held in inventory. Stores Inventory accounts for the assets from the time they are received until they are distributed. To accomplish this task, Stores Inventory is separated into three major functions: receiving, inventory control, and order processing. Stores Inventory includes optional automatic interfaces to the Purchasing, Accounts Receivable, and General Ledger applications.

Business Account Management

ONESolution Business Account Management combines license, business tax, and registration processes for a single, consistent method of providing services to the businesses in your community.

Building Permits

ONESolution Building Permits is designed to process from simple over-the-counter permits, such as re-roofs, to large-scale commercial building jobs with multiple structures and locations. Regardless of the scale, users can access a single building job and work with all locations, structures, permits, and inspections for that job.

Cash Receipts

Get rapid, accurate control over all payment and deposit transactions with ONESolution Cash Receipts. Simply enter transactions using a terminal, printer, and cash drawer combination or a cash register point-of-sale device that interfaces directly with the central processor.

Cash Receipts accepts payments for all ONESolution Finance or Community Services software applications. When payments are posted, Cash Receipts distributes the payment information to the appropriate software application or directly to the General Ledger.

Code Compliance

Process, organize, and track all complaints and violations for all departments that enforce compliance of municipal code. Working with our Land Management, ONESolution Code Compliance enables you to link complaints to property records. Since all information is stored in Code Compliance files, you can easily retrieve case information and produce reports.

Land Management

Create a centralized database of address and parcel information with the ONESolution Land Management application. SunGard land-based software applications access property information contained in this common resource, known as the Person / Entity database. Sharing this data eliminates duplicate information in individual applications, ensuring higher levels of accuracy and consistency.

Planning & Engineering

Providing support for planning and engineering departments is easier than ever with ONESolution Planning & Engineering. Your agency can manage projects through review and approval, tracking all phases of the process.

Other systems dump planning and engineering processes into permitting modules which are not truly designed to handle the complex process of large projects. Planning & Engineering helps manage all the pieces needed to see a large project to fruition.

Click2Gov for Business Account Management

Enable citizens to complete routine tasks associated with business and occupational licenses using Click2Gov Business Account Management. Citizens can search for licenses, renew licenses and pay associated fees, and perform application and renewal estimates as well as complete license applications online.

Click2Gov for Building Permits

Enable citizens and contractors to complete the most common steps in the building permit process online through Click2Gov Building Permits, an easy-to-use and simple solution that supports submitting permit applications, making all permit related payments and performing other permit related tasks like scheduling and canceling inspections, reviewing inspection results.

Click2Gov for Code Compliance

ONESolution Click2Gov Code Compliance enables citizens and inspectors to perform case inquiries and view case-related data online, including the case status and the next course of action related to a case. Citizens can also pay fines and fees online.

Click2Gov for Planning & Engineering

ONESolution Click2Gov Planning & Engineering enables citizens and contractors to view planning and engineering project information online, including general project and review information.

Asset Management

ONESolution Asset Management is a comprehensive asset record system that local government agencies use to maintain and track the design, construction, operation, and maintenance of their infrastructure.

Computerized Maintenance Management System (CMMS)

CMMS is the core of the ONESolution Work Management suite of applications. When you use CMMS with the Fleet Management and Task Management modules, you have the necessary tools to manage your organization's infrastructure.

Customer Relationship Management

ONESolution CRM enhances community relations by providing all departments with a single, consistent method to efficiently record, route, track, and respond to virtually any request for service or complaint from your community. Requests can be from residents, business owners, contractors, visitors to your community, or even your own staff for internal services. Designed to easily manage any requests, ONESolution CRM facilitates responses and provides your management team or elected officials with a clear, real-time status of all community service requests.

Mobile Tasks

SunGard's ONESolution Mobile Tasks application for iOS and Android devices empowers users with two-way communication for viewing, creating, updating and closing work requests/tasks.

2.9. Hosted and Software as a Service

SunGard offers both premise and hosted solutions, but this proposal contains only the pricing for our premise solution. The following is information regarding our hosted solution.

With SunGard's Horizon Cloud Services solution, you get the benefits of a reliable, integrated, enterprise system without the high cost of a complex IT infrastructure. Our Systems Specialists run and maintain your applications in a safe, secure environment. Connectivity is provided via a secure VPN tunnel over the Internet. This arrangement is immediately available and beneficial to the City-Parish, freeing you from:

- Purchasing expensive hardware and third-party software
- Training IT staff and turnover issues
- Hardware and third-party software maintenance
- Software upgrade management
- Hardware obsolescence
- Management or purchase of software licenses

A hosted solution means no surprises to your budget. After a one-time startup charge, a fixed monthly access fee covers everything, with no annual maintenance fees and no additional charges for upgrades and updates. The monthly fee is based on the applications you access and your number of users.

Cloud Services reduces or eliminates many capital and operating expenses. Consider the following internal costs for comparison:

- Software license fees
- Software maintenance fees
- Hardware acquisition and upgrades
- System maintenance fees
- Facility costs
- Personnel costs
- Technical support
- Database administration
- Network management
- Communication infrastructure
- Disaster recovery

2.10. Query/Reporting Tool

The proposed reporting tools make it possible to access, query, report, and analyze virtually any data in the system. Numerous reports are provided that you can use as is, modify, or you can write new reports. Training on the report writers is provided.

The reporting tools include various levels of knowledge or comfort level, such as drag and drop functionality that requires minimal training to advanced report writing capabilities. Reports can be scheduled to run on a regular basis and distribute automatically to a selected distribution in multiple format types, such as Microsoft Excel, PDF, HTML, and more.

All users have the ability to create their own custom dashboards using published reporting content they have access to – picking and choosing which reports or parts of reports to place on their dashboard. You can easily change chart types, color palette, column order and more based on your own personal needs.

Reports Listing

A robust selection of reports is available for all applications within the ONESolution Finance suite. These reports provide the highest level of reporting usability, functionality, and flexibility.

This section contains a listing of:

1. ONESolution Reporting and Business Intelligence reports – Ad hoc reports created with SunGard's data sets and IBM Cognos. These reports can be modified by the user.
2. Click, Drag, and Drill (CDD) reports – Ad hoc reports that can be modified by the user.
3. Fixed Format reports – Menu-driven reports with extensive sorting and selection options.

The following reports are provided with the ONESolution Finance suite. These reports are created with the ad hoc reporting tool – Cognos Business Intelligence. If an existing report does not exactly match your requirements, reports can be easily modified or you can create a new report. SunGard hosts a Web site where users can collaborate and share reports. Training on report writing is provided during implementation. If you do not wish to modify or create reports, reporting services are available from SunGard for an additional charge.

Accounts Payable

Reconciliation by Fund
 Person Entity Listing with AT Transactions –
 PE List only
 Person Entity Listing with AP Transactions –
 PE List with AP Detail
 Person Entity Listing with AP Transactions –
 PE List with AP Summary

Bank Reconciliation

Consolidated Check Register Detail - Bank ID
 Consolidated Check Register Detail - Key Bank ID
 Consolidated Check Register Detail - Key Object
 Consolidated Check Register Detail - Object
 Consolidated Check Register Summary - Bank ID

General Ledger

Balance Sheet
 Detail Budget vs Actual Report
 GL Transaction Listing
 Income Statement by Period
 Income Statement
 Listing of All Keys with Objects
 Object Code Information
 Object Group Codes
 Open Encumbrances by Object
 Organization Key Information by Key Code
 Organization Key Information by Key Description
 Organization Part Codes
 Statement of Cash Receipts and Disbursements
 Statement of Expenditures and Encumbrances
 (Detail)
 Statement of Expenditures and Encumbrances
 (Summary)
 Statement of Net Assets
 Statement of Revenues (Detail)
 Statement of Revenues (Summary)
 Trial Balance

Encumbrances

Open Encumbrances by Object

Purchasing

PO Status Report

Human Resources & Payroll

Citizenship Verification by Name
 EEO Demographics (Disabled Status)
 EEO Demographics (Graph)
 EEO Demographics (Over 40 Details)
 EEO Demographics (Race)
 EEO Demographics (Reasonable Accommodation)
 EEO Demographics (Veteran Status)
 Employee Assignment History by Employee ID
 Employee Assignment History by Employee Name
 Employee Average Tenure (Graph)
 Employee Average Tenure by Department
 Employee Average Tenure by Employee Location
 Employee Average Tenure by Employee Type
 Employee Average Tenure by Employee
 Separation Reason
 Employee Directory (by Department)
 Employee Directory (by Division)
 Employee Directory (by Name)
 Employee Turnover (by Age)
 Employee Turnover (by Bargaining Unit)
 Employee Turnover (by Department)
 Employee Turnover (by Division)
 Employee Turnover (Graph)
 Headcount by Organization (Detail)
 Headcount by Organization (Graph)
 License and Certification Report (by License Type)
 License and Certification Report (by Name)
 License and Certification Report (by Department)
 New Hire by Month Year (Detail)
 New Hire by Month Year (Graph)
 OSHA Injury Report (drill through details)
 OSHA Injury Report
 OSHA 300 and 301
 OSHA 300A Position Staffing Report (by Dept.
 Budget by FTE)
 Position Staffing Report (by Division, Budget by
 Amount)
 Position Staffing Report (by Division, Budget by
 FTE and Amount)
 Position Staffing Report (by PCN, no budget)
 Seniority Reports:
 – District (Seniority Date)
 – District (Seniority Date by Bargaining Unit)

Human Resources & Payroll Cont.

- District (Seniority Date by Department)
- District (Seniority Date by Division)
- District Seniority Date by Position
- Hire (Date)
- Hire (Date by Bargaining Unit)
- Hire (Date by Department)
- Hire (Date by Division)
- Hire (Date by Position)
- Longevity (Date)
- Longevity (Date by Bargaining Unit)
- Longevity (Date by Division)
- Longevity (Date by Position)
- Longevity (Date by Department)
- Position (Date)
- Position (Seniority Date by Bargaining Unit)
- Position (Seniority Date by Department)
- Position (Seniority Date by Division)
- Position (Seniority Date by Position)
- Total Salary by Year (Detail)
- Total Salary by Year (Graph)
- Veterans 100 Status

Click, Drag, and Drill Reports

The following reports are provided with the ONESolution Finance suite. These reports are created with SunGard's Click, Drag, and Drill (CDD) ad hoc reporting tool. If an existing report does not exactly match your requirements, reports can be easily modified or you can create a new report. Training on report writing is provided during implementation. If you do not wish to modify or create reports, reporting services are available from SunGard for an additional charge.

Accounts Payable

General Information Report
 Division Code Report
 Transaction Detail by Vendor ID
 Transaction Detail by Vendor Name
 Invoices in Approval
 Outstanding Invoices (Not Paid) by Vendor Report
 Un-posted Batches / Invoices Report
 Un-posted Batches / Invoices Report with Drill Down
 Invoices with Errors in APOHININ Process
 Summary Report by PE ID
 Summary Report by PE Name
 Aging Report by ID
 Aging Report by Name

Accounts Receivable

Transactions by ID
 Transactions by Name
 Transactions by Account
 Batch Status
 Summary Report by ID
 Summary Report by Name
 Aging Report
 Smart Aging Report
 Category Numeric Information by ID
 Category Numeric Information by Name
 Text by ID
 Text by Name
 Codes - Calculations
 Codes - Categories
 Codes - Divisions
 Codes - Finance
 Codes - Misc
 Codes - Pay Type
 Codes - Status
 Codes - Terms
 Category Numeric Reports by ID

Accounts Receivable cont.

Category Numeric Reports by Name
 Billing Information Sorted by ID
 Billing Information Sorted by Name
 Multi-View Report
 Multi-View Report with Drill Down to Account Information
 Multi-View Report with Drill Down to Address Information
 Multi-View Report with Drill Down to AR Aging Information
 Multi-View Report with Drill Down to AR Calculation Codes
 Multi-View Report with Drill Down to Division Summary
 Multi-View Report with Drill Down to Division and Term Summary
 Multi-View Report with Drill Down to Account ID Text
 Multi-View Report with Drill Down to Invoice Summary Text
 Multi-View Report with Drill Down to Term Summary
 Multi-View Report with Drill Down to Transaction Summary by ID
 Multi-View Report with Drill Down to Transaction Listing
 Multi-View Report with Drill Down to Transaction Listing with Text
 Multi-View Report with Drill Down to Transaction Listing
 Multi-View Report with Drill Down to Transaction Listing with Text

Bank Reconciliation

Check ID & Number Ordered Report
 Outstanding Deposits Report
 Payee Report - Verbose Format

Bank Reconciliation cont.

Outstanding Checks List
 Outstanding Checks Report
 Consolidated Check Register
 Deposit Listing Detail
 Payee Report - Verbose Format
 Consolidated Check Register
 Payee Report - Short Format
 Consolidated Exception Report
 Deposit Listing Summary
 Consolidated Address Listing
 Payee Ordered Format by ID
 Payee Ordered Format by Name
 Payee Report - Short Format
 Un-posted Budget Sets
 Budget Worksheet Report

Contract Management

Contract Management Status Report
 Contract Management Transactions
 Contract Management Compliance Report
 Original Contract Plus Amendments to Current
 Contract Amount
 Contract Management Expense Encumbrance
 Status

Encumbrances

Division Listing Report
 Transactions by Account
 Transactions by Reference (PO#)
 Summary by Account Report
 Summary by Reference (PO#)

Employee Online

Employee Online Changes to EMPMSTR Report
 Employee Online Changes to Direct Deposit
 Report
 Employee Online Changes to Mandatory
 Assignments
 Employee Online Transactions Waiting Approval

Fixed Assets

Fixed Asset Code Information Report
 Fixed Asset General Report
 Maintenance & Improvements History Report
 Transaction report

Fixed Assets cont.

Physical Inventory by Location
 Master Listing
 Gain/Loss Calculator

General Ledger

Organization Key Information Report
 Organization Keys & Parts Report
 Organization Part Codes Report
 Object Code Report
 Object Group Codes Report
 Transaction Detail Report
 Transactions by Batch ID Report
 Transactions by Job Number Report
 Transactions by Object and Key Review Report
 Transactions by Key and Object
 Budget History Report
 Transaction Detail
 JL Transaction Detail
 Un-posted JE Sets Report
 Un-posted JE Sets Report with Drill Down
 Budget Changes Report
 Budget History Report
 Trial Balance Summary
 Fund Summary
 Object within Fund Report
 Keys within Objects Report
 Transactions within Keys Report
 Budget to Actual Report
 Summary Budgets by Fund
 Budget to Actual with Encumbrances by Key and
 Object
 Budget to Actual with Encumbrances

Grants Management
 General Report
 Award Details
 Award Modification Listing
 Budget Details
 Budget Listing
 Compliance Details
 Cost Sharing
 Notes Detail
 Proposal Details
 Grant Budget to Actuals with Encumbrances by Key
 and Object

Grants Management cont.

Grant Budget to Actuals with Encumbrances by Fully Qualified Account
Grant Budget Report Listing

Human Resources & Position Budgeting

Employee Age List Report
PCN/Position Table by Entity & Position
Direct Deposits by Bank Report
PCN/Position Table by Entity, PCN, & Position
Salary Schedule Codes
Location Codes
Job Codes
Benefit Codes
Bargain Unit Codes
Vendor Codes
Bank Codes
Pay Periods
Employees
Employee Benefits
Human Resources & Position Budgeting Cont.
Tracking Information
Workers Compensation by Employee
Employees by Position
Non-Entity Specific Codes by Code ID
Entity Specific Codes by Entity and Code ID
Education Report
Authorized Positions
Employee New Hires
Employee Terminations
Employee Pay Assignments by Index Key
Employee Pay Assignments by Pay Class
Salary Schedules by Step and Range
Employee Pay Assignments by Bargain Unit
Employee Pay Assignments by Name
Applicants Hired for a Requisition
EEO Report
Salary Listing
Applicant Scores
Applicants by Requisition
Employee Mandatory Assignments
Pay Related Contributions
Licenses, Skills, Training & Education
Employee Personal Information
Applicant Master Inquiry by Requisition Number
Hurdle Score Sums Report

Human Resources & Position Budgeting cont.

View Applicant Report
Employee Demographics Review Report
Employment Verification Report
Performance, Grievances & Disciplinary Action
Employee Mailing Labels

Nucleus/Security

Attribute Report
Monthly Audit Totals Report
Common Codes Report
Cluster Information Report
Crash Messages Report
Error Codes Report
Report & Screen Headings Report
Masks with JCL Report
Audit Information Report
Next Question Description & Program Report
Questions, Menu, & Help Report
Questions & Menu Report
Question Definition Report
Subsystems Installed Report
Scheduled Jobs Report
Nucleus/Security Cont.
Audit Trails of Overrides Report
System Default Definition Report
Logged Job Report
ONESolution Job Detail Report

Payroll

Pay Period Definition Report
Pay Class Definition Report
Contributions / Deductions / Hours Report
Contributions / Deductions / Hours Report with Drill Down to Calculation Source
Calendar Report
Timecard Set Proof
Employee Pay History Report
Employee Definition Report by ID
Employee Definition Report by Name
Employee XTD Accumulator Report

Person Entity

Listing by PE Name Report
1099MISC by PEID
Association Code Listing Report

Person Entity cont.

Listing by ID
 1099MISC by Name Report
 1099 PEID without TID Report
 Product Information Listing by Product ID
 Production Information Listing by Description
 Listing by Owner ID Report
 Listing by Association Code Report
 Vendors over \$5000 Report

Position Budgeting

Position Budgeting By Position, Employee Report
 Position Budgeting By Key, Object, Employee
 Position Budgeting Model Comparison By Department, Position, and Employee
 Position Budgeting Model Comparison By Fund, Dept.
 Position Budgeting Model Report by Fund Key
 Model Report by Fund / Key / Object
 Model Report by Fund / Key / Object / Employee
 Model Report by Fund / Key / Employee / Object
 Model Report by Position / Fund / Key / Object
 Model Report by Key / Object / Employee
 Key & Objects Not in GL Report
 Print Model Information Report
 Model Comparison Report

Professional Development

Participant Transcript
 Registration Report
 Attendance Roster
 Course Information
 Course Information with Prerequisite Drill Down
 Course Information with Registration Drill Down
 Course Information with Schedule Drill Down
 Course Summary
 Course Summary with Course Details Drill Down

Project Allocation

Project Listing Sorted by Project Number
 Funding Source Report

Purchasing

Item Information Report
 Status Inquiry Report
 Summary Report

Recurring Calculations

Recurring Calculation Listing
 Recurring Calculation Details Listing
 Recurring Calculation Details Listing with Drill Down

Stores Inventory

Stores Inventory for the End User
 Orders Ready for the Warehouse Report
 Stores Activity (By Product ID) Report
 Inventory Information Report
 Order Item Information Report
 Order Entry Information Report
 Transactions – New First Report
 Transactions - Old First Report
 General Information Report
 Order Status Summary
 Stores Inventory Summary.
 Customer Order Report
 Inventory Catalog by Warehouse Report
 SI Year End Value Report

Time Card Online

Employee Time Entry Report (IFPY)
 Supervisor Time Entry Report (IFPY)
 Standard Time Card Proof (PYTC)

Workflow

CM Contract Management Status Report
 Workflow Queue Report
 Model Instance History Report
 Drill Down to Instance Variables
 Workflow History Notes Report
 Report of Workflow Task List Items by User

Fixed Format Reports

The following reports are provided on the screens and menus throughout the ONESolution Finance suite of applications. These reports have a wide range of criteria to select the information you want to include. The report layouts cannot be altered.

General Ledger

Detail Trial Balance
 General Ledger Report
 Income Statement
 Income Statement by Fund
 Balance Sheet
 Balance Sheet by Fund
 Account Director's
 Account Director's with Encumbrances
 Income and Expense
 Account Summary
 Budget Officer Summary
 Hierarchical Budget Summary
 Special Operating Income
 Deposits and Withdrawals
 Account Director's General Ledger/Encumbrances Summary
 To-Date Hierarchical Report
 Statement Changes in Fund Balance
 Deposits and Withdrawals with Encumbrance
 Account Director's General Ledger/Encumbrances Detail and Summary
 Detail Activity Report
 Cash Flow Statement
 Account Transaction Count
 Income Statement by Period
 Budget to Actual
 Statement of Cash Receipts
 Expenditures and Encumbrances
 Statement of Revenues
 Special Report from Definition File
 Analysis Report Menu
 Chart of Account & Budgets
 Change of Budgets
 Common Codes
 Default Account Mapping
 General Structure Information
 Organization Key Information
 Object Code Information Object Group Codes
 Organization Part Code

Encumbrances

Encumbrance Debug Report
 Encumbrance Division Listing
 Encumbrance Report
 File Listing (one transaction file listing)
 Reference Report
 Reference Summary Report
 Reference Status Report
 Transaction Balance Report
 Aged by General Ledger Account
 Aged by Division Code
 Aged by Person/Entity ID
 Aged by Person/Entity Name
 Summary by General Ledger Account
 Summary by Division Code
 Summary by Person/Entity Name
 Transactions by General Ledger Account
 Transactions by Division Code
 Transactions by Person/Entity ID
 Transactions by Person/Entity

Accounts Payable

1099 Detail Transactions
 Open Hold Division Report
 Transaction File Listing
 AP Reconciliation by Fund
 AP to GL Reconciliation Report
 PE Listing with AP Activity
 Unpaid Invoices Report
 Year End Reconciliation Report
 Aged Report
 Summary Report
 Transaction Report
 Report of Entries for Payment
 Open Hold Batch Distribution

Check Management

Check Register (Date Range)
 Consolidated Check Register
 Client Specific

Check Management cont.

Payee Report
 Rule Logic
 Subsystem Interface
 Account Transactions

Person/Entity

Association Codes
 Common Codes File Listing
 Customer Information
 Changes Log Details
 Name and Address Details
 One Line Name Format
 Product Performance Information
 Product Information
 Vendor Performance Information
 Name & Address (short format)
 Free Form Text Details
 Vendor/Product Information
 Bid List File and Report

Purchasing

Effectiveness Report
 General Information and Formats
 General Purchasing Report
 Log Report
 Item Listing
 Blanket PO Reports
 Non-Encumbered PPO Summary
 Overdue Report
 Open Purchase Orders
 Outstanding Items
 Purchase Request Proof
 Purchase Request Listing
 Purchase Order Summary
 Quotations Report
 Requisition Signoff Sheet
 PO Status Report
 Reconciliation with Encumbrances
 Receiving Report
 Receiving Signoff Sheet
 Special Purchase Request
 PO Status Report
 Unauthorized Purchase Requests
 Verification Report
 Vendor Year-to-Date Purchases

Stores Inventory

Activity Information
 Format Information
 Inventory Item Information
 Transaction Information
 Warehouse Information
 Backorder Report
 Inventory Report
 Product Activity Report
 Product Catalog
 Reconciliation with Encumbrances
 Transaction Activity
 Unpaid Inventory Report
 Inventory Value Report
 Warehouse Activity Report
 Warehouse Catalog

Human Resources

Citizenship Verification
 Employee Directory
 Employee Turnover
 License and Certification
 OSHA 300
 OSHA 300A
 OSHA 301
 OSHA Employee Incident
 OSHA Injury
 Seniority
 Veteran's Status 100

Security

Audit Trail of Overrides
 Attribute Information
 Audit Information
 Common Codes
 Cluster Information
 System Default Definition
 Databases and Job Classes
 Error Codes
 Report and Screen Headings
 Job Dialogue / Running Details
 Logged Job Information
 Program Progress Information
 User Information
 Validation and View Help

Payroll

Calendar Definitions	CNT/DED/HRS Definition
Common Code Definition	Arrears Tracking
Employee XTD Accumulator	Calendar Definition
Employee Contribution Assignment	Cluster Descriptions
Employee Pay Assignment	Employee Information
Entity Definition	Entity Definition
Job/Position Definition	Job/Position Definition
Pay Period Definition	Pay Class Information
Work Schedule Definition	941 Report by Employee
Contribution Definition	Arrears Tracking
Deduction Definition	Employee's Cost to Employer
Employee User Defined Accumulator	Detail Posting Report
Employee Deduction Assignment	EEO Reports
Employee Definition	Multi Period Leave Balance Rpt
Salary Grade/Step Definition	Leave Bal/Liability Report
Hour Definition	Print Mailing Labels
Employee Pay History	Quick Check Print
Pay Class Definition	Employment Security Program
Payroll Deduction to Accounts Receivable Batch and Report	New Tax Summary Report
Deduction Register	Tax Summary Report
Earnings Register	Workers' Compensation Report
Period Register	Payroll Deductions to AR Report
All PYADP Registers	Bond Report
Contribution Registers	Departmental Distribution Report
EFT Tape and Report	Electronic Fund Transfer Report
Leave Balance Register	Grant Total XTD Report
Pay Register	Leave Balance Report
Vendor Report	Multiple Worksite Report
Pay Assignment Code Listing	Retirement Report
Attribute Deductions	Reconciliation Report
Contribution Definition	TIAA File and Report
Deduction Definition	Print Timesheet
Salary Grade/Step Definition	W4 Report
Hour Definition	
Pay Period Information	
Work Schedule Definition	

Section 3. Information Technology

SunGard's responses to section 5 of the RFP are contained on the following pages.

5.1. Security

Our SPSONE security application is designed to operate in a multi-use environment and provides many security safeguards at the logical, database, and demographic level supporting audit control at its foundation. SPSONE features include, but are not limited to, restricted access to operating commands, restricted access to hours of operation with defined logon times, and defined logging of user-requested functions at the database table. At the user or job level you can automatically log audit control information, such as debit and credit totals for financial applications, creation of an unlimited number of security roles to define which menu items can be viewed or accessed, creation of security roles to restrict read, write, update, and delete permissions, and real-time validations of data. The user characteristics and security definitions set up within SPSONE are available in all applications.

The ONESolution security system is a role-based security system that allows customers to authorize different screen options and navigations by user role. Customers can define database level security for each role including read, insert, update, and delete permissions for individual tables and views. Row-level security can be applied to any column value in that table or view. One benefit of role-based security is the ability to quickly update authority for new features. You simply create a new role for the feature then add the users who need access to the role. This eliminates the need to update each individual user or user group when you load a new feature. SPSONE is a Microsoft Management Console (MMC) snap-in. The MMC is used to maintain environments, user roles, and other SPSONE features. Security and Audit Controls are managed through the SPSONE security application, which is integrated with the local Active Directory or LDAP environment. The ONESolution client does not require local administrative rights on the desktop.

ONESolution supports customer-defined roles for navigation, screen option, and row-level authorization security. The ONESolution Security System is a role-based security system that allows customers to authorize different screen options and navigations by user role. In addition, customers can define database level security for each role including Read, Insert, Update, and Delete permissions for individual tables/views. Row-level security can be applied to any column value in that table/ view.

5.1. A Remote Access

The Contractor shall comply with the Hanover County Vendor Remote Access Procedures, and any amendments during the term of the contract.

Response: Comply.

5.1. B. Information

Information shall not be removed from Hanover County Government offices or computers unless the information's owner has approved such removal in advance. This includes, but is not limited to, portable computer hard disks, portable memory devices (including USB drives), floppy disks, CD-ROMs, magnetic tape cartridges, and paper documents.

Response: Comply.

5.1. C. Authorized Tools and Programs

Except as authorized in writing by Information Technology, the Contractor shall not download, install or run security programs or utilities that reveal weaknesses in the security of a system. For example, Contractor shall not run password cracking programs, network reconnaissance/discovery software/applications, key loggers, packet sniffers, network mapping tools, port scanners or any other non-approved programs while connected in any manner to the Hanover County network infrastructure.

Response: Comply.

5.1. D. Protection of Confidential Data

All data provided by the County to the Contractor shall be considered "Confidential" unless specifically noted to the contrary by the County. The Contractor shall take all steps necessary to ensure that any Confidential Data provided by County to the Contractor in furtherance of the performance of this Contract are not disclosed to the public or to any organizations or individuals, unless the County first approves such disclosure in writing. The Contractor acknowledges its understanding that the laws of the Commonwealth of Virginia prohibit the release of Confidential Data to unauthorized individuals or organizations and that the Contractor may be liable under those laws for any Confidential Data that it releases to individuals or organizations without written authorization from County. Therefore, the Contractor shall implement procedures to safeguard any Confidential Data provided by County in support of this Contract to the Contractor or to any subcontractor thereof from access by individuals or entities other than its own employees or those of its subcontractors using the Confidential Data in the performance of this Contract. The Contractor shall instruct its employees and those of its subcontractors not to copy or duplicate in any manner other than as required for the normal course of business in the performance of this Contract, or make any disclosures with reference to, any Confidential Data provided by the County.

Response: Comply.

5.2. Operating Environment

The ONESolution suite is deployed in an N-tier architecture using Windows Presentation Foundation technology. The components of the N-tier architecture consist of the client tier, middle tier, and database tier. The client tier represents the workstations where data entry is performed, the middle tier represents the Application Servers where the business logic/functions are performed, and the database tier represents the server where database operations are performed.

5.2. A. Background

Hanover County operates in a Windows based environment running on Intel architecture. Software solutions run in a 64-bit architecture virtual (Hyper-V) environment. The County uses open architecture and Open Database Compliant (ODBC) compatibility. The County runs Microsoft SQL Server as its database. The County runs its Enterprise Network on a switched Ethernet environment.

Response: SunGard supports the Public Administration and Finance applications in virtual environments using either VMware vSphere or Microsoft Hyper-V. There are two deployment options that SunGard recommends:

1. Distributed servers using centralized storage
2. Isolated servers using local storage

The first option requires a high performance SAN solution configured with SAS or fiber channel hard drives and allows for expandability and redundancy. The second option requires a large amount of internal SAS hard drives but is a good option for smaller, cost-conscious customers.

While Microsoft SQL Server can be virtualized, SunGard recommends that this software be deployed in a physical environment for performance and stability reasons. This is especially true for environments with 100 concurrent users or more.

5.2. B. Hardware and Software

The Offeror shall describe the hardware and software platform and database required for the software solution, including any elevated user permissions required to run the software solution. The Offeror shall describe in detail bandwidth and transport requirements, any special firewall or NAT requirements, current level of IPv6 support or if not currently supported the timeline to implement IPv6.

Response: Following are the recommended hardware specifications for ONESolution.

ONESolution Recommended Hardware Specifications

SQL DATABASE SERVER REQUIREMENTS



COMPONENT	REQUIREMENT
Processor	Eight Intel® Xeon® Cores or higher
Memory¹	16GB RAM or Higher
Network²	100Mb or Faster
Storage^{3, 4}	500GB – 2TB (varies based on products installed) ⁵

APPLICATION SERVER REQUIREMENTS⁶



COMPONENT	REQUIREMENT
Processor	Four Intel® Xeon® Cores or higher
Memory	8GB RAM or Higher
Network	100Mb or Faster
Storage^{3, 4}	70GB

JOB SERVER REQUIREMENTS



PRODUCT/MODULE	REQUIREMENT
Processor	Four Intel® Xeon® Cores
Memory	8GB RAM
Network	100Mb or Faster
Storage^{3, 4}	70GB

COGNOS BI REPORTING SERVER REQUIREMENTS



PRODUCT/MODULE	REQUIREMENT
Processor	Four Intel® Xeon® Cores or higher
Memory	8GB RAM or higher
Network	100Mb or Faster
Storage^{3, 4}	70GB

MOBILE APPLICATION SERVER REQUIREMENTS (OPTIONAL)⁷



PRODUCT/MODULE	REQUIREMENT
Processor	Four Intel® Xeon® Cores or higher
Memory	8GB RAM or higher
Network	100Mb or Faster
Storage^{3, 4}	70GB

SUPPORTED SYSTEM SOFTWARE OPTIONS

COMPONENT	SUPPORTED SOFTWARE
Operating System	Microsoft Windows Server 2008 R2 Microsoft Windows Server 2012 R2
Database Software⁸	Microsoft SQL Server 2008 R2 Microsoft SQL Server 2012
Virtualization Software	VMware vSphere 4.1 or higher Microsoft Hyper-V
Web Services Software	Microsoft IIS
Data Backup	Symantec Backup Exec or similar solution
Malware/Anti-Virus	Symantec Endpoint Protection or similar solution

ONESOLUTION CLIENT WORKSTATION REQUIREMENTS^{9, 10}

COMPONENT	REQUIREMENT
Operating System	Windows 7 Professional Windows 8/8.1 Professional
Processor	Multi-Core x86 based CPU at 2.0 GHz or faster
Memory	4GB or higher
Network	100Mb or faster with Internet access
Storage³	20GB
Software	Microsoft Office 2007 / 2010 / 2013 .NET 4.0 or higher

General Notes and Hardware Requirements

1. The base memory requirements for the Microsoft SQL Server are designed to support the SPSONE Security database, the Cognos BI management database and one production database (Community or Financial). If both ONESolution suites are implemented (Community and Financial) then an additional 4GB of memory is recommended. Further, this amount could increase depending on the number of concurrent users accessing the system.
2. All LAN connections, both server and workstation, should be 100Mb/sec or faster and in a switched environment. Any WAN connections should be evaluated with regard to concurrent usage statistics. Please contact a SunGard Solutions Architect to discuss any WAN implementations.
3. The storage amounts provided are for the SunGard applications and do not include the Operating System. SunGard recommends creating a separate partition (i.e. d:\ drive) to install the SunGard Apps.

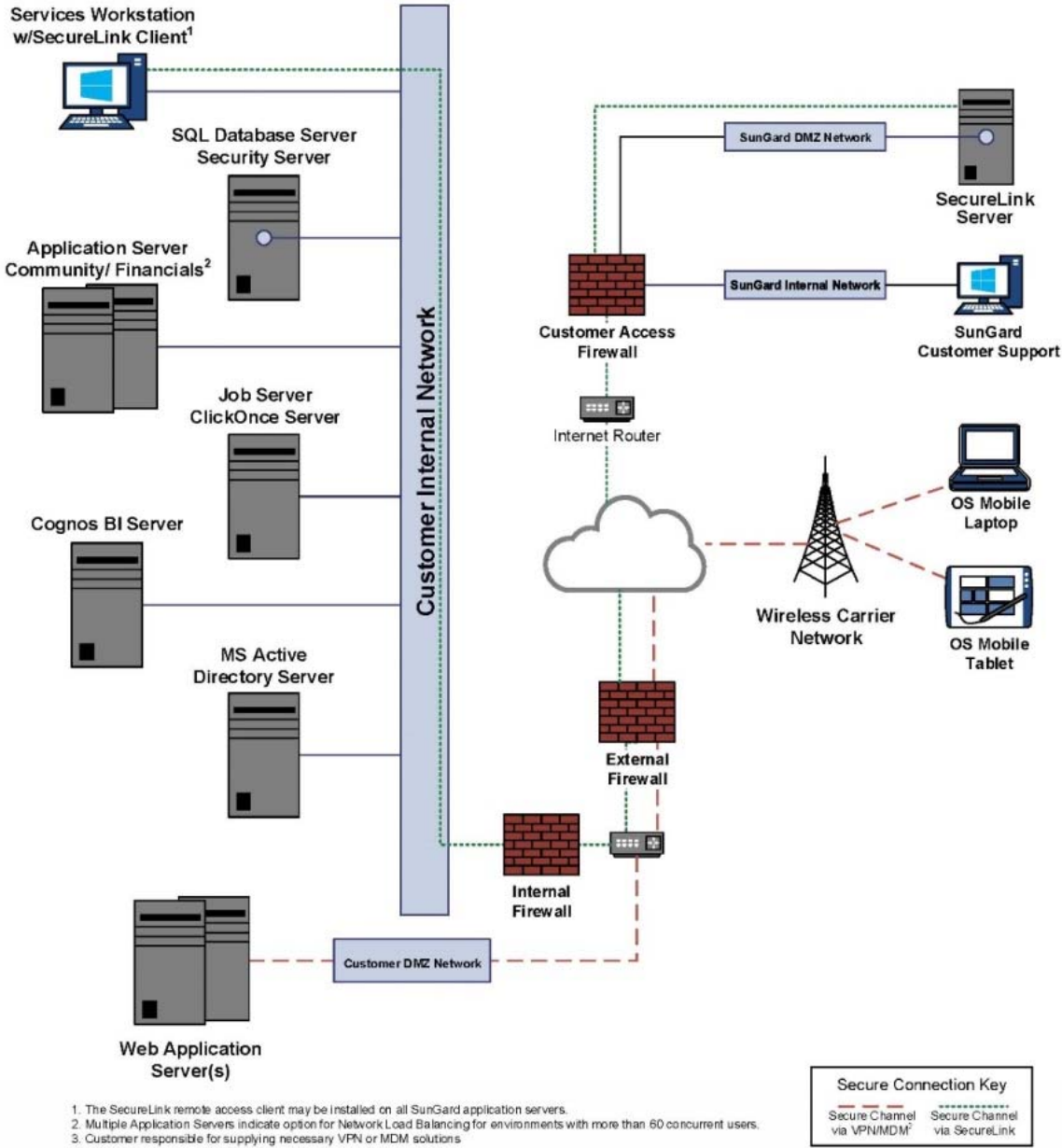
4. Hard drives hosting the SunGard applications and the requisite databases should be based on SAS or Fiber Channel technology. SunGard does not recommend the use of SATA drives with production infrastructures due to the low I/O performance inherent to SATA technology.
5. The storage subsystem will vary in size and design relative to customer's size, the applications being installed and any data to be converted. A SunGard Solutions Architect will work with the customer's IT staff to determine the final drive layout and RAID groups necessary to support our applications.
6. The Application server is configured for up to 65 concurrent users. If more than 65 concurrent users will access the system then an additional Application server is required for each additional 65 users.
7. The Google Map functionality provided by the Mobile Application Server requires IP and path registration with Google. That configuration as well as the specific port settings and use of digital certificates will be addressed during the implementation process. This functionality allows information to be accessed from external sources and requires that the server be deployed in the customer's DMZ for security purposes.
8. Microsoft SQL Server is the only database software supported with the SunGard Applications. Due to the Microsoft licensing requirements, SQL must be licensed on a per processor basis (SQL 2008) or on a per core basis (SQL 2012) in order to be compliant with our application model.
9. The ONESolution client is only supported on workstations running the business class versions of Windows. The Home or RT versions of Windows are not supported.
10. SunGard recommends customers deploy a dedicated Support Workstation to function as the primary access point to the ONESolution environment. This workstation is used for post installation testing and troubleshooting of application issues via SecureLink remote access software. Connectivity for this software requires the use of port 443 (SSL) over the Internet to permit connections between SunGard's SecureLink server and the customer's environment.
11. The specifications in this document are for physical servers or virtual machines dedicated to the SunGard applications. SunGard does not recommend installing anything other than the supported system software on servers/VMs running our applications.
12. SunGard does not provide "Minimum" specifications for the Public Administration applications. If a customer desires to implement hardware that does not meet the specifications in this document they can submit the hardware configuration to a SunGard Solutions Architect for review.

5.2. C. Multiple Environments

The Offeror shall describe its system architecture using written and graphic means, including if the software solution supports multiple environments, with the ability to run concurrently for development, testing, training, and production. The Contractor shall allow the County to have multiple instances of the software solution installed without incurring additional costs (development, test, training, and production).

Response: Following is the network diagram for ONESolution.

ONESolution Network Diagram



The advantages to using this architecture are numerous:

- State-of-the-art user-based design offers intelligent workflow for all key user roles.
- ONESolution's Windows .NET/SOA technology provides the familiarity and flexibility of a Windows interface.
- ONESolution is a complete enterprise-wide solution with the interoperability to integrate with other third-party applications.
- The solution offers configurable workflows allowing customization based on individual agency needs.
- The solution offers embedded mapping, business intelligence, and reporting for effective enterprise management and integrated citizen services.

The system supports multiple environments; in fact SunGard recommends having three environments: Production, Testing, and Training.

SunGard sets up a training or test environment during implementation to be used during application training classes. Prior to going live, the training data is cleared and prepared for live data entry. SunGard can set up a permanent test environment depending on your system resources, but there would be an additional fee.

5.2. D. Maintenance and Support

The Offeror shall describe their software solution technical support options, including options and costs for the following. A copy of the maintenance agreement shall be included in the RFP response.

Response: A copy of the SunGard Maintenance Agreement is included in "Section 4. General Terms and Conditions" of this proposal.

5.2. D.1. Costs

Costs for tiers of service, including maintenance standard levels (system failures, critical process failures, non-critical process failures, and normal support issues). The costs shall include travel provisions in conducting the level of service supported.

Response: We are proud of our applications and their capabilities, and we make every effort to ensure you are satisfied with our products and services. We do not offer various tiers of customer support or service. Please refer to "Section 7. Total Cost of Ownership" for the annual maintenance plan fees.

5.2. D.2. Application Support

Application support shall be designed to achieve a 100% operational rate.

Response: Response times and application performance is dependent on the function that the user is performing. It is fair to say that a typical user will experience reasonable response times provided that all other variables are functioning properly.

5.2. D.3. Support Levels

Hosted and SaaS solutions shall provide support levels and operational up-time commitments. In addition information on any operational reports that will be provided to the County should be documented.

Response: Availability is determined by the IT infrastructure deployed. As long as the servers are accessible by the client, the ONESolution application will be available.

5.2. D.4. Other Support Options

Detail other support options, including information on how these coverages will be provided:

- **Staff support (onsite, remote technical support)**
- **Help desk/hot lines (business hours and off-hours, toll free)**
- **Guaranteed response time objectives (RTOs), along with the escalation process if RTOs are not met.**
- **After implementation the County plans to establish a working group to enhance and expand the software solution. This group will meet on a regular basis. The selected Contractor shall designate project management and lead technical support staff who will be required to participate in these meetings (in-person or via conference call) with the County on a monthly basis.**
- **After year five, the annual maintenance fee will be the lesser of the current list prices of the previous year maintenance cost adjusted by the average of the Consumer Price Index, Urban Wage Earners and Clerical Workers (CPI-W), US County Average for the previous three calendar years (as published by the US Department of Labor, Bureau of Labor Statistics).**

Response: SunGard successfully serves many clients throughout the U.S. and Canada. Help Desk phones are available Monday through Friday from 8:00 a.m. to 5:00 p.m., excluding holidays, based on your local time zone to answer or respond to your calls, emails, and faxes. The Help Desk is staffed during these hours to take problem reports and inquiries. SunGard provides after-hours support for various client activities that involve professional or computer services. After-hours support is outside of the regular maintenance contract and is offered on a time and materials basis.

Each support issue we receive is thoroughly documented in our Customer Relationship Management (CRM) tracking system. Each question or issue is assigned a priority code and a unique number is issued for future reference. Daily, weekly, and monthly reports produced from our tracking system alert management to any recurring problems and training issues and enable root cause analysis.

A code system is employed to distinguish the level of urgency for each issue. Our number one priority is to continually support customers in their use of SunGard software and services. Support Specialists follow corporate guidelines based on the urgency of the issue. At the time a case is initiated, the Help Desk operator attempts to connect clients directly with an appropriate support specialist. If that is not possible, the case is assigned to a queue and the user receives a call back within 1 hour for urgent priority 1 issues. SunGard has a stated goal to resolve an urgent issue within 24 hours or to provide a resolution plan for urgent issues within 24 hours of the issue being reported. Our goal is to respond to critical issues within 2 hours and non-critical issues within 4 hours. Minor issues are responded to within 24 hours of being reported.

When issues are not resolved during the initial phone or virtual conversation with the analyst, the client will be kept informed on progress of the problem. In the rare instances an analyst is unable to resolve the problem, Support Leaders are available for each application area. If additional assistance is required with a support issue, the Director of Product Support, Customer Support Manager, or the Vice President of Support are also available to assist.

Response times vary based on the selected deployment methodology, network utilization, hardware design, etc. A typical user will experience reasonable response times provided the IT environment meets the recommend specifications. Availability is determined by the IT infrastructure deployed. As long as the servers are accessible by the client the ONESolution application will be available. The 3-second maximum would not apply to all reports or background processes, such as non-interactive processes, as these vary greatly.

SunGard does not use outside contractors or low-cost offshore support centers. We have the resources to deliver a total system, including installation, project management, conversions, training, documentation, and support. Our installers, project managers, consultants, trainers, and help desk personnel all work for one company - SunGard. This allows us to bring in-depth product knowledge, people skills, and project experience to every implementation.

5.2. E. Standards and Interfaces

The Offeror shall describe their method(s) for data and application integration and interfaces, such as support for web services and various XML protocols.

Response: Customers can integrate to the ONESolution SOA .NET services and provide for their own interfaces. SunGard can provide these customizations (as custom development) or provide consulting services for service integration. Clients exploring their own interface development should have expert skills in supporting .NET Service-Oriented software products, such as Web service framework development experience, XML development, and .NET 4.0 C# development.

5.3. Advanced Technology

5.3. A. Browser/Web Based Interface

The Offeror shall include a description of any web interfaces supported for the proposed software solution, including what browsers (and browser versions) are supported.

Response: ONESolution delivers leading-edge functionality, usability, and value to public sector organizations. SunGard's solution is a next generation client application referred to as a smart client. Smart client applications provide a rich client model with thin-client (i.e. browser) manageability. Our smart client is deployed using Microsoft's ClickOnce technology. ClickOnce is used to solve the common concerns associated with classic client deployments, eliminating the need to provide administrative privileges to users, and proving a low-impact method for deployment that can be executed from the Web, a shared network location, or even a file location such as CD or virtual drive. SunGard users are automatically notified when a new version or update is available and the software is automatically installed without the need for IT assistance. The smart client application allows us to provide a feature rich, highly dynamic user experience that is not available with browser-based solutions.

5.3. B. Disaster Recovery

The Offeror should describe their experience with drafting and implementing disaster recovery plans and programs, including details on any disaster recovery solutions that are available from the Offeror.

Response: SunGard recommends, as a minimum, the use of VMware VMotion or similar to provide redundant servers for Disaster Recovery. Products such as VMware Site Recovery Manager or Zerto are recommended when there is a need for automating the process of moving resources between sites. A redundant operation site is SunGard's recommended solution. Duplicating VMware servers at a remote site with a similar SAN in place along with automated failover software would be optimal. This would allow for continual access to system functionality during a partial or complete system failure.

5.3. C. Tablets, Smart Phones, and Browsers

The Offeror should describe if their software solution operates at any level on tablets or smart phones using the iOS, Android, or Windows operating system. If the software solution has a browser-based or app component the Contractor should describe what browsers and browser versions are supported (IE, Safari, Firefox, Chrome).

Response: ONESolution allows for mobile workflow approvals via email. Employee Online, Time Card Online, Professional Development, and Applicant Online are available on mobile devices (iOS and Android) through a browser. ONESolution is available by implementing virtualization software. Cognos Business Intelligence and reporting are also available through a mobile device (iOS and Android).

The following browsers are supported:

- Internet Explorer version 8 and 9
- Internet Explorer version 10 and 11 in compatibility mode
- Safari 6.1
- Firefox 31.1

5.3. D. Laserfiche Document Management System

The County uses Laserfiche document management system for digital archiving of documents. The Offeror should describe if their solution integrates with Laserfiche and provide details of specifically how that integration works.

Response: According to Addendum 1 dated August 20, 2014, "Laserfiche integration is not required. The County will assess its options based on the selected vendors document management capabilities."

Our proposal includes Documents Online, a document management application that increases productivity by helping you to archive and retrieve documents, images, and reports electronically. Users can scan documents such as invoices, resumes, and other supporting materials and attach them to transactions. These images can be viewed, with proper authority, and reported directly out of the system. Working in conjunction with Workflow, images can be routed using site configured approval processes as needed by your organization. Documents Online can also be used to archive reports for future reference.

5.4. Software and Hardware Acceptance

All hardware and software shall be fully installed, configured, optimized, and tested prior to acceptance by the County. The Offeror shall describe their quality assurance procedures and user acceptance testing processes.

As part of the project, the Contractor shall develop an Acceptance Test Plan in coordination with the County, which shall provide details for the acceptance testing process. The Acceptance Test Plan shall be approved by both the Contractor and the County. The Acceptance Test Plan shall address testing of all software, hardware, network, interfaces, and data conversion that the Contractor may provide or utilize as part of their solution. The Contractor shall describe their acceptance testing program, including forms, approvals, functionality testing, stress testing, disaster recovery, and response time elements for testing the performance of the product.

Response: During phase 1, SunGard recommends the County use the current pre-production environment for all testing. Since this will eventually be the production environment it will allow the County to be confident that the system which is being tested will eventually be the production environment. Prior to Go Live any test data will be removed so the County has a clean system.

During phase 2, SunGard advises the County to clone the production environment to a testing environment. That way payroll and other areas can be set up and tested. Once testing is complete, the setup on the testing environment can be moved over to production prior to Go Live.

SunGard's methodology incorporates the below types of testing during all phases of the project.

System Testing

SunGard does post-install testing on the application after finishing the install. This allows our technical team to make sure the basic functionality is working prior to allowing our SunGard Consultants onto the system. SunGard application experts will test each application prior to starting any consulting or training.

Unit Testing

Unit testing is done once the configuration and setup is completed for each application based on County requirements. SunGard leads unit testing and the results will be captured in the requirements traceability matrix.

Integration Testing

Once all the applications are configured and unit tested to make sure they meet the functional requirements, SunGard will assist the County on integration testing. This testing incorporates Workflow, Documents Online, and key reports into the application to make sure applications are integrated and working as designed. Examples on real-life integration include receiving payments,

applying transactions to the general ledger, and creating checks from end-to-end to verify that the entire system works together as expected.

Parallel Testing

Parallel Testing is a critical component of the project. SunGard will assist in comparing pre-determined results in ONESolution with the County's legacy software. One example is payroll. SunGard always starts with a smaller subset of employees (one department for example) and tests those employees through a pay period until the results match. Once those results match between ONESolution and the County's legacy software, our staff will assist in moving to a larger set of employees until full County payroll parallels are achieved. SunGard recommends running three full parallel payrolls through ONESolution prior to going live.

SunGard has used this parallel testing approach during all of our implementations and not just with payroll. SunGard will work with the County to create a testing plan with all your critical scenarios which need to be run through parallel testing process. While there is a level of effort for County staff to define the scenarios, the advantage is you will see and understand the results prior to using the system in a live environment. We also find that having the County staff run the tests with SunGard support allows the County to practice and use the system in a mock live environment. This reinforces the training SunGard conducted with core users.

Stress/Performance Testing

Stress/Performance Testing takes place when system configuration and end-user training are complete. SunGard technical staff can be assigned to monitor the testing along with SunGard Consultants. Stress Testing is done by assigning a specific time to get a large group of users on the system at the same time to ensure that system performance meets expectations. Stress testing is one of the key steps in making sure the system will perform to the County's expectations.

User Verification Testing (UVT)

UVT is done just prior to Go Live to ensure that the system meets all the functional requirements outlined in the RFP and business process reviews. The County will lead this testing and SunGard staff will act in a support role.

Acceptance Testing

Please note, the proposed software is not subject to acceptance testing procedures. Because SunGard licenses its proposed software in general release forms, licensees do not bear the risks generally associated with custom-developed software. Further, typical acceptance testing criteria, such as response times, are dependent in large part upon systems tuning and hardware/systems configuration. Such variables do not permit a true test of the performance levels of the software. We recommend that our client prospect become knowledgeable about our software by attending product demonstrations and checking SunGard client references prior to software licensing.

As added protection and as an alternative to acceptance testing, SunGard warrants that for a period of 12 months after the Delivery Date, the then-current unmodified version of each software system licensed by SunGard will operate without Defects, as otherwise provided for in the SunGard Agreements. Additionally, during the period for which a SunGard client has entered into an agreement for maintenance services, SunGard provides its clients with corrections of or avoidance procedures for reported defects in the licensed software,.

5.5. Software Upgrades & Patches

The Offeror shall describe their post-implementation software support including how upgrades and patches are installed (test, production, quality control) and a summary of what their software maintenance agreement covers (responders should not simply attach their software maintenance service contracts).

5.5. A. New Software Releases

The Contractor will issue new software releases containing problem corrections, minor enhancements, and major enhancements. Throughout the term of this contract, as long as the County is participating in the Contractors software maintenance program, the Contractor shall provide the County each new software release without additional charge. This shall include if the Contractor develops its software on a different operating system platform or using a different programming language. The Contractors shall provide reasonable assistance to help the County install, test, and operate each new software release at no additional cost.

Response: Cumulative and point-version releases are provided to all customers with a current maintenance agreement at no charge. New releases can be downloaded from our support website. Server updates are performed at your discretion by County IT staff. SunGard's technical support is available to assist, if needed. Point-version releases are provided approximately every eight weeks. This ensures our customers receive certified releases on a reliable schedule. Hot fixes are released when necessary for system down or progress blocking issues. Client-side deployment is accomplished with Microsoft's ClickOnce technology. Your users are automatically notified when a new version or update is available and the software is installed without the need for IT assistance.

5.5. B. Third Party Software Requirements

The Contractor shall fully document all third party software requirements, including those that must be pre-installed as part of the Contractor's software package. The Contractor shall describe how it coordinates with third party software providers to ensure that the third party software is kept current and that security related releases are current for required third party software. If Java is required, the Contractor shall describe how their software remains compatible with the latest major release of Java and how minor upgrades are incorporated.

Response: SunGard will comply if selected.

5.5. C. Product Roadmap

The Contractor shall describe the product roadmap for the next two (2) planned releases of the proposed software solution.

Response: Our vision for ONESolution is to maintain a view on leading transformative technologies—mobile, cloud, big data, social—while delivering enhancements and functionality that can help our customers constantly improve service to their constituents. We want to help our customers envision the future happening today, evolving our products to meet the leading edge of technology and always enhance usability. Released in 2010, ONESolution is a key go-forward product for SunGard’s strategy on the Windows platform. Additional functionality currently planned for the next 36 months includes:

- A new Web portal for receiving Accounts Payable payments online
- Enhanced inquiry screens for Accounts Receivable, Purchasing, and General Ledger
- User experience enhancements, including the desktop
- Improved time entry application

Our product direction and roadmap is determined by our product management team. Working closely with developers, product managers are responsible for determining product direction for specific product lines. Their process takes into account client feedback, industry direction and standards, technology evolution, and agency needs.

5.6. Documentation Requirements

As part of the project the Contractor shall provide a list and description of all documentation provided as part of the implementation of the software solution, including overview descriptions of all major functions, detailed step-by-step operating procedures for each screen and activity, and technical reference manuals. The description shall include the format of the documentation (website, hard copy, or electronic), the currency of the documentation, and any restrictions on the County reproducing the documentation for its own use.

Response: When you purchase a SunGard application suite, you receive the following documentation:

- Installation Guide – The SunGard Installation Guide walks you step-by-step through the installation process. It is a custom document that is generated for you based on the applications you are installing.
- System Documentation – System documentation is provided on CD-ROM by IBM and is included with the hardware purchase. Updates can be downloaded from the IBM® System i5® technical Web site.
- Application Training Guides – We provide application training guides to assist the Application Specialist during training classes. You also can use these guides to train new employees.
- Application Documentation – Our customers receive the following types of application-related documentation:

ONESolution application documentation is context sensitive and installed locally on the Web server. The browser-based help enables users to:

- Search the index by keyword.
- Print individual topics.
- View end-user and technical information.
- Search the entire online documentation for a single word or phrase.
- Add the current page of the help to a list of favorites. You can use your list of favorites to quickly access procedures you use on a regular basis.
- Access the customer support website where you can create and view support logs, email customer support, and download the latest version of the online help.

5.7. Payment Terms

TYPE OF FEE	PAYMENT TERMS
License Fees:	100% on the Execution Date.
Installation Fees:	On invoice, upon completion.
Project Management Fees:	100% on the Execution Date.
Training Fees:	On invoice, upon completion.
Professional Services Fees:	On invoice daily, as incurred.
Conversion Fees:	100% on the Execution Date.
Custom Modification Fees:	100% on the Execution Date.
Implementation Services Fees:	50% on the Execution Date; 50% on invoice, upon completion.
Third-Party / Pay Agency Products Hardware & Software Fee:	100% on the Execution Date. (Subject to particular Third-Party requirements)
Third-Party / Pay Agency Products Services Fee:	50% on the Execution Date; 50% on invoice, upon completion. (Subject to particular Third-Party requirements)
Third-Party / Pay Agency Products Initial Annual Maintenance:	100% upon the Execution Date. Annual Maintenance Fees for subsequent terms shall be invoiced by and paid directly to the Vendor. (Subject to particular Third-Party requirements)
SunGard Application Support Fees:	The initial term of support is included in License Fees. Support fees for the second term of support shall be due prior to the start of that term. Fees for subsequent terms of support will be due prior to the start of that term at the then prevailing rate. Rates for subsequent years of support service are subject to change.
Tax:	Applicable taxes are not included and, if applicable, will be added to the amount in the payment invoice(s) sent to Customer.
Travel and Living Expenses:	Travel and living expenses are in addition to the prices quoted and will be invoiced as incurred and shall be governed by the SunGard Corporate Travel and Expense Reimbursement Policy.

5.7. A. Software/Hardware/Data Conversion

The County shall pay the Contractor for Licensed Software, any hardware purchased, or data conversion services based on the successful completion of specific milestones identified in the project schedule and/or delivery, installation, and acceptance of any hardware or data. Offerors shall submit a payment schedule that is based on this concept. The County and the Contractor shall draft Acceptance Testing and Data Conversion plans that will include provisions for final acceptance and payments for software, hardware, and data conversion. Should the County not accept any Licensed Software module pursuant to the agreed upon Acceptance Testing plan, the Contractor shall return to the County the license fees that the County paid for that module within thirty (30) calendar days of such request.

Response: Please note the proposed software is not subject to acceptance testing procedures. Because SunGard licenses its proposed software in general release forms, licensees do not bear the risks generally associated with custom-developed software. Further, typical acceptance testing criteria, such as response times, are dependent in large part upon systems tuning and hardware/systems configuration. Such variables do not permit a true test of the performance levels of the software. We recommend that our client prospect become knowledgeable about our software by attending product demonstrations and checking SunGard client references prior to software licensing.

As added protection and as an alternative to acceptance testing, SunGard warrants that, for a period of 12 months after the Delivery Date, the then-current unmodified version of each software system licensed by SunGard will operate without Defects, as otherwise provided for in the SunGard Agreements. Additionally, under SunGard's Premier Maintenance Program, during the period for which a SunGard client has entered into an agreement for maintenance services, SunGard provides its clients with corrections of or avoidance procedures for reported defects in the licensed software, as otherwise provided for in the SunGard Agreements. Additionally, upon your request, SunGard can offer our optional Requirement's Verification Plan (RVP) testing service.

5.7. B. Project Management & Other Consulting Services

Services that are provided by the Contractor on an hourly basis shall be invoiced monthly based on the hours worked that month not to exceed the total hours included in the proposed cost for services to implement the project.

Response: Agreed.

5.7. C. Travel Fees

All travel shall be pre-approved by both the selected Contractor and the County's project manager. Such travel and living expenses will be governed by the GSA CONUS guidelines as published for the fiscal year in which the travel occurs.

Response: Travel and living expenses are not included in this proposal. These costs are billed as incurred and shall be governed by the SunGard Corporate Travel and Expense Reimbursement Policy.

5.8. Source Code Escrow

5.8. A. General

The Contractor shall furnish the County with Source Code for the Licensed Software. The Contractor shall describe its solution for meeting this requirement, but solutions may include depositing the software source code with a vendor approved by the County names Hanover County as a beneficiary or the Contractor may utilize the County's Department of Information Technology as the Escrow Agent.

Response: SunGard reserves the right to restrict access to its source code. For the restricted applications, SunGard has placed the source code in escrow with a nationally known escrow agent (Iron Mountain) and has negotiated terms whereby the County has an option, at the County's expense, to have its name added as a beneficiary thereunder. We are pleased to offer this escrow agreement to the County because it has been accepted, as a sole option, for those of our Customers who desire having access to the source code in the event that SunGard goes out of business, ceases providing support for the software, or does not provide adequate support for the software.

5.8. B. Escrow Updates

The Contractor shall provide details on the format of the source code, if instructions for use are provided for the source code, and currency of the source code.

Response: As beneficiary of the source code agreement, the County would receive access to the source code in a tangible media format according to the nature of the material – such as a magnetic tape or disk. The County would receive the latest version that is currently installed at the County at the time of release.

5.8. C. Release of Source Code to the County

The Contractor shall include in their RFP response any third party escrow agreements that are presently in place that could be utilized by the County. The agreements shall include the terms and circumstances upon which the source code would be released to the County. Any fees that will be required of the County to enter into the source code agreement shall be provided.

Response: We have provided a copy of the source code agreement with Iron Mountain. The fee for a client to remain a beneficiary is determined by the escrow company and is subject to change (currently \$800 per year).

5.9. Auditing and Reporting

5.9. A. Auditing

The Offeror shall describe its auditing capabilities, including details on tracking attempts to login, access, create, delete, or change accounts, permissions, or audit logs. Details on what information is captured and stored in audit files and how long that information is retained shall be provided.

Response: The system provides an audit trail that tracks every master record change. Full audit logging can be set up and enabled on any table. For each transaction entered into any system the user ID, date, and time stamp when the transaction was originally entered are stored. Also the user ID, date, and time stamp for each logged version of the transaction are stored. Multiple audit trail fields for each type of transaction are maintained. For example, on an Accounts Payable transaction, the system stores the invoice number, invoice date, general ledger posting date, purchase order number, purchase order date, check number if it has been paid, and check date. For an accounts payable transaction in the General Ledger, you can trail back to invoices, purchase orders, and checks.

Regarding the ONESolution Finance applications, auditing is performed at three levels:

- Individual background process requests are logged (user, start/end time, status)
- Database triggers may be enabled to track record changes (user, timestamp, old/new values)
- All posting/distribution processes generate an audit report of changes to the General Ledger

5.9. B. Reporting

The Offeror shall describe how auditing information is retrieved by authorized users, including formats, timing, and any automated reporting capabilities within the software solution.

Response: Comprehensive reporting further supports audit control. Our standard report writers: Click, Drag, and Drill (CDD) and IBM Cognos Business Intelligence Reporting (Cognos) provide the ability to report on all changes and logged values. CDD and Cognos allow for cross-application reporting and cross-application drill down analysis to provide immediate supporting data for higher or lower level reports.

Documents Online provides full image integration across all applications, CDD, and Cognos. Reports can be run with the output directed to a window, a printer, or a file. When directed to a file, there are HTML, tab-delimited, and quote-delimited options for use in importing into other software products. When run to a window, the user can use a drill-down feature to request supporting information for the report being shown. By double-clicking on a field in the report, users initiate a drill down.

Section 4. General Terms and Conditions

SunGard's response to section 6. General Terms and Conditions and section 7. Special Terms and Conditions is provided on the following pages.

SunGard welcomes the opportunity to respond to this Request for Proposal (the "RFP"). The responses of SunGard to questions posed by the RFP are provided for informational purposes only and do not constitute or give rise to contractual commitments on behalf of SunGard. The contractual terms and conditions under which SunGard proposes to provide the software and services identified in the accompanying Proposal, for the fees provided for in the accompanying Proposal, are those expressly set forth in the SunGard's then-current software license and services agreement and maintenance agreement (the "SunGard Agreements"), current copies of which are enclosed with this response. SunGard agrees to negotiate in good faith for the inclusion of additional, mutually acceptable terms and conditions in the SunGard Agreements.

With hundreds of clients and its status as a leading supplier of software solutions to local government entities across the country, SunGard has a long and successful history of negotiating agreements with public entities. Many of these entities have required that certain contractual provisions be included in agreements entered into between SunGard and the respective entity. As demonstrated by SunGard's extensive client base, through good faith negotiation, SunGard has been able to address a wide variety of concerns and mandates set forth by the respective entities. SunGard has every confidence that in the instant case, we will be able to address all terms and conditions to the satisfaction of both parties. However, SunGard rejects any express or implied acceptance of any other terms or conditions other than those expressly enumerated in the SunGard standard Agreements, as such agreements may be negotiated by the parties, even if those terms or conditions are included in the RFP, in SunGard's submission of this response, or in any other written or oral communications between the parties.

Please note that references by SunGard to enhancements, improvements, new releases, or other functional and/or technical items that are not available in general release as of the date of this proposal ("Future Functionality") do not represent commitments on the part of SunGard that it will develop or deliver any such items. Accordingly, SunGard does not include in its agreements with customers any commitments or obligations relating to the development or delivery of specific Future Functionality.

The SunGard Software License and Services Agreement serves as the main contract between SunGard and our customer. This agreement contains the terms and conditions for licensing SunGard software. SunGard's standard License and Maintenance Agreements are included as part of this proposal. This section contains the following information and sample contracts:

- Software License and Services Agreement

CUSTOMER NO. _____; CONTRACT NO. _____

SOFTWARE LICENSE AND SERVICES AGREEMENT

BETWEEN

SunGard Public Sector Inc.
a Florida corporation

with headquarters at:

1000 Business Center Drive
Lake Mary, FL 32746

("SunGard Public Sector")

AND

(for purposes of this Agreement, "Customer")

By the signatures of their duly authorized representatives below, SunGard Public Sector and Customer, intending to be legally bound, agree to all of the provisions of this Agreement and all Exhibits, Supplements, Schedules, Appendices, and/or Addenda to this Agreement.

The terms and conditions contained in this Agreement, including prices, will be honored as set forth herein, provided the Agreement is fully executed and delivered by _____.

Customer

SunGard Public Sector Inc.

BY: _____ DRAFT _____

BY: _____ DRAFT _____

PRINT NAME: _____

PRINT NAME
AND TITLE: _____

PRINT TITLE: _____

DATE SIGNED: _____

DATE SIGNED: _____

THIS AGREEMENT is made between SunGard Public Sector Inc. and Customer as of the Execution Date. The parties agree as follows:

1. Definitions.

"Baseline" means the general release version of a Component System as updated to the particular time in question through both SunGard Public Sector's warranty services and SunGard Public Sector's Maintenance Program, but without any other modification whatsoever.

"Component System" means any one of the computer software programs which is identified in Exhibit 1 as a Component System, including all copies of Source Code, Object Code and all related specifications, documentation, technical information, and all corrections, modifications, additions, improvements and enhancements to and all Intellectual Property Rights for such Component System.

"Confidential Information" means non-public information of a party to this Agreement. Confidential Information of SunGard Public Sector includes the Software, all software provided with the Software, and algorithms, methods, techniques and processes revealed by the Source Code of the Software and any software provided with the Software. Confidential Information does not include information that: (i) is or becomes known to the public without fault or breach of the Recipient; (ii) the Discloser regularly discloses to third parties without restriction on disclosure; or (iii) the Recipient obtains from a third party without restriction on disclosure and without breach of a non-disclosure obligation.

"Delivery Address" means the Customer shipping address set forth in Exhibit 1 as the Delivery Address.

"Delivery Date" means, for each Component System, the date on which SunGard Public Sector first ships the Component System to the Delivery Address F.O.B. SunGard Public Sector's place of shipment.

"Discloser" means the party providing its Confidential Information to the Recipient.

"Defect" means a material deviation between the Baseline Component System and its documentation, for which Defect Customer has given SunGard Public Sector enough information to enable SunGard Public Sector to replicate the deviation on a computer configuration that is both comparable to the Equipment and that is under SunGard Public Sector's control.

"Execution Date" means the latest date shown on the signature page of this Agreement.

"Equipment" means a hardware and systems software configuration meeting the "Equipment" criteria set forth in Exhibit 1.

"Exhibit 1" means, collectively: (i) The schedule attached to this Agreement which is marked as "Exhibit 1," including all attached Software Supplements; and (ii) any schedule also marked as "Exhibit 1" (also including any attached Software Supplements) that is attached to any amendment to this Agreement. Other appendices to this Agreement are numbered sequentially and are also "Exhibits."

"Intellectual Property Rights" means all patents, patent rights, patent applications, copyrights, copyright registrations, trade secrets, trademarks and service marks and Confidential Information.

"Software" means the Component Systems listed in Exhibit 1.

"Customer Employees" means: (i) Customer's employees with a need to know; and (ii) third party consultants engaged by Customer who have a need to know, who have been pre-approved by SunGard Public Sector, and who, prior to obtaining access to the Software, have executed a SunGard

Public Sector-approved non-disclosure agreement.

“Object Code” means computer programs assembled, compiled, or converted to magnetic or electronic binary form on software media, which are readable and usable by computer equipment.

“Recipient” means the party receiving Confidential Information of the Discloser.

“Software Supplement” means, with respect to a Component System, the addendum provided as part of Exhibit 1 that contains additional terms, conditions, limitations and/or other information pertaining to that Component System. If any terms of a Software Supplement conflicts with any other terms of this Agreement, the terms of the Software Supplement will control.

“Source Code” means computer programs written in higher-level programming languages, sometimes accompanied by English language comments and other programmer documentation.

2. Right to Grant License and Ownership.

SunGard Public Sector has the right to grant Customer this license to use the Software. Except as otherwise indicated in a Software Supplement, SunGard Public Sector owns the Software.

3. License. Subject to the terms and conditions of this Agreement, SunGard Public Sector grants Customer a perpetual, non-exclusive, non-transferable license to use and copy for use the Software on the Equipment within the United States of America for Customer’s own, non-commercial computing operations. Any rights not expressly granted in this Agreement are expressly reserved.

a) Software Code. Customer has right to use the Software in Object Code form. Customer also has the right to use the Software in Object Code form temporarily on another SunGard Public Sector-supported configuration, for disaster recovery of Customer’s computer operations.

b) Documentation. Except as otherwise provided for in the applicable Software Supplement, Customer can make a reasonable

number of copies of the documentation for each Component System for its use in accordance with the terms of this Agreement.

c) Restrictions on Use of the Software. Customer is prohibited from causing or permitting the reverse engineering, disassembly or decompilation of the Software. Customer is prohibited from using the Software to provide service bureau data processing services or to otherwise provide data processing services to third parties. Customer will not allow the Software to be used by, or disclose all or any part of the Software to, any person except Customer Employees. Without limiting the foregoing, Customer is permitted to allow use of the input and/or output sensory displays of or from the Software by third parties on a strict “need to know” basis, and such use will not be deemed a non-permitted disclosure of the Software. Customer will not allow the Software, in whole or in part, to be exported outside of the United States of America, in any manner or by any means, without in each instance obtaining SunGard Public Sector’s prior written consent and, if required, a validated export license from the Office of Export Administration within the U.S. Department of Commerce and such other appropriate United States governmental authorities.

d) Intellectual Property Rights Notices. Customer is prohibited from removing or altering any of the Intellectual Property Rights notice(s) embedded in or that SunGard Public Sector otherwise provides with the Software. Customer must reproduce the unaltered Intellectual Property Rights notice(s) in any full or partial copies that Customer makes of the Software.

4. Services.

a) Generally. SunGard Public Sector will provide Customer with the information services identified in Exhibit 1, for the fees provided in Exhibit 1.

b) Additional Services. SunGard Public Sector can also provide Customer with additional information services, at SunGard Public Sector’s then-current rates, or at such other rates as are agreed to by the parties in an amendment to this Agreement.

c) Workmanlike Skills. SunGard Public Sector will render all services under this

Agreement in a professional and workmanlike manner. SunGard Public Sector will promptly replace any SunGard Public Sector personnel that are rendering services on-site at a Customer facility if Customer reasonably considers the personnel to be unacceptable and provides SunGard Public Sector with notice to that effect, provided that such replacement does not violate any law or governmental regulation applicable to such personnel replacement.

d) Conditions On Providing Services. In each instance in which SunGard Public Sector is providing Customer with services, SunGard Public Sector and Customer will develop a project plan that identifies each party's responsibilities for such services. The project plan will describe in detail the tentative schedule and the scope of services that SunGard Public Sector will provide. Customer will establish the overall project direction, including assigning and managing the Customer's project personnel team. Customer must assign a project manager who will assume responsibility for management of the project. Customer must ensure that the Equipment is operational, accessible and supported at the times agreed to by the parties in the project plan. While SunGard Public Sector is providing such services, Customer must provide SunGard Public Sector with such facilities, equipment and support as are reasonably necessary for SunGard Public Sector to perform its obligations, including remote access to the Equipment.

5. Delivery. Except as otherwise provided in Exhibit 1, SunGard Public Sector will deliver all Component Systems to Customer at the Delivery Address.

6. Payment and Taxes.

- a) Payment.
 - i) License Fees. Fees for the Software will be due to SunGard Public Sector as provided for in Exhibit 1.
 - ii) Professional Services Fees. Except as otherwise provided in Exhibit 1, fees for professional services will be invoiced on a monthly basis in arrears and will be due within thirty (30) days from the date of invoice. Customer will reimburse SunGard Public Sector for actual travel and living expenses that SunGard Public Sector incurs in

providing Customer with services under this Agreement. Such travel and living expenses will be governed by the SunGard Public Sector Travel Expense Guidelines attached hereto as Exhibit 2 and will be invoiced on a monthly basis in arrears and due within thirty (30) days from the date of invoice.

iii) Late Charge. SunGard Public Sector will have the right to charge a late fee to the extent that payment is received later than thirty (30) days from the date of invoice. Late fees will be calculated based on a per annum rate equal to the lesser of: (i) the prime lending rate established from time to time by Citizens Bank, Philadelphia, Pennsylvania plus three percent (3%); and (ii) the highest rate permitted by applicable law, and will be payable to SunGard Public Sector on demand.

b) Taxes. Customer is responsible for paying all taxes (except for taxes based on SunGard Public Sector's net income or capital stock) relating to this Agreement, the Software, any services provided or payments made under this Agreement. Applicable tax amounts (if any) are NOT included in the fees set forth in this Agreement. If Customer is exempt from the payment of any such taxes, Customer must provide SunGard Public Sector with a valid tax exemption certificate; otherwise, absent proof of Customer's direct payment of such tax amounts to the applicable taxing authority, SunGard Public Sector will invoice Customer for and Customer will pay to SunGard Public Sector all such tax amounts.

c) Scheduled Resource Changes: For training and on-site project management sessions which are cancelled at the request of Customer within fourteen (14) days of the scheduled start date, Customer is responsible for entire price of the training or on-site project management plus incurred expenses.

7. Limited Warranty, Disclaimer of Warranty and Election of Remedies.

a) Limited Software Warranty by SunGard Public Sector and Remedy For Breach. For each Component System, SunGard Public Sector warrants to Customer that, for a period of twelve (12) months after the Delivery Date, the Baseline

Component System, as used by Customer on the Equipment for its own, non-commercial computing operations, will operate without Defects. For each Defect, SunGard Public Sector, as soon as reasonably practicable and at its own expense, will provide Customer with an avoidance procedure for or a correction of the Defect. If, despite its reasonable efforts, SunGard Public Sector is unable to provide Customer with an avoidance procedure for or a correction of a Defect, then, subject to the limitations set forth in Section 16 of this Agreement, Customer may pursue its remedy at law to recover direct damages resulting from the breach of this limited warranty. These remedies are exclusive and are in lieu of all other remedies, and SunGard Public Sector's sole obligations for breach of this limited warranty are contained in this Section 7(a).

b) Disclaimer of Warranty. The limited warranty in Section 7(a) is made to Customer exclusively and is in lieu of all other warranties. **SUNGARD PUBLIC SECTOR MAKES NO OTHER WARRANTIES WHATSOEVER, EXPRESS OR IMPLIED, WITH REGARD TO ANY SERVICES PROVIDED UNDER THIS AGREEMENT AND/OR THE SOFTWARE, IN WHOLE OR IN PART. SUNGARD PUBLIC SECTOR EXPLICITLY DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE. SUNGARD PUBLIC SECTOR EXPRESSLY DOES NOT WARRANT THAT THE SOFTWARE, IN WHOLE OR IN PART, WILL BE ERROR FREE, WILL OPERATE WITHOUT INTERRUPTION OR WILL BE COMPATIBLE WITH ANY HARDWARE OR SOFTWARE OTHER THAN THE EQUIPMENT. CUSTOMER WAIVES ANY CLAIM THAT THE LIMITED WARRANTY SET FORTH IN SECTION 7(A) OR THE REMEDY FOR BREACH OF SUCH LIMITED WARRANTY FAILS OF ITS ESSENTIAL PURPOSE.**

c) Abrogation of Limited Warranty. The limited warranty in Section 7(a) will be null and void if: (i) anyone (including Customer) other than SunGard Public Sector modifies the Baseline Component System; or (ii) Customer does not implement changes that SunGard Public Sector provides to correct or improve the Baseline Component System. If despite any modification of the Component System, SunGard Public Sector can replicate the reported problem in the Baseline Component System as if the

problem were a Defect, then SunGard Public Sector will nonetheless provide Customer with an avoidance procedure for or a correction of that reported problem for use in the Baseline Component System as though the reported problem were a Defect.

d) **FAILURE OF ESSENTIAL PURPOSE.** **THE PARTIES HAVE AGREED THAT THE LIMITATIONS SPECIFIED IN SECTIONS 7 AND 16 WILL SURVIVE AND APPLY EVEN IF ANY LIMITED REMEDY SPECIFIED IN THIS AGREEMENT IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE, AND REGARDLESS OF WHETHER CUSTOMER HAS ACCEPTED ANY SOFTWARE OR SERVICE UNDER THIS AGREEMENT.**

8. **Confidential Information.** Except as otherwise permitted under this Agreement, the Recipient will not knowingly disclose to any third party, or make any use of the Discloser's Confidential Information. The Recipient will use at least the same standard of care to maintain the confidentiality of the Discloser's Confidential Information that it uses to maintain the confidentiality of its own Confidential Information of equal importance.

9. **Indemnity by SunGard Public Sector.** SunGard Public Sector will defend, indemnify and hold Customer harmless from and against any loss, cost and expense that Customer incurs because of a claim that use of a Baseline Component System infringes any United States copyright of others. SunGard Public Sector's obligations under this indemnification are expressly conditioned on the following: (i) Customer must promptly notify SunGard Public Sector of any such claim; (ii) Customer must in writing grant SunGard Public Sector sole control of the defense of any such claim and of all negotiations for its settlement or compromise (if Customer chooses to represent its own interests in any such action, Customer may do so at its own expense, but such representation must not prejudice SunGard Public Sector's right to control the defense of the claim and negotiate its settlement or compromise); (iii) Customer must cooperate with SunGard Public Sector to facilitate the settlement or defense of the claim; (iv) the claim must not arise from modifications or (with the express exception of the other Component Systems and third party hardware and software specified by SunGard Public Sector in writing as necessary for use with the Software)

from the use or combination of products provided by SunGard Public Sector with items provided by Customer or others. If any Component System is, or in SunGard Public Sector's opinion is likely to become, the subject of a United States copyright infringement claim, then SunGard Public Sector, at its sole option and expense, will either: (A) obtain for Customer the right to continue using the Component System under the terms of this Agreement; (B) replace the Component System with products that are substantially equivalent in function, or modify the Component System so that it becomes non-infringing and substantially equivalent in function; or (C) refund to Customer the portion of the license fee paid to SunGard Public Sector for the Component System(s) giving rise to the infringement claim, less a charge for use by Customer based on straight line depreciation assuming a useful life of five (5) years. **THE FOREGOING IS SUNGARD PUBLIC SECTOR'S EXCLUSIVE OBLIGATION WITH RESPECT TO INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS.**

10. Term and Termination.

a) Right of Termination. A party has the right to terminate this Agreement if the other party breaches a material provision of this Agreement. Either party has the right to terminate this Agreement at any time while an event or condition giving rise to the right of termination exists. To terminate this Agreement, the party seeking termination must give the other party notice that describes the event or condition of termination in reasonable detail. From the date of its receipt of that notice, the other party will have thirty (30) days to cure the breach to the reasonable satisfaction of the party desiring termination. If the event or condition giving rise to the right of termination is not cured within that period, this Agreement will automatically be deemed terminated at the end of that period. However, notice to SunGard Public Sector of a suspected Defect will not constitute a notice of termination of this Agreement.

b) Effect of Termination. Upon termination of this Agreement by either party, Customer will promptly return to SunGard Public Sector or (at SunGard Public Sector's request) will destroy all copies of the Software, and will certify to SunGard Public Sector in writing, over the signature of a duly authorized representative of Customer, that it has done so.

c) Survival of Obligations. All obligations relating to non-use and non-disclosure of Confidential Information and indemnity will survive termination of this Agreement.

d) Termination Without Prejudice to Other Rights and Remedies. Termination of this Agreement will be without prejudice to the terminating party's other rights and remedies pursuant to this Agreement.

11. Notices. All notices and other communications required or permitted under this Agreement must be in writing and will be deemed given when: Delivered personally; sent by United States registered or certified mail, return receipt requested; transmitted by facsimile confirmed by United States first class mail; or sent by overnight courier. Notices must be sent to a party at its address shown on the first page of this Agreement, or to such other place as the party may subsequently designate for its receipt of notices.

12. Force Majeure. Neither party will be liable to the other for any failure or delay in performance under this Agreement due to circumstances beyond its reasonable control, including Acts of God, acts of war, accident, labor disruption, acts, omissions and defaults of third parties and official, governmental and judicial action not the fault of the party failing or delaying in performance.

13. Assignment. Neither party may assign any of its rights or obligations under this Agreement, and any attempt at such assignment will be void without the prior written consent of the other party. For purposes of this Agreement, "assignment" will include use of the Software for benefit of any third party to a merger, acquisition and/or other consolidation by, with or of Customer, including any new or surviving entity that results from such merger, acquisition and/or other consolidation. However, the following will not be considered "assignments" for purposes of this Agreement: SunGard Public Sector's assignment of this Agreement or of any SunGard Public Sector rights under this Agreement to SunGard Public Sector's successor by merger or consolidation or to any person or entity that acquires all or substantially all of its capital stock or assets; and SunGard Public Sector's assignment of this Agreement to any person or

entity to which SunGard Public Sector transfers any of its rights in the Software.

14. **No Waiver.** A party's failure to enforce its rights with respect to any single or continuing breach of this Agreement will not act as a waiver of the right of that party to later enforce any such rights or to enforce any other or any subsequent breach.

15. **Choice of Law; Severability.** This Agreement will be governed by and construed under the laws of the State of Florida, without reference to the choice of laws provisions thereof. If any provision of this Agreement is illegal or unenforceable, it will be deemed stricken from the Agreement and the remaining provisions of the Agreement will remain in full force and effect.

16. **LIMITATIONS OF LIABILITY.**

A) **LIMITED LIABILITY OF SUNGARD PUBLIC SECTOR.** SUNGARD PUBLIC SECTOR'S LIABILITY IN CONNECTION WITH THE SOFTWARE, ANY SERVICES, THIS LICENSE OR ANY OTHER MATTER RELATING TO THIS AGREEMENT WILL NOT EXCEED THE FEE THAT CUSTOMER ACTUALLY PAID TO SUNGARD PUBLIC SECTOR (OR, IF NO DISCRETE FEE IS IDENTIFIED IN EXHIBIT 1, THE FEE REASONABLY ASCRIBED BY SUNGARD PUBLIC SECTOR) FOR THE COMPONENT SYSTEM OR SERVICES GIVING RISE TO THE LIABILITY.

B) **EXCLUSION OF DAMAGES.** REGARDLESS WHETHER ANY REMEDY SET

FORTH HEREIN FAILS OF ITS ESSENTIAL PURPOSE OR OTHERWISE, IN NO EVENT WILL SUNGARD PUBLIC SECTOR BE LIABLE TO CUSTOMER FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE, AND WHETHER OR NOT SUNGARD PUBLIC SECTOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

C) **BASIS OF THE BARGAIN.** CUSTOMER ACKNOWLEDGES THAT SUNGARD PUBLIC SECTOR HAS SET ITS FEES AND ENTERED INTO THIS AGREEMENT IN RELIANCE UPON THE LIMITATIONS OF LIABILITY AND THE DISCLAIMERS OF WARRANTIES AND DAMAGES SET FORTH IN THIS AGREEMENT, AND THAT THE SAME FORM AN ESSENTIAL BASIS OF THE BARGAIN BETWEEN THE PARTIES.

17. **Entire Agreement.** This Agreement contains the entire understanding of the parties with respect to its subject matter, and supersedes and extinguishes all prior oral and written communications between the parties about its subject matter. Any purchase order or similar document which may be issued by Customer in connection with this Agreement does not modify this Agreement. No modification of this Agreement will be effective unless it is in writing, is signed by each party, and expressly provides that it amends this Agreement.

Customer: _____

Delivery Address: _____

SOFTWARE:

<INSERT SCHEDULE HERE>

Software Notes:

1. Interfaces are interfaces only. Customer shall be responsible for obtaining the applicable software, hardware and system software from the appropriate third party vendor.
2. The Contract Year commences on the Execution Date (or anniversary thereof) and continues for one year thereafter. Improvements for the initial Contract Year are provided at no charge. The "Initial Payment Amount" in the table above represents the Improvements fee for the second Contract Year, and is payable only if Customer elects to extend the term of the Agreement through the second Contract Year, as provided for in Section 4, Term, of the Software Maintenance Supplement attached hereto.
3. Mobiles applications do not include AVL hardware.
4. Improvements Surcharge Imposed In Certain Instances: At the commencement of any Contract Year where Customer is operating on a version of a Baseline Component System that is more than two (2) general release versions behind the then-current release for any Component System, SunGard Public Sector will assess a ten percent (10%) surcharge over and above the Improvements fee for that Contract Year, with such surcharge to be imposed on a prorated basis for the portion of the Contract Year that Customer remains on a general release version that is more than two (2) releases behind the then-current release of the Component Systems in question. Once Customer is using a release that is no more than two (2) general release versions behind the then-current release, the Improvements surcharge will be removed on a prospective basis, as of the date that Customer is using the release that is no more than two (2) general release versions behind the then-current release.
5. Customer's right to use the underlying Component Systems is strictly conditioned upon the execution of SunGard Public Sector's Agency Access Agreement by and among SunGard Public Sector, Customer, and _____.

SERVICES:

<INSERT SCHEDULE HERE>

Services Notes:

1. Pricing is a good faith estimate based on the information available to SunGard Public Sector at the time of execution of this Agreement. The total amount that Customer will pay for these services (i.e., the "TOTAL SERVICES FEE") will vary based on the actual number of hours of services required to complete the services. If required, additional services will be provided on a time and materials basis at hourly rates equal to SunGard Public Sector's then-current list price rates for the services at issue.
2. Travel and living expenses are additional and will be billed monthly as SunGard Public Sector renders the services.

THIRD PARTY PRODUCTS:

<INSERT SCHEDULE HERE>

Third Party Product Notes:

1. Actual shipping charges are additional and will be due upon delivery.

PAY AGENCY PRODUCTS:

<INSERT SCHEDULE HERE>

Pay Agency Product Notes:

1. Actual shipping charges are additional and will be due upon delivery.

EXHIBIT 1 NOTES:

1. **APPLICABLE TAXES ARE NOT INCLUDED IN THIS EXHIBIT 1, AND, IF APPLICABLE, WILL BE ADDED TO THE AMOUNT IN THE PAYMENT INVOICE(S) BEING SENT SEPARATELY TO THE CUSTOMER.**
2. Annual Subscription Fee: The initial annual subscription term for any subscription product(s) listed above shall commence on the Execution Date of this Agreement and extend for a period of one (1) year. Thereafter, the subscription terms shall automatically renew for successive one (1) year terms, unless either party gives the other part written notice of non-renewal at least sixty (60) days prior to expiration of the then-current term. The then-current fee will be specified by SunGard Public Sector in an annual invoice to Customer thirty (30) days prior to the expiration of then-current annual period.

The amounts noted above shall be payable as follows:

License Fee: 100% on the Execution Date.

Installation: On invoice, upon completion.

Project Management: 100% on the Execution Date.

Project Planning Fees: 100% on the Execution Date.

Training Fees: On invoice, upon completion.

Professional Services Fees (includes Configuration mapping, Report Development, Workflow Development, Business Process Review, and Audit): On invoice daily, as incurred.

Conversion Fees: 50% on the Execution Date; 50% on invoice, upon completion.

Custom Modification Fees: 100% on the Execution Date

Implementation Services Fee: 50% on the Execution Date; 50% on invoice, upon completion.

Initial Annual Subscription Fees: 100% on the Execution Date

Third Party Products Hardware & Software Fee: 100% on the Execution Date

Third Party Products Services Fee: 50% on the Execution Date; 50% on invoice, upon completion.

Third Party Product Initial Annual Subscription Fees: 100% on the Execution Date

Third Party Products Initial Annual Maintenance: The initial annual maintenance fee is included in the License fee. The Annual Maintenance Fee amount shown above is for the second year of Third Party Product annual maintenance and is due prior to commencement of the second annual term. Annual Maintenance Fees for subsequent terms are subject to change and will be invoiced by and paid directly to SunGard Public Sector.

Pay Agency Products Hardware & Software Fee: 100% on the Execution Date.

Pay Agency Products Services Fee: 50% on the Execution Date; 50% on invoice, upon completion.

Pay Agency Products Initial Annual Maintenance: 100% upon the Execution Date. Annual Maintenance Fees for subsequent terms shall be invoiced by and paid directly to the Vendor.

Improvements Fees: Improvements for the initial Contract Year are provided at no charge. The "Initial Payment Amount" in the table above represents the Improvements fee for the Second Contract Year. Improvement fees are due thirty (30) days prior to the commencement of Contract Year for which such fees are being remitted. Improvement fees for any Contract Year subsequent to the second full Contract Year are subject to change and will be specified by SunGard Public Sector in an annual invoice.

EQUIPMENT: Host(s) or client server configuration(s) and/or combinations of host(s) and client server configuration(s) within the United States of America for which SunGard Public Sector supports the Software. Customer acknowledges that certain Component Systems of the Software may require specific host or client configurations. Customer, as soon as reasonably practicable, will provide a detailed written description of the Equipment so that SunGard Public Sector can confirm that it is a configuration on which SunGard Public Sector supports use of the Software.

DESCRIPTIONS:

THIRD PARTY SOFTWARE SUPPLEMENT

- 1.1 Grant of Third Party Licenses. Where applicable, SunGard Public Sector grants to Customer a personal, non-transferable, non-exclusive, limited-scope sublicense to use, in accordance with the license, use and confidentiality restrictions and other provisions of this Agreement, the third party software set forth on Exhibit 1 ("Third Party Software Products") subject to the following additional conditions: (i) the Third Party Product shall be used only in conjunction with any permissible use of the Component System software specifically authorized hereunder, and (ii) the Third Party Products shall be used only in accordance with the Third Party Products documentation.
- 1.2. Third Party Products. During the term of this Agreement, SunGard shall use reasonable efforts to provide Customer the benefit of all indemnities and warranties granted to SunGard Public Sector by the licensor(s) of the Third Party Products, to the extent possible without additional cost to SunGard Public Sector, as and if permitted by SunGard Public Sector's agreement with the licensor of the Third Party Products, and to the extent such warranties and indemnities pertain to Customer's use of the Third Party Products hereunder. In the event of any defect in any Third Party Products supplied by SunGard Public Sector, SunGard Public Sector will use commercially reasonable efforts to replace or correct the Third Party Products without charge, unless it has been damaged or corrupted after supply by SunGard Public Sector (including, but not limited to, damage caused by incorrect use, incorrect voltage or attempts to modify the Software or Third Party Products). If such damage or corruption has occurred after supply by SunGard Public Sector, SunGard Public Sector reserves the right to refuse to replace or correct the Third Party Products or to impose charges for so doing. Provided that SunGard Public Sector complies with this provision, it shall face no further liability with respect to any defect in any Third Party Products.

PAY AGENT SUPPLEMENT

1. Additional Definitions. "Pay Agency Products" means the products and services of those vendors (in each case, a "Vendor") that are identified in an Exhibit 1 (the "Pay Agency Products").
2. Pay Agent Designation. Customer designates SunGard Public Sector as Customer's pay agent for data processing related purchases and acquisitions, for the sole and exclusive purpose of allowing SunGard Public Sector, on behalf of Customer, to make payment to each Vendor for Customer's procurement of the Pay Agency Products under the terms and conditions of agreements (each a "Vendor Agreement") to be executed and made by and between Customer and Vendor. Customer covenants and agrees that it will promptly take all actions reasonably necessary to effect such designation of SunGard Public Sector as Customer's pay agent as provided for in this Section 2; and SunGard Public Sector covenants and agrees that, promptly after receipt of payment from Customer, SunGard Public Sector will make payment to each Vendor for Customer's procurement of the Pay Agency Products.
3. Pay Agency Products Procurement. SunGard Public Sector will, as soon as reasonably practicable, obtain for Customer, as Customer's pay agent, the Pay Agency Products from the Vendor, FOB Vendor's place of business, for use by Customer in each instance pursuant to the applicable Vendor Agreement. SunGard Public Sector will remit payments made to SunGard Public Sector by Customer promptly upon customary terms for the Pay Agency Products to the Vendor on behalf of Customer. **CUSTOMER IS HEREBY ADVISED THAT VENDOR, AND NOT SUNGARD PUBLIC SECTOR, ASSUMES ALL RESPONSIBILITY FOR AND LIABILITY IN CONNECTION WITH THE PAY AGENCY PRODUCTS. SUNGARD PUBLIC SECTOR IS NOT AUTHORIZED TO MAKE ANY REPRESENTATIONS OR WARRANTIES THAT ARE BINDING UPON VENDOR OR TO ENGAGE IN ANY OTHER ACTS THAT ARE BINDING UPON VENDOR, EXCEPTING SPECIFICALLY THAT SUNGARD PUBLIC SECTOR IS AUTHORIZED TO REPRESENT THE FEES FOR THE PAY AGENCY PRODUCTS AS THE SAME IS PROVIDED FOR IN EXHIBIT 1 AND TO ACCEPT PAYMENT OF SUCH AMOUNTS FROM CUSTOMER ON BEHALF OF VENDOR. IN NO EVENT WILL SUNGARD PUBLIC SECTOR BE DEEMED TO HAVE TAKEN TITLE OR ANY SIMILAR RIGHT OR INTEREST IN OR OF ANY PAY AGENCY PRODUCTS IN THE CHAIN OF DISTRIBUTION TO CUSTOMER, AND TITLE OR SUCH SIMILAR RIGHT OR INTEREST IN OR TO THE PAY AGENCY PRODUCTS WILL BE DEEMED TO VEST IN CUSTOMER ONLY AS OTHERWISE PROVIDED FOR IN THE VENDOR AGREEMENT.**
4. Term of Pay Agency. SunGard Public Sector's status as Customer's pay agent will expire promptly after SunGard Public Sector remits payment of the Pay Agency Products license fee to Vendor on behalf of Customer.
5. Disclaimer of Warranties. Customer agrees and understands that **SUNGARD PUBLIC SECTOR MAKES NO WARRANTIES WHATSOEVER, EXPRESSED OR IMPLIED, WITH REGARD TO THE PAY AGENCY PRODUCTS. ALL WARRANTIES (IF ANY) ARE PROVIDED TO CUSTOMER BY VENDOR. SUNGARD PUBLIC SECTOR EXPLICITLY DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

6. LIMITATIONS OF LIABILITY.

(a) LIMITED LIABILITY OF SUNGARD PUBLIC SECTOR. EXCEPT FOR ITS OBLIGATION TO REMIT PAYMENT RECEIVED FROM CUSTOMER TO THE VENDOR PURSUANT TO THIS AGREEMENT, SUNGARD PUBLIC SECTOR WILL HAVE NO LIABILITY WHATSOEVER IN CONNECTION WITH THE PAY AGENCY SOFTWARE. IN NO EVENT WILL SUNGARD PUBLIC SECTOR BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL AND/OR OTHER DAMAGES WHATSOEVER, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE, AND WHETHER OR NOT SUNGARD PUBLIC SECTOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

SOFTWARE MAINTENANCE SUPPLEMENT

Customer desires that SunGard Public Sector provide Maintenance and Enhancements for and new releases of the Baseline Software identified in Exhibit 1 on the terms and conditions contained in this Software Maintenance Supplement (the Maintenance Supplement), and for the Custom Modifications identified in Exhibit 1 on the terms and conditions of this Maintenance Supplement. Accordingly, the parties agree as follows:

1. Additional Definitions.

“Contract Year” means, with respect to each Baseline Component System and Custom Modification, each one (1) year period beginning on the Execution Date or the anniversary thereof, and ending one (1) year thereafter.

“Custom Modification” means a change that SunGard Public Sector has made at Customer’s request to any Component System in accordance with a SunGard Public Sector-generated specification, but without any other changes whatsoever by any person or entity. Each Custom Modification for which SunGard Public Sector will provide Customer with Improvements is identified in Exhibit 1.

“Defect” has the meaning ascribed to that term in the License and Services Agreement to which this Maintenance Supplement is a part of, and further, with regard to each Custom Modification, means a material deviation between the Custom Modification and the SunGard Public Sector-generated specification and documentation for such Custom Modification, and for which Defect Customer has given SunGard Public Sector enough information to enable SunGard Public Sector to replicate the deviation on a computer configuration that is both comparable to the Equipment and that is under SunGard Public Sector’s control.

“Enhancements” means general release (as opposed to custom) changes to a Baseline Component System or Custom Modification which increase the functionality of the Baseline Component System or Custom Modification in question.

“Improvements” means, collectively, Maintenance, Enhancements and New Releases provided under this Maintenance Supplement.

“Maintenance” means using reasonable efforts to provide Customer with avoidance procedures for or corrections of Defects. The hours during which Maintenance will be provided for each Component System, the targeted response times for certain defined categories of Maintenance calls for each Component System and Custom Modification, and other details and procedures (collectively, the “Maintenance Standards”) relating to the provision of Maintenance for each Component System and Custom Modification are described in attached Appendix 1.

“New Releases” means new editions of a Baseline Component System or Custom Modification, as applicable.

“Notification” means a communication to SunGard Public Sector’s help desk by means of: (i) SunGard Public Sector’s web helpline; (ii) the placement of a telephone call; or (iii) the sending of an e-mail, in each case, in accordance with SunGard Public Sector’s then-current policies and procedures for submitting such communications.

1. Services.

a) Types of Services. During the term of this Maintenance Supplement, SunGard Public Sector will provide Customer with Maintenance for, Enhancements of, and New Releases of each Baseline Component System and each Custom Modification identified in Exhibit 1.

b) Limitations. All Improvements will be part of the applicable Baseline Component System/Custom Modification, and will be subject to all of the terms and conditions of the License and Services Agreement Supplement to which this Maintenance Supplement is a part of, and this Maintenance Supplement. SunGard Public Sector’s obligation to provide Customer with Improvements for Baseline Component Systems owned by parties other than SunGard Public Sector is limited to providing Customer with the Improvements that the applicable third party owner provides to SunGard Public Sector for that Baseline Component System. Customer must provide SunGard Public Sector with such facilities, equipment and support as

are reasonably necessary for SunGard Public Sector to perform its obligations under this Maintenance Supplement, including remote access to the Equipment.

2. Payment and Taxes.

a) Maintenance Fees. For the Improvements, Customer will pay SunGard Public Sector the amount provided for in Exhibit 1 as the "Payment Amount" for the second Contract Year. Improvements for the initial Contract Year are provided at no charge. For each Contract Year subsequent to the second Contract Year, SunGard Public Sector reserves the right to increase the Improvements fees. Fees for Improvements for a Baseline Component System/Custom Modification are due on the first day of the first month of the Contract Year for that Baseline Component System/Custom Modification.

b) Additional Costs. Customer will also reimburse SunGard Public Sector for actual travel and living expenses that SunGard Public Sector incurs in providing Customer with Improvements under this Agreement, with reimbursement to be on an as-incurred basis. Such travel and living expenses will be governed by the SunGard Public Sector Travel Expense Guidelines attached hereto as Exhibit 2 and will be invoiced on a monthly basis in arrears and due within thirty (30) days from the date of invoice. Customer will also reimburse SunGard Public Sector for all charges incurred in connection with accessing Equipment.

c) Taxes. Customer is responsible for paying all taxes (except for taxes based on SunGard Public Sector's net income or capital stock) relating to this Maintenance Supplement, the Improvements, any services provided or payments made under this Maintenance Supplement. Applicable tax amounts (if any) are NOT included in the fees set forth in this Maintenance Supplement. If Customer is exempt from the payment of any such taxes, Customer must provide SunGard Public Sector with a valid tax exemption certificate; otherwise, absent proof of Customer's direct payment of such tax amounts to the applicable taxing authority, SunGard Public Sector will invoice Customer for and Customer will pay to SunGard Public Sector all such tax amounts.

d) Late Charges. Customer will pay each SunGard Public Sector invoice by no later than thirty (30) days after receipt. Late payments are subject to a late charge equal to the lesser of: (i) the prime lending rate established from time to time by Citizens Bank, Philadelphia, Pennsylvania plus three percent (3%); or (ii) the highest rate permitted by applicable law.

3. Term. This Maintenance Supplement will remain in full force and effect throughout the initial Contract Year. After the initial Contract Year, this Maintenance Supplement will renew for an additional Contract Year unless, at least six (6) months prior to the expiration of the initial Contract Year, Customer notifies SunGard Public Sector in writing of Customer's intent not to renew the Maintenance Supplement for the second Contract Year. After the second Contract Year, this Maintenance Supplement will automatically be extended for consecutive Contract Years on a year-to-year basis unless either party notifies the other in writing of its intent not to extend this Maintenance Supplement for any particular Baseline Component System/Custom Modification at least six (6) months prior to the expiration of the then-current Contract Year.

Upon termination of the Maintenance Supplement with respect to a Component System provided under the Agreement, notwithstanding anything contrary in the Agreement, Customer may continue using the Component System for the remainder of the term of the Agreement; however, (i) SunGard Public Sector will discontinue providing all on-going Maintenance services and Improvements, including SunGard Public Sector's obligations under this Maintenance Supplement, (ii) any SunGard Public Sector warranties under the Agreement and this Maintenance Supplement with respect to the Component System for which Maintenance services are terminated shall cease to apply for the period following termination, and (iii) SunGard Public Sector shall have no liability with respect to Customer's use of the Component System for which Maintenance services are terminated after termination of the Maintenance Supplement Term.

4. Disclaimer of Warranties. Customer agrees and understands that **SUNGARD PUBLIC SECTOR MAKES NO WARRANTIES WHATSOEVER, EXPRESSED OR IMPLIED, WITH REGARD TO ANY IMPROVEMENTS AND/OR ANY OTHER MATTER RELATING TO THIS MAINTENANCE SUPPLEMENT, AND THAT SUNGARD PUBLIC SECTOR EXPLICITLY DISCLAIMS ALL**

WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. FURTHER, SUNGARD PUBLIC SECTOR EXPRESSLY DOES NOT WARRANT THAT A COMPONENT SYSTEM, ANY CUSTOM MODIFICATION OR ANY IMPROVEMENTS WILL BE USABLE BY CUSTOMER IF THE COMPONENT SYSTEM OR CUSTOM MODIFICATION HAS BEEN MODIFIED BY ANYONE OTHER THAN SUNGARD PUBLIC SECTOR, OR WILL BE ERROR FREE, WILL OPERATE WITHOUT INTERRUPTION OR WILL BE COMPATIBLE WITH ANY HARDWARE OR SOFTWARE OTHER THAN THE EQUIPMENT.

5. Termination. A party has the right to terminate this Maintenance Supplement if the other party breaches a material provision of this Maintenance Supplement. Either party has the right to terminate this Maintenance Supplement at any time while an event or condition giving rise to the right of termination exists. To terminate this Maintenance Supplement, the party seeking termination must give the other party notice that describes the event or condition of termination in reasonable detail. From the date of its receipt of that notice, the other party will have thirty (30) days to cure the breach to the reasonable satisfaction of the party desiring termination. If the event or condition giving rise to the right of termination is not cured within that period, then the party seeking to terminate this Maintenance Supplement can effect such termination by providing the other party with a termination notice that specifies the effective date of such termination. Termination of this Maintenance Supplement will be without

prejudice to the terminating party's other rights and remedies pursuant to this Maintenance Supplement.

6. LIMITATIONS OF LIABILITY.

a) LIMITED LIABILITY OF SUNGARD PUBLIC SECTOR. SUNGARD PUBLIC SECTOR'S LIABILITY IN CONNECTION WITH THE IMPROVEMENTS OR ANY OTHER MATTER RELATING TO THIS MAINTENANCE SUPPLEMENT WILL NOT EXCEED THE FEES THAT CUSTOMER ACTUALLY PAID TO SUNGARD PUBLIC SECTOR FOR THE IMPROVEMENTS FOR THE YEAR THAT SUCH LIABILITY ARISES.

b) EXCLUSION OF DAMAGES. REGARDLESS OF WHETHER ANY REMEDY SET FORTH HEREIN FAILS OF ITS ESSENTIAL PURPOSE OR OTHERWISE, IN NO EVENT WILL SUNGARD PUBLIC SECTOR BE LIABLE TO CUSTOMER FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE, AND WHETHER OR NOT SUNGARD PUBLIC SECTOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

c) BASIS OF THE BARGAIN. CUSTOMER ACKNOWLEDGES THAT SUNGARD PUBLIC SECTOR HAS SET ITS FEES AND ENTERED INTO THIS MAINTENANCE SUPPLEMENT IN RELIANCE UPON THE LIMITATIONS OF LIABILITY AND THE DISCLAIMERS OF WARRANTIES AND DAMAGES SET FORTH IN THIS MAINTENANCE SUPPLEMENT, AND THAT THE SAME FORM AN ESSENTIAL BASIS OF THE BARGAIN BETWEEN THE PARTIES.

Appendix 1
TO THE SOFTWARE MAINTENANCE SUPPLEMENT

Maintenance Standards

- I. Hours During Which SunGard Public Sector’s Telephone Support Will be Available to Customer in Connection with the Provision of Maintenance:** Unless otherwise noted in Exhibit 1, support hours are Monday through Friday, 8:00 A.M. to 5:00 P.M. Customer’s Local Time within the continental United States, excluding holidays (“5x9”).
- II. Targeted Response Times.** With respect to SunGard Public Sector’s Maintenance obligations, SunGard Public Sector will use diligent, commercially reasonable efforts to respond to Notifications from Customer relating to the Baseline Component Systems/Custom Modifications identified in Exhibit 1 of this Agreement in accordance with the following guidelines with the time period to be measured beginning with the first applicable SunGard Public Sector “Telephone Support” hour occurring after SunGard Public Sector’s receipt of the Notification:

Priority	Description	Response Goal*	Resolution Goal*
Urgent 1	A support issue shall be considered Urgent when it produces a Total System Failure; meaning SunGard Public Sector’s Component Systems are not performing a process that has caused a complete work stoppage.	SunGard Public Sector has a stated goal to respond within 60 minutes of the issue being reported and have a resolution plan within 24 hours.	Although resolution times vary depending on the exact issue and customer environment, SunGard Public Sector has a stated goal to resolve an urgent issue within 24 hours OR provide a resolution plan with urgent issues within 24 hours of the issue being reported.
Critical 2	A support issue shall be considered Critical when a critical failure in operations occurs; meaning SunGard Public Sector’s Component Systems are not performing a critical process and prevents the continuation of basic operations. Critical problems do not have a workaround. This classification does not apply to intermittent problems.	SunGard Public Sector has a stated goal to respond within two hours of the issue being reported.	A resolution plan details the steps necessary to understand and possibly resolve the issue.
Non-Critical 3	A support issue shall be considered Non-Critical when a non critical failure in operations occurs; meaning SunGard Public Sector’s Component Systems are not performing non-critical processes, but the system is still usable for its intended purpose or there is a workaround.	SunGard Public Sector has a stated goal to respond within four hours of the issue being reported.	
Minor 4	A support issue will be considered Minor when the issue causes minor disruptions in the way tasks are performed, but does not affect workflow or operations. This may include cosmetic issues, general questions, and how to use certain features of the system.	SunGard Public Sector has a stated goal to respond within 24 hours of the issue being reported.	

** Measured from the moment a Case number is created. As used herein a “Case number” is created when a) SunGard Public Sector’s support representative has been directly contacted by Customer either by phone, email, in person, or through SunGard Public Sector’s online support portal, and b) when SunGard Public Sector’s support representative assigns a case number and conveys that case number to the Customer.*

Customer must provide remote access to its facility using a SunGard Public Sector approved remote access client so that SunGard Public Sector can perform the support obligations and/or services under this Agreement; and will provide appropriate security access and accounts for SunGard Public Sector staff and each session participant.

SUNGARD PUBLIC SECTOR TRAVEL EXPENSE GUIDELINES

SunGard Public Sector will adhere to the following guidelines when incurring travel expenses:

All arrangements for travel are to be made through the SunGard Corporate Travel Agent unless other arrangements have been made with the Customer and are documented in writing.

AIR TRAVEL – SunGard Public Sector will use the least expensive class of service available with a minimum of seven (7) day, maximum of thirty (30) day, advance purchase. Upon request, SunGard Public Sector shall provide the travel itinerary as the receipt for reimbursement of the air fare and any fees. Fees not listed on the itinerary will require a receipt for reimbursement.

Trips fewer than 250 miles round are considered local. Unless a flight has been otherwise approved by the Customer, Customer will reimburse the current IRS approved mileage rate for all local trips.

LODGING –Reasonable lodging accommodations are reimbursable, up to \$125 per night. If, depending on the city, reasonable accommodations cannot be secured for \$125 per night, Customer’s prior approval will be required. Upon request by Customer, the hotel receipt received upon departure will be submitted for reimbursement. All food items, movies, and phone/internet charges are not reimbursable.

RENTAL CAR – Compact or Intermediate cars will be required unless there are three or more SunGard Public Sector employees sharing the car in which case the use of a full size car is authorized. Gas is reimbursable however pre-paid gas purchases will not be authorized and all rental cars are to be returned with a full tank of gas. Upon request, receipts for car rental and gas purchases will be submitted to Customer. SunGard Public Sector shall decline all rental car insurance offered by the car rental agency as staff members will be covered under the SunGard Public Sector auto insurance policy. Fines for traffic violations are not reimbursable expenses.

OTHER TRANSPORTATION – SunGard Public Sector staff members are expected to use the most economical means for traveling to and from the airport (Airport bus, hotel shuttle service). Airport taxi or mileage for the employee’s personal vehicle (per IRS mileage guidelines) are reimbursable if necessary. Upon request, receipt(s) for the taxi will be submitted to Customer. Proof of mileage may be required and may be documented by a readily available electronic mapping service. The mileage rate will be the then-current IRS mileage guideline rate (subject to change with any change in IRS guidelines).

OTHER BUSINESS EXPENSES – Parking at the airport is reimbursable. Tolls to and from the airport and while traveling at the client site are reimbursable. Tipping on cab fare exceeding 15% is not reimbursable. Porter tips are reimbursable, not exceeding \$1.00 per bag. Laundry is reimbursable for hotel stays longer than four days while at the client site. With the exception of tips, receipts shall be provided to Customer upon request for all of the aforementioned items.

MEALS

\$52.00 per day Standard Per Diem

\$10.40 – Breakfast

\$13.00 – Lunch

\$28.60 – Dinner

\$65 per day Non-Standard Per Diem (for Key Cities - listed below)

\$ _____ – Breakfast

\$ _____ – Lunch

\$ _____ – Dinner

Key Cities

Arizona: Sedona (March 1-April 30).

California : Monterey, Napa (October 1-November 30 and April 1-September 30) , San Diego, San Francisco , Santa Barbara , Santa Monica, Yosemite National Park (June 1-August 31).

Colorado: Aspen (January 1- March 31, June 1-August 31 and December 1-31), Denver/Aurora, Steamboat Springs (January 1-March 31 and December 1-March 31), Telluride (December 1-March 31), Vail (December 1-August 31).

District of Columbia and the Washington D.C. Metro Area: Washington D.C. (also the cities of Alexandria, Falls Church, and Fairfax, and the counties of Arlington and Fairfax, in Virginia; and the counties of Montgomery and Prince George's in Maryland).

Florida: Fort Lauderdale (January 1-May 31), Fort Walton Beach/De Funiak Springs (June 1-July 31), Key West, Miami (December 1-March 31), Naples (January 1-April 30).

Illinois: Chicago (April 1 – November 30).

Louisiana: New Orleans (October 1-June 30).

Maine: Bar Harbor (July 1-August 31).

Maryland: Baltimore City (October 1-November 30 and March 1-September 30), Cambridge/St. Michaels (June 1-August 31), Ocean City (June 1-August 31), Montgomery County, Prince George's County.

Massachusetts: Boston/Cambridge. Falmouth (July1-August 31), Martha's Vineyard (July 1-August 31), Nantucket (June 1-September 30).

New Hampshire: Conway (July 1-August 31).

New York: Floral Park/Garden City/Great Neck, Glens Falls (July 1-August 31), Lake Placid (July 1-August 31), Manhattan (includes the boroughs of Manhattan, Brooklyn, the Bronx, Queens and Staten Island), Saratoga Springs/Schenectady (July 1-August 31), Tarrytown/White Plains/New Rochelle.

North Carolina: Kill Devil (June 1-August 31).

Pennsylvania: Philadelphia.

Rhode Island: Jamestown/Middletown/Newport (October 1-October 31 and May 1-September 30).

Utah: Park City (January 1-March 31).

Virginia: Cities of Alexandria, Fairfax, and Falls Church, counties of Arlington and Fairfax, Virginia Beach (June 1-August 31).

Washington: Seattle.

Wyoming: Jackson/Pinedale (July 1-August 31).

Section 5. Attachments

The following pages contain the attachments as specified in section 3.2, item B. and provided in section 8 of the RFP:

- Attachment A – Vendor Data Sheet
- Attachment B – Virginia State Corporation Commission Registration Information
- Attachment C – Proprietary/Confidential Information Identification
- Attachment D – Deviations Exceptions Exhibit
- Attachment E – Hosted or Software as a Service Terms and Conditions
- Attachment F – Functional Requirements

ATTACHMENT A

VENDOR DATA SHEET

Note: The following information is required as part of your response to this solicitation.

1. Qualification: The vendor must have the capability and capacity in all respects to satisfy fully all of the contractual requirements.

2. Vendor's Primary Contact:

Name: Denise Pratt Phone: (407) 304-3027

3. Years in Business: Indicate the length of time you have been in business providing this type of good or service:
32 Years 11 Months

4. Vendor Information: eVA Vendor ID or DUNS No.: [REDACTED]

5. Indicate below a listing of at least three (3) recent accounts, either commercial or governmental, that your company is servicing, has serviced, or has provided similar goods. Include the length of service and the name, address and telephone number of the point of contact.

Company: [REDACTED] Contact: [REDACTED]

Phone: ([REDACTED]) [REDACTED] Fax: [REDACTED] [REDACTED]

Project: ONESolution Release 11.10 in production.

Dates of Service: [REDACTED] \$ Value: _____

Company: [REDACTED] Contact: [REDACTED]

Phone: ([REDACTED]) [REDACTED] Fax: ([REDACTED]) [REDACTED]

Project: ONESolution Release 11.12 in production; testing Release 14.3.

Dates of Service: [REDACTED] \$ Value: _____

Company: [REDACTED] Contact: [REDACTED]

Phone: ([REDACTED]) [REDACTED] Fax: ([REDACTED]) [REDACTED]

Project: NaviLine to ONESolution migration; Release 10.23 in production.

Dates of Service: 12/01/1995 \$ Value: _____

ATTACHMENT B

STATE CORPORATION COMMISSION FORM

Virginia State Corporation Commission (SCC) registration information - The bidder:

is a corporation or other business entity with the following SCC identification number: _____

-OR-

is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust

-OR-

is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the bidder in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from bidder's out-of-state location)

-OR-

is an out-of-state business entity that is including with this bid an opinion of legal counsel which accurately and completely discloses the undersigned bidder's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the *Code of Virginia*.

****NOTE**** >> Check the following box if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for (the County reserves the right to determine in its sole discretion whether to allow such waiver):

ATTACHMENT C

PROPRIETARY/CONFIDENTIAL INFORMATION IDENTIFICATION

OFFERORS MUST SUBMIT THIS FORM WITH THEIR PROPOSAL IF DECLARING ANY TRADE SECRET OR PROPRIETARY INFORMATION

Ownership of all data, documentation, and materials originated and prepared for the County of Hanover pursuant to this Request shall belong exclusively to the County and shall be subject to public inspection in accordance with the *Virginia Freedom of Information Act*. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public inspection under this Act. To prevent disclosure, however, the Offeror must invoke the protection of Section 2.2-4342D of the *Code of Virginia* in writing, either before or at the time the data or other materials are submitted. The written Request must specifically identify the data or other materials to be protected and state the reasons why the protection is necessary.

If the Offeror determines that part or parts of its proposal are trade secrets or proprietary information that is not to be open to public inspection, the Offeror must submit an additional copy of its proposal that eliminates such part or parts. This copy shall be identified with the words “REDACTED COPY” prominently displayed on the cover.

SECTION/TITLE	PAGE #'s	REASON(S) FOR WITHHOLDING FROM DISCLOSURE
Key Personnel Resumes	2-46 - 2-49	Employee resumes are proprietary to SunGard
Client References	6.1	Client references are proprietary to SunGard
Pricing	Section 7	While SunGard does not seek to preclude disclosure of lump sum services and/or contract value set forth in the SunGard proposal, we request the detail pricing that contains SunGard pricing metrics be kept confidential.

ATTACHMENT D

DEVIATIONS EXCEPTIONS EXHIBIT

Name of Offeror: SunGard Public Sector

Please list any deviations to RFP specifications below:

General System Requirements
Integration and Architecture #11
Workflow #26 and #34
Audit Trail #13
Accounts Payable
Integrated #7
Additional Wish List Items #2
Budgeting
Budget Preparation #37
Capital Project Accounting
Project Close #3 and #6
Debt Administration
Debt administration #15 and #16
Fixed Assets
Functionality #17 and #18
Human Resources
Employee Profile #23
Organizational Structures #1 through #16
Career Development and Training #15
Competency Management #2 and #3
Administering Benefits #3
Reporting #2
Health and Safety #3, #4, and #5
Training (Learning Management System #7 and #8
Administration #8

Attachment E – Hosted or Software as a Service Terms and Conditions

SunGard has reviewed Attachment E of the RFP and the following is the only item that needs to be addressed:

Acceptance Testing

Please note the proposed software is not subject to acceptance testing procedures. Because SunGard licenses its proposed software in general release forms, licensees do not bear the risks generally associated with custom-developed software. Further, typical acceptance testing criteria, such as response times, are dependent in large part upon systems tuning and hardware/systems configuration. Such variables do not permit a true test of the performance levels of the software. We recommend that our client prospect become knowledgeable about our software by attending product demonstrations and checking SunGard client references prior to software licensing.

As added protection and as an alternative to acceptance testing, SunGard warrants that, for a period of 12 months after the Delivery Date, the then-current unmodified version of each software system licensed by SunGard will operate without Defects, as otherwise provided for in the SunGard Agreements. Additionally, under SunGard's Premier Maintenance Program, during the period for which a SunGard client has entered into an agreement for maintenance services, SunGard provides its clients with corrections of or avoidance procedures for reported defects in the licensed software, as otherwise provided for in the SunGard Agreements. Additionally, upon your request, SunGard can offer our optional Requirement's Verification Plan (RVP) testing service.

Attachment F – Functional Requirements

SunGard made a good faith effort to respond to your RFP in a timely and accurate manner. In this process it is possible that our interpretation of a certain requirement may not match yours. Because of this fact, if you require the checklist portion of this proposal to be referenced contractually, we reserve the right to update that checklist and review or clarify the meaning of each requirement.

General System Requirements							
Reference	Functional Requirements	Fully Comply	Does Not Comply	Modification Needed	Cost of Modification	Location Where Addressed in Vendor Proposal	Remarks
Integration and Architecture							
1	System has fully integrated suites/modules/applications (if not integrated, please specify which modules are not integrated).	X				2.1	
	Software uses workflow to electronically route documents (and route/store approvals) across all:						
2	Suites	X				2.6.C.	
3	Modules	X				2.6.C.	
4	Applications	X				2.6.C.	
	System Toolsets are available for the following:						
5	Workflow	X				2.6.C.	
6	System Security Administration	X				5.1	
7	Report writing	X				2.1.J.	
8	Query builder	X				2.1.J.	
9	Form/page design	X				2.1.J.	
10	System allows users to drill down into more detailed information.	X				2.1.J.	
11	System is HIPAA compliant.		X				SunGard does not participate in HIPAA compliance programs. Our data centers are certified for PCI-DSS.
12	System allows for digital signature technology and proper authentication procedure.	X				2.1.J.	
13	System supports RFID Tagging.	X				2.1.J.	More information required related to integration between RFID and equipment to ensure full compliance.
Attachment of Documents and Notes							
1	System allows attachment of documents (example: PDF, Excel, Word, jpeg).	X				2.1.J.	Attachments are made using Documents Online.
	System allows users to attach documents to:						
2	Pages	X				2.1.J.	
3	Fields	X				2.1.J.	
4	Transactions	X				2.1.J.	
5	System allows attachment of documents in all modules.	X				2.1.J.	
6	Attachment of documents and notes has security capabilities (e.g., person B cannot delete an attachment that person A added).	X				2.1.J.	
Data Entry							
1	Allows complete validation and editing of data at the point of entry (online or batch).	X				2.1.J.	
2	Allows data to be uploaded from Microsoft Excel or other applications (e.g., Access, Word).	X				2.1.J.	
3	Context-sensitive data entry and display (i.e., masking fields or screens for security purposes) (SSN, Credit Card Number).	X				2.1.J.	
Security Capabilities							
	The following sensitive/private data can be masked (hidden from user) during data entry:						
1	Tax numbers/ID	X				5.1	
2	Passwords	X				5.1	
3	Credit Card number	X				5.1	
4	Social Security number	X				5.1	
5	Drivers License number	X				5.1	

6	Email	X				5.1	
7	Medical Info	X				5.1	
8	Other data specified by State, Federal statutes	X				5.1	
9	System will mask sensitive information in self service modules (customer PIN Numbers, etc.).	X				5.1	
10	All suites/modules/applications can be accessed with one universal sign-in or log-in.	X				5.1	
11	System supports Active Directory single sign-on.	X				5.1	
	All data is encrypted when accessed via:						
12	Internet	X				5.1	
13	Intranet	X				5.1	
14	Disconnects or locks out user session during designated periods of inactivity.	X				5.1	This is provided by Microsoft Active Directory Services (ADS) policy.
15	Supports multiple sessions within a given login ID.	X				5.1	
	Provides security at the following levels:						
16	Function or Entity	X				5.1	
17	Department/Agency	X				5.1	
18	Division	X				5.1	
19	Group	X				5.1	
20	Role	X				5.1	
21	Position	X				5.1	
22	Job Function	X				5.1	
23	Person	X				5.1	
	Security settings can be set for:						
24	Global	X				5.1	
25	Module	X				5.1	
26	Screen and menu	X				5.1	
27	Report	X				5.1	
28	Record	X				5.1	
29	Field	X				5.1	
30	Element in chart of accounts (e.g., fund, projects, etc.)	X				5.1	
31	Attachment	X				5.1	
	System administrator can set a user security profile to define a user's authorization to:						
32	Log on	X				5.1	
33	Add data	X				5.1	
34	Delete data	X				5.1	
35	Change data	X				5.1	
36	View data	X				5.1	
	Workflow						
	Workflow is available in the following modules:						
1	General Ledger	X				2.6.C.	
2	Budget	X				2.6.C.	
3	Accounts Payable	X				2.6.C.	
4	Accounts Receivable	X				2.6.C.	
5	Project Accounting	X				2.6.C.	
6	Grant Accounting	X				2.6.C.	
7	Purchasing	X				2.6.C.	
8	Fixed Assets	X				2.6.C.	
9	Human Resources	X				2.6.C.	
10	Applicant Tracking	X				2.6.C.	

11	Benefits Administration	X			2.6.C.	
12	Payroll	X			2.6.C.	
13	Employee Self Service	X			2.6.C.	
14	Security Set-up/New User Addition	X			2.6.C.	
	Workflow rules can be set by:					
15	User	X			2.6.C.	
16	Role	X			2.6.C.	
17	Department	X			2.6.C.	
18	Thresholds (above or below certain number, example: above 5,000)	X			2.6.C.	
19	Percentage Argument (% above or below, example: more than 5% more than PO amount)	X			2.6.C.	
20	Account code	X			2.6.C.	
21	Workflow assignments can be re-routed to different authorized approvers based upon availability.	X			2.6.C.	
	Workflow approvals can be re-routed to secondary approver if:					
22	Primary approver is out (example: on vacation)	X			2.6.C.	
23	Primary approver does not respond in pre-defined period of time	X			2.6.C.	
24	Event driven notification of process events, including e-mail and/or other Web-based notification.	X			2.6.C.	
	Workflow approval processes for:					
25	Purchasing process	X			2.6.C.	
26	Time entry approval (e.g., sick leave request, vacation request)		X		2.6.C.	Time entry workflow approvals are provided; however, not for sick leave and vacation requests.
27	Accounts payable	X			2.6.C.	
28	Budget review	X			2.6.C.	
29	Journal entry	X			2.6.C.	
30	Grant approval	X			2.6.C.	
31	Fixed asset disposal	X			2.6.C.	
32	Inventory Processing	X			2.6.C.	
33	Hire process	X			2.6.C.	
34	Permit approval		X			This is outside the scope of this proposal.
35	Changes to data via self service	X			2.6.C.	
36	Salary changes	X			2.6.C.	
37	Benefits enrollment	X			2.6.C.	
	Workflow notification for:					
38	Warn users of upcoming expiration	X			2.6.C.	
39	Notify managers of employee actions or transactions	X			2.6.C.	
40	Status change (employees position, etc.)	X			2.6.C.	
41	Overdue work (purchase order not approved)	X			2.6.C.	
	Audit Trail					
1	Provide an automated audit trail of system transactions.	X			5.9.A.	
	Record the following minimum data on all transactions:					
2	Type of change	X			5.9.A.	
3	Operator ID	X			5.9.A.	
4	Effective Date of Change	X			5.9.A.	
5	Date	X			5.9.A.	
6	Time	X			5.9.A.	
7	Old value	X			5.9.A.	
8	New value	X			5.9.A.	

9	Transaction Type	X				5.9.A.	
10	Transaction ID	X				5.9.A.	
11	Allow for free form text to be added	X				5.9.A.	
12	Ability to allow authorized users to define record retention periods, specific to individual record categories.	X				5.9.A.	
13	Ability to ensure that all data is archived before being purged.		X				

Accounts Payable							
Reference	Functional Requirements	Fully Comply	Does Not Comply	Modification Needed	Cost of Modification	Location Where Addressed in Vendor Proposal	Remarks
Integrated							
1	Easily integrate with other server or web based systems (HR/PR, P-card, Fixed Assets, Thomas Bros (garnishments from PR & Soc Svcs AP batches), etc.) - or AS400 based systems during phased implementation.	X				2.1.A.	ONESolution contains standard utilities that support numerous data import and export requirements. In order to use these standard features, data must be presented in a supported format such as, CSV or Microsoft Excel. If specific formatting needs, scope, and complexity go beyond the standard format, SunGard will work with you to provide design considerations and level of effort estimates.
2	Automatic batch creation when interfacing with other systems. Batches should be saved so that other interface input will not delete or over-write an existing batch.	X				2.1.A.	
3	Department batches cannot be processed without central Finance approval.	X				2.1.A.	
4	Department batches cannot be processed without central Finance approval Ability to key in fixed asset data while keying in invoice payments to vendors	X				2.1.A.	
5	Automatically create fixed asset records for items marked as fixed assets	X				2.1.A.	
6	Ability to import data from Payroll system to AP system – ex. employee name and address changes	X				2.1.A.	
7	Interface with tax billing system to identify payments keyed to vendors who owe taxes to County (cross-referenced off of Tax ID#) so payment to vendor can be reduced by amount owed to County. Would like to expand to Utility customers if feasible.		X				
8	Expand number of data fields imported from P-card system (Works) into AP module to identify the vendor, cardholder, and description of each p-card transaction	X				2.1.A.	A standard AP interface is available. Additional discovery is needed to confirm compliance.
Ensure all user groups can access system							
1	Includes groups not supported by County IT (i.e. Social Services and other depts. with State computers, Schools, etc.)	X				2.1.A.	
Security & Controls							
1	Restrict departmental user access	X				2.1.A.	
2	Audit trail to identify who input and when transactions processed	X				2.1.A.	
Reporting and drill down							
1	All users (both centralized Finance and departmental users) can generate reports (custom and standard)	X				2.1.A.	
2	Drill down from GL to AP detail	X				2.1.A.	
3	Run check registers by department, cost center, fund, etc.	X				2.1.A.	
4	Run a report of class codes	X				2.1.A.	
5	Save frequently used reports	X				2.1.A.	
6	Schedule reports to run at a certain time	X				2.1.A.	
7	Ability to export to excel	X				2.1.A.	
Deductions							
1	Garnishments -deductions to withdraw funds for garnishments/tax levies, etc. with info printed on check	X				2.1.A.	Additional charges may be incurred dependent up on Check Formatting requirement.
2	Tax Levies -calculate/charge/deduct taxes from vendor payments and have info printed on check	X				2.1.A.	

3	Prefer batch processing of these types of interfaces to allow for edits and corrections. Current interface into Bright is a direct interface which does not allow for edits or corrections.	X			2.1.A.	Standard Processing creates an Accounts Payable Batch.
Charts/graphs/dashboards						
1	ex. performance metrics or \$ metrics	X			2.1.A.	This is available with Cognos Business Intelligence.
2	create specific for each user	X			2.1.A.	This is available with Cognos Business Intelligence.
Workflow and Document Management						
1	Electronic approvals and workflow, scan, store and retrieve documents in system (invoices, W9s, etc.)	X			2.1.A.	
2	Ability to send electronic messages to departmental users in system	X			2.1.A.	
IRS Accountable Plan Compliance						
1	Travel Advances – Set up and track travel advances and reimbursements and liquidate the advance	X			2.1.A.	
2	Other taxable fringe benefit compliance as appropriate	X			2.1.A.	
Electronic payments						
1	ACH and EFT electronic vendor payment processes	X			2.1.A.	
2	Ability to generate electronic payment file that will be sent to vendor to handle payment processing on behalf of County (currently file sent to Suntrust who cuts and mails checks to vendors)	X			2.1.A.	
3	Electronic payments of employee reimbursements.	X			2.1.A.	
Purge / Inactivate Vendors						
1	Efficient process to purge old unused vendors and inactivate more current vendors not currently being used. Maintain sufficient history for audit trail purposes.	X			2.1.A.	
Held payments						
1	Put a payment on hold and comment for explanation of why it was put on hold. Includes holding credits until sufficient invoice amount available.	X			2.1.A.	
Edits/error checks/exception reports:						
1	Prevent the printing or producing of negative or zero amount checks. Provide report.	X			2.1.A.	
1099 Reporting – Accurate 1099 reporting						
1	Automated data synchronization/accumulation by vendor across check, ACH, EFT, and other payment methods.	X			2.1.A.	1099-MISC and 1099-R are supported.
2	Interface from School Activity Fund system of payment info for consolidated 1099 reporting	X			2.1.A.	
3	Electronic submission to IRS	X			2.1.A.	The 1099 file is provided as standard; the customer submits the file to the IRS.
4	Capability to print on blank perforated forms rather than preprinted forms	X			2.1.A.	
Additional Wish List Items						
1	To have controls in place to identify duplicate vendor information, duplicate invoice numbers, missing data	X			2.1.A.	
2	To limit the dates for the due date field so it is within a certain timeframe		X			
3	Allow multiple users on a screen at the same time	X			2.1.A.	
4	To include a field for partial or final purchase order payments	X			2.1.A.	
5	To include the balance of purchase orders on the data entry screen	X			2.1.A.	
6	To allow invoices to be entered on the same screen for various vendors	X			2.1.A.	
7	To have more search parameters in the General Ledger and Accounts Payable	X			2.1.A.	

8	Searching by batch #, keywords, amount, user, budget code or journal entry #	X				2.1.A.	
9	To be able to see if checks have cleared the bank	X				2.1.A.	
10	To be able to open multiple windows to view pages instead of having to go back	X				2.1.A.	

Budgeting							
Reference	Functional Requirements	Fully Comply	Does Not Comply	Modification Needed	Cost of Modification	Location Where Addressed in Vendor Proposal	Remarks
	General Requirements						
1	Budget system uses the primary system's Chart of Accounts.	X				2.1.B.	
2	Supports five year balanced budgeting.	X				2.1.B.	
	System maintains the following budget and actuals data by period by:						
3	Current Year	X				2.1.B.	
4	Prior ten years	X				2.1.B.	
	Departments have the capability to develop:						
5	Summary Budgets	X				2.1.B.	
6	Detailed Budgets	X				2.1.B.	
	Departments throughout the organization can access budget information with proper security to:						
7	View data	X				2.1.B.	
8	Change data	X				2.1.B.	
9	System supports import/export of budget data to/from external applications (e.g., Excel).	X				2.1.B.	
10	Free form user defined text fields for budget justification.	X				2.1.B.	
11	System allows budgeting for non-financial accounts (setting goals and targets for performance measures).	X				2.1.B.	
	Budget Control						
	System provides multiple levels of controls for the following types of budgets:						
1	Fund	X				2.1.B.	
2	Department	X				2.1.B.	
3	Division	X				2.1.B.	
4	Grant	X				2.1.B.	
5	Account	X				2.1.B.	
	Budget Preparation						
	Online budget request worksheet contains (used for budget prep):	X					
1	Current year budget	X				2.1.B.	
2	Current year actuals projected	X				2.1.B.	
3	Up to five years actuals projected	X				2.1.B.	
4	Historical previous budget data for prior 2 years (original, amended, etc.)	X				2.1.B.	
5	Online budget request worksheets contain dollar amounts and non financial statistics (performance goals and results)	X				2.1.B.	
	Budget preparation system accommodates the following:						
6	Fund budget	X				2.1.B.	
7	Line item budget	X				2.1.B.	
8	Program budget	X				2.1.B.	
9	Project budget (multi-year)	X				2.1.B.	
10	Grant budget						
11	Department worksheets are automatically rolled into organization-wide master budget.	X				2.1.B.	
12	Users can view prior 2 year's line-item budget while entering new budget.	X				2.1.B.	
13	Users can view actuals at detail and/or summary level while entering the new budget.	X				2.1.B.	

	Supports entering and viewing the following versions of the budget:						
14	Original Request	X				2.1.B.	
15	Budget Office Recommendation	X				2.1.B.	
16	County Administrator's Proposed Budget	X				2.1.B.	
17	Board Approved Budget	X				2.1.B.	
18	Supports multiple versions of the budget with a final control version.	X				2.1.B.	Up to 25 named versions of the budget can be identified for each named entity/ledger and they are available year after year. Each version can have the ability to log changes made. Eight roll ups are available for each version. Unlimited forecasting models can be created using Cognos TM1.
19	System stores reason for budget version.	X				2.1.B.	
	System creates an initial version of the budget using the following:						
20	Zero balances in all accounts	X				2.1.B.	
21	Current year's original budget	X				2.1.B.	
22	Last year's budgeted total	X				2.1.B.	
23	Last year's actuals	X				2.1.B.	
24	Last year's amended	X				2.1.B.	
25	Current year's actuals plus/minus a percentage	X				2.1.B.	
26	Current year's budget plus/minus a percentage	X				2.1.B.	
27	Projection based on percentage of last year's actual	X				2.1.B.	
28	Projection based on estimated actuals from current year	X				2.1.B.	
29	Users can flag one-time budget events.	X				2.1.B.	Supported via a one-time budget version.
30	Forecasts can be saved.	X				2.1.B.	
	System allows users to adjust the base budget line items or summary totals by:						
31	Percentage	X				2.1.B.	
32	Dollar amount	X				2.1.B.	
33	System allows attaching non-financial data; for example: mission statements, performance measure (operational data), org charts, etc.	X				2.1.B.	
34	System compares budget versions to demonstrate changes that have been made between versions.	X				2.1.B.	
35	Locks budget changes after specified date.	X				2.1.B.	
36	System stores budget data for a minimum of ten years.	X				2.1.B.	Subject to the constraints of the underlying database & storage
37	Revenue budgeting with the ability to input varying growth assumptions by source by year.	X				2.1.B.	
38	Position Control is handled through the Budget module.		X				Position Control is handled within the ONESolution Human Resources.
39	Produce budget document to include all department specific pages and the balanced General Fund Five-Year Financial Plan.	X				2.1.B.	This is available using Cognos Disclosure Management.
	Salary Positions and Budgeting						
	Provide the ability to track positions at multiple levels of authorization:						
1	Budgeted	X				2.1.B.	
2	Authorized	X				2.1.B.	
3	Filled	X				2.1.B.	
4	Vacant	X				2.1.B.	
5	Proposed New Positions	X				2.1.B.	
6	Identifies funding sources for positions (multiple funding sources).	X				2.1.B.	

	Provide the ability to track positions by different status:						
7	Active	X				2.1.B.	
8	Part-time benefitted	X				2.1.B.	
9	Part-time non-benefitted	X				2.1.B.	
10	Unfunded	X				2.1.B.	
11	Full-time vs. part time	X				2.1.B.	
	System provides multiple types of positions, including but not limited to:						
12	Full-time	X				2.1.B.	
13	Part-time	X				2.1.B.	
14	Hourly	X				2.1.B.	
15	Temporary (Project/Grant Funded Positions)	X				2.1.B.	
16	Seasonal	X				2.1.B.	
17	Contractual/At-Will	X				2.1.B.	
18	Volunteer	X				2.1.B.	
19	System allows for the cost of a position to be allocated to multiple segments of the Chart of Accounts (i.e. organizational codes, programs, projects, grants, etc.).	X				2.1.B.	
	System provides the ability to perform the following operations (for projection purposes) online with the proper security authorization:						
20	Add or delete the number of authorized, or budgeted positions	X				2.1.B.	
21	Modify filled/vacant status (for projection purposes)	X				2.1.B.	
Analysis and Forecasting							
	Forecast current year budget and actual (either on a line-by-line basis or on an entire budget) by multiple budget elements including:						
1	Straight line projection	X				2.1.B.	ONESolution Budgeting offers a collection of flexible tools designed to assist in the creation, maintenance and analysis of current and future. Cognos TM1, seamlessly integrates with ONESolution Budgeting and Position Budgeting applications, to radically transform the entire planning cycle, from target setting and budget rollout to reporting analysis and forecasting. To comply with the checklist functionality identified within this section, both applications would be required.
2	Percentage based on last year actual	X				2.1.B.	
3	Last year actual or budget for the remainder of the current fiscal year	X				2.1.B.	
4	Units (positions) or staffing levels	X				2.1.B.	
5	Employee groups	X				2.1.B.	
6	Characteristics of positions (e.g., longevity increases, step and grade increases, etc.)	X				2.1.B.	
7	Personnel Costs	X				2.1.B.	
8	Revenue	X				2.1.B.	
	Calculate position costs based on incumbent for the following assumptions:						
9	Service Increment (by anniversary date)	X				2.1.B.	
10	Full-time vs. part time	X				2.1.B.	
11	Certifications (when certifications to be earned would be effective)	X				2.1.B.	
12	Shift pay	X				2.1.B.	
13	Calculates available dollars to forecast budget.	X				2.1.B.	

14	Calculate position vacancy costs.	X				2.1.B.	
15	System provides multiple calculation methodologies for salaries and benefits budget monitoring.	X				2.1.B.	
16	System can accommodate "what if" forecasting.	X				2.1.B.	
17	System can accommodate "what if" forecasting for mass salary changes that includes all benefit calculations.	X				2.1.B.	
18	System allows users to save multiple budget scenarios.	X				2.1.B.	
19	System calculates long-term budget forecasts for 10 years.	X				2.1.B.	
Budget Maintenance and Monitoring							
1	Users can view the amount of funds remaining in the budget (i.e., amount budgeted, amount encumbered, amount spent, etc.).	X				2.1.B.	
2	System stores narrative justification for budget adjustments at the departmental level.	X				2.1.B.	
System track all budget changes including:							
3	Type of change	X				2.1.B.	
4	Reason for change	X				2.1.B.	
5	Who requested the change	X				2.1.B.	
6	Approval Date	X				2.1.B.	
7	The original change request	X				2.1.B.	
8	Amended vs. Original	X				2.1.B.	
Budget Adjustments							
System allows transfers:							
1	Within a division	X				2.1.B.	
2	Within a department	X				2.1.B.	
3	Between divisions	X				2.1.B.	
4	Between departments	X				2.1.B.	
5	Between funds	X				2.1.B.	
6	Between categories	X				2.1.B.	
7	Lock out budget changes after specified date, but maintain ability to view those in progress.	X				2.1.B.	
8	System supplies a method to load budget adjustments to multiple budgets (adopted budget, current budget w/transfers, etc.).	X				2.1.B.	
9	Tracks all budget changes (transfers/amendments), type of change, and reason for change.	X				2.1.B.	
10	Classify reappropriation eligible requests and approvals by revenue and expense code	X				2.1.B.	
Reports/Queries							
1	Allows user to create footnotes and comments for budget publications.	X				2.1.B.	
System provides the following reports with the ability to filter by fund/division/department:							
2	Original Expenditure Balance	X				2.1.B.	Numerous standard reports are provided with ONESolution. Users can easily customize these reports or create new reports with the proposed ad hoc reporting tools. If an existing report does not exactly match your requirements, reports can be easily modified or new reports can be created by the user. Training on report writing is provided. If you do not wish to modify or create reports, reporting services are available from SunGard for an additional charge.
3	Beginning Budget Balance	X				2.1.B.	

4	Beginning Budget	X				2.1.B.	
5	Amended Budget	X				2.1.B.	
6	County Approved Budget	X				2.1.B.	
7	Encumbrances/Pre-encumbrances	X				2.1.B.	
8	Actuals Expenditures	X				2.1.B.	
9	Actuals Revenues	X				2.1.B.	
10	Transfers (In and Out)	X				2.1.B.	
11	Available Expenditure Budget Balance	X				2.1.B.	
12	Revenue Surplus/Deficit	X				2.1.B.	
13	Monthly Analysis Report	X				2.1.B.	
14	Year to Date Report	X				2.1.B.	
15	Quarterly Analysis Report	X				2.1.B.	
16	Generates a standard, configurable budget variance report (budget to amended to actuals).	X				2.1.B.	
17	Provides reports/inquiries to review multiple versions of budget.	X				2.1.B.	
18	Ability to report on financial and non-financial budget data.	X				2.1.B.	
19	Reappropriations	X				2.1.B.	

Capital Project Accounting

Reference	Functional Requirements	Fully Comply	Does Not Comply	Modification Needed	Cost of Modification	Location Where Addressed in Vendor Proposal	Remarks
	General Requirements						
1	Supports multiple-year projects.	X				2.1.E.	
2	Supports parent/child relations for projects and sub-projects. List any limitations in the Comments field.	X				2.1.E.	
3	Projects can be established across funds and departments.	X				2.1.E.	
4	Allocates direct and indirect costs to projects.	X				2.1.E.	
	Projects are linked to:						
5	Purchase Orders	X				2.1.E. and 2.1.I.	
6	Fixed Assets	X				2.1.E. and 2.1.D.	
7	Grants	X				2.1.E. and 2.1.F.	
8	Work Orders	X				2.1.E. and 2.1.I.	
9	Contracts	X				2.1.E. and 2.1.I.	
10	Other sources of revenue	X				2.1.E.	
11	Ensures that project billings do not exceed the reimbursable budget with an override capability based on security.	X				2.1.E.	
12	System contains project budget forecasting capabilities.	X				2.1.E.	
	Projects and project phases have the following status:						
13	Active	X				2.1.E.	
14	Inactive	X				2.1.E.	
15	Pending (Cannot post financial transactions)	X				2.1.E.	
16	Closed (Cannot post financial transactions)	X				2.1.E.	
17	Construction in Progress (CIP)	X				2.1.E.	
	Projects can track the following:						
18	Expenditures (from purchasing module)	X				2.1.E.	
19	Hours for Project (direct hours) - from time and attendance module	X				2.1.E. and 2.1.H.	
20	Salary Costs (direct costs)	X				2.1.E. and 2.1.H.	
21	Overhead costs	X				2.1.E.	
22	Donated items	X				2.1.E.	
23	In kind matches	X				2.1.E.	
24	Revenues	X				2.1.E.	
25	Equipment costs	X				2.1.E.	
26	Material costs and quantities	X				2.1.E.	
27	Supplies from inventory	X				2.1.E.	
28	Contractor costs/professional services	X				2.1.E.	
29	Expenditures for project can be identified as capitalized expenses.	X				2.1.E.	
30	System can generate invoice to bill for any project costs (i.e., bill to contractor, citizen, or grant).	X				2.1.E.	
	Project Ledgers						
	Maintains the following general financial project information:						
1	Budgets	X				2.1.E.	
2	Encumbrances	X				2.1.E.	
3	Expenditures	X				2.1.E.	
4	Receivables	X				2.1.E.	
5	Revenues	X				2.1.E.	

6	Penalties	X				2.1.E.	
7	Retention	X				2.1.E.	
8	Amendments/Change orders	X				2.1.E.	
	Project budgets can be controlled by the following elements:						
9	Fiscal year	X				2.1.E.	
10	Sponsor fiscal year	X				2.1.E.	
11	Funding source budget year	X				2.1.E.	
12	Department	X				2.1.E.	
13	Phase	X				2.1.E.	
	Tracks the following dates:						
14	Planned start date	X				2.1.E.	
15	Actual start date	X				2.1.E.	
16	Phase	X				2.1.E.	
17	Planned completion date	X				2.1.E.	
18	Actual completion date	X				2.1.E.	
	Project Close						
1	Users can carry forward or not carry forward fiscal year appropriations at year-end for multi-year projects.	X				2.1.E.	
2	Prevents deletion of a project account which still has an available balance for spending until the project is closed out.	X				2.1.E.	
3	Allows for multiple user defined closure dates.		X				
4	Partially close a project (capitalize portion of closed project).	X				2.1.E.	This is a manual process requiring user intervention.
5	System provides ability to attach project close-out form.	X				2.1.E.	
6	System provides an automated procedure to purge and archive data for closed projects.		X			2.1.E.	Data may stay online as long as desired. Standard purge utilities are provided, but must be initiated by the user. ONESolution does not provide archive features. This would be a process handled via internal IT at the client site.
7	Closes project using effective dating.	X				2.1.E.	
	Updates the following types of accounts during a close:						
8	Assets	X				2.1.E.	
9	Capital Assets (Depreciable assets)	X				2.1.E.	
10	Expenditures	X				2.1.E.	
11	Automatically transfers construction-in-progress accounts to fixed asset accounts at project close or completion.	X				2.1.E.	
	Reports/Queries						
1	Produce variance reports by project.	X				2.1.E.	Custom reporting is required.
	Provide report for any current or completed project listing expenditures by:						
2	Funding source (bond, grant, etc.)	X				2.1.E.	Custom reporting is required for items 2 through 11.
3	Funding source by department/division	X				2.1.E.	
4	Type (fixed asset, component, construction, design, etc.)	X				2.1.E.	
5	Vendor/contractor	X				2.1.E.	
6	Month	X				2.1.E.	
7	Year-to-date	X				2.1.E.	
8	Inception to date	X				2.1.E.	
9	Fiscal year	X				2.1.E.	
10	Multiple fiscal years	X				2.1.E.	
11	Project Close Report	X				2.1.E.	

Debt Administration							
Reference	Functional Requirements	Fully Comply	Does Not Comply	Modification Needed	Cost of Modification	Location Where Addressed in Vendor Proposal	Remarks
	Debt administration						
1	Module or functions – integrated with CIP, A/P, TR modules	X				2.1.C.	Standard flat file or Excel interfaces available. Additional interfaces would be custom and need to be further defined.
2	Flag amounts to be requisitioned and track requisition costs vs. CIP project costs not requisitioned	X				2.1.E. and 2.1.I.	
3	Document management	X				2.1.C.	
4	Board Resolutions	X				2.1.C.	
5	Trust Statements	X				2.1.C.	
6	Bond Documents	X				2.1.C.	
7	Maintain information about debt issue	X				2.1.C.	SymPro Debt Manager creates the full series of CUSIP positions in a bond issue including detailed cash flows, call options, variable rate and auction reset schedules, sinking fund and redemption schedules. Debt service can then be tracked and reported on by the coupon, series, issue, division, and enterprise level.
8	CUSIP	X				2.1.C.	
9	Use of proceeds	X				2.1.C.	
10	Requisitions	X				2.1.C.	
11	Track Arbitrage Requirements		X				
12	Generate IRS Filings (ex. 8038-CP for BABs)		X				
13	Maintain amortization schedules (principal & interest, premium/discount / deferred amount on refunding)	X				2.1.C.	
14	Track defeased debt	X				2.1.C.	The system tracks and manages the execution of full and partial redemptions both through the use of calls and advance refunding. The system additionally tracks the relationships between refunding and refunded debt and maintains that history.

Fixed Assets							
Reference	Functional Requirements	Fully Comply	Does Not Comply	Modification Needed	Cost of Modification	Location Where Addressed in Vendor Proposal	Remarks
	Fixed Assets: (Note: These are the requirements from the recent RFP with a few additions)						
	Data: The system shall have the ability to track the fund, function, department, cost center, program, project, location, utility, fixed asset class, fixed asset type, description, acquisition date, comment, serial number, funding source, vendor, PO number, original cost, replacement cost, useful life, depreciation method, depreciation convention, disposal date, transfer date, beginning of fiscal year asset and accumulated depreciation balances, and current year depreciation expense.	X				2.1.D.	
	Functionality						
	The systems shall						
1	Provide for multiple depreciation methods, including straight line	X				2.1.D.	Multiple varieties of straight-line depreciation provided.
2	Provide for multiple depreciation conventions, such as acquisition date, mid-month, half-year, etc.	X				2.1.D.	
3	Allow for import of existing fixed asset data from the current Basset fixed asset system to new system.			X		2.1.D.	Custom interface is required.
4	Be able to support a minimum of 10,000 assets.	X				2.1.D.	
5	Provide for 53 week and 13 accounting period option.	X				2.1.D.	
6	Compute depreciation on a monthly, quarterly, semi-annual or	X				2.1.D.	
7	Allow depreciation to be allocated to different accounting entities.	X				2.1.D.	
8	Retain a history of deleted assets.	X				2.1.D.	
9	Provide for entry of assets not obtained via purchase (donated	X				2.1.D.	
10	have the capability to link assets by multiple data fields (e.g., a piece of equipment that is part of a plant, a Utility sub-system and has a specific purpose), Specific example: generator # 1 (asset), Middle Chickahominy pumping station (plant), Wastewater Treatment System (sub-system), Suburban Service District expansion (purpose).		X				This is available with ONESolution Work Management: CMMS - Work Orders / Task Management w/Fleet.
11	Provide for a process to adjust project cost for multi-year projects based on in-service date of component assets.		X				This is available with ONESolution Work Management: CMMS - Work Orders / Task Management w/Fleet.
12	Provide for a process for adjusting original cost of an asset at other times during the life of the asset.	X				2.1.D.	
13	Provide for adjustments to the depreciation schedule for asset corrections or additional/subsequent costs added to an asset (e.g., begin depreciating a building in one year, then add an amount to the asset cost in a subsequent year, say for payment of the final retainage amount to the contractor).	X				2.1.D.	
	The system should						
1	Interface fixed asset capitalization and depreciation entries into the general ledger system;	X				2.1.D.	
2	Interface to the general ledger when an asset is transferred between funds or departments, or deleted;	X				2.1.D.	
3	Have a bar coding option for tracking assets;		X			2.1.D.	This is available using the third party application from BMI Systems Group.
4	Have a construction work in progress option; and	X				2.1.D.	

5	Have a construction in progress budget option with the ability to track multi-year project costs against budget throughout the life of the project and rollforward of funding sources.	X				2.1.D.	
6	Have the ability to attach various file types to asset in the system (i.e. JPEG, DOC, PDF, etc.).	X				2.1.D.	
7	Interface with Fleet FASTER inventory management system			X		2.1.D.	Custom interface is required.
8	Ability to flag inventory items not meeting capitalization threshold included in Fleet inventory system		X			2.1.D.	This is available with ONESolution Work Management: CMMS - Work Orders / Task Management w/Fleet.
9	Allow for departmental input of assets, transfers, disposals with appropriate security levels for various user groups	X				2.1.D.	
10	Workflow / Document management – flag potential fixed assets from PO or AP with ability to edit/delete/approve prior to posting to fixed asset system	X				2.1.D.	
Reporting							
1	The system shall						
2	Provide user-defined asset categories that produce custom reports to identify the County's fund (e.g., General Fund, Utilities, etc.), department within the fund (e.g., Finance, Treasurer, etc., within the General Fund), location and account.	X				2.1.D.	
3	For financial reporting purposes, the system shall also allow users to define and produce custom reports of fixed asset and depreciation activity (beginning balance, additions, deletions, transfers, ending balance) by function (e.g., Administration, Judicial, Public Safety, etc., irrespective of fund or department) and by type (buildings, improvements, equipment, infrastructure, etc., irrespective of fund or department) Reports are to acknowledge additions, deletions and transferred assets along with depreciation expense by asset type, fund and function;	X				2.1.D.	
4	Provide for the ability to upload reports/data to excel spreadsheets.	X				2.1.D.	
5	Produce reports showing assets added, disposed of and transferred during specified reporting period.	X				2.1.D.	
6	Allow department fiscal contacts to run standard and custom reports	X				2.1.D.	
7	The system should					2.1.D.	
8	Produce consolidated cost reports for multi-year projects.	X				2.1.D.	
9	Produce GASB compliant roll forward report for year-end comprehensive annual financial report disclosures.	X				2.1.D.	CAFR Constructor is required.
CONTROL FRAMEWORK: The system should possess the following controls and information edits/reports:							
1	Control to prevent changes in beginning asset and accumulated depreciation balances. Once the system is rolled-forward to a new fiscal year, previous fiscal year ending balances/new fiscal year beginning balances should equal one another, and should not be changeable without manager security access.	X				2.1.D.	
2	Control to prevent the re-use or duplication of asset numbers. Asset numbers should be unique, and not be reusable or duplicative.	X				2.1.D.	
3	Control to prevent entry of a disposal date prior to the current fiscal year. Once the system is rolled-forward to a new fiscal year, controls should be in place to prevent entry of prior year dates into acquisition or disposal date fields. If a prior year must be reopened after a fiscal year is closed, manager level security access should be required.	X				2.1.D.	

4	Information edit to provide an audit trail of any changes to asset book values (asset value as well as accumulated depreciation).	X				2.1.D.	
5	Information edits to provide an audit trail of all fixed asset activity for date ranges, months, and fiscal years – all data fields, by user.	X				2.1.D.	
6	Control to prevent over-depreciation of assets.	X				2.1.D.	
7	Information edit/report to show asset and accumulated depreciation balance, and remaining book value at any date (pre-depreciation and post-depreciation).	X				2.1.D.	
8	Information edit/reports to verify accuracy of entries and depreciation expense prior to posting to system.	X				2.1.D.	

General Ledger							
Reference	Functional Requirements	Fully Comply	Does Not Comply	Modification Needed	Cost of Modification	Location Where Addressed in Vendor Proposal	Remarks
	General ledger and financial reporting						
1	Expanded chart of accounts structure that includes tracking expenses by their revenue source.	X				2.1.E	
2	Fund Type / Fund / Function, classify accounts by fund type (ex. different for GF and CIP)	X				2.1.E	
3	Report generator – Easily customizable Quarterly Reports, CAFR, Comparative Cost Report, cost center and program reporting, ad-hoc reports.	X				2.1.E	CAFR Constructor is required.
4	Fully Integrated - with other modules/programs (COR, Treasurer, HR, Purchasing, other)	X				2.1.E	
5	Transaction Type Reporting – Permit identification and roll-up reporting by transaction type	X				2.1.E	
6	Example: Postings to CASH – identify by tax/revenue type, A/R, Debt proceeds, A/P, debt service, etc.	X				2.1.E	
7	Drill-down capability – (e.g., access detailed support for cash sheet entries)	X				2.1.E	
8	Charts, graphs and dashboards – create, specific to each user.	X				2.1.E and 2.1.J.	
9	Grant reporting - module or functions – track expenditures for each grant, facilitate accruals, billing, collection and SEFA production (OMB A-133 compliance)	X				2.1.E	Custom reporting is required.
10	Project Management module – robust project management tools, capability, forecasting and reporting. (ex. Tomato Festival has different project year than fiscal year)	X				2.1.E and 2.1.J.	ONESolution does not provide a specific Project Management module at this time. Forecasting and Reporting is available via Budgeting, Cognos TM1 and Business Intelligence.
11	Fund balance reporting – summary and detailed GASB 54 reports, roll-forward reports with supporting detail, tied to other modules (Debt admin, Grant, CIP)	X				2.1.E	
12	Revenue and Cash Flow projections – robust capabilities, integrated with other modules (TR, Budget, A/P, etc.)	X				2.1.E	
13	Journal Entry Processing	X				2.1.E	
14	Workflow, electronic approvals, document management	X				2.1.E	
15	Departmental input of entries in batch with centralized Finance approval required for posting	X				2.1.E	
16	Recurring and reversing entries	X				2.1.E	
17	Chart of accounts maintenance – purging of unused or inactive account codes	X				2.1.E	
18	Expand descriptions field for all transactions (currently 20 characters which is very restrictive)	X				2.1.E	
19	Self-balancing of cash between funds	X				2.1.E	

20	Expanded Search Capabilities - by batch #, keywords, amount, user, budget code or journal entry #	X				2.1.E	The ability to select and query from any field throughout ONESolution is standard both on screen and through reporting. The ability to sort by any element is also available with reporting. Any field or groups of fields can be selected. The use of wildcards and ranges is also available.
21	Year-end close	X				2.1.E	This presumes the question is asking whether or not year-end closing processing and procedures are provided.
22	Roll of beginning balances so correct amounts reported in reports	X				2.1.E	

Grants Management

Reference	Functional Requirements	Fully Comply	Does Not Comply	Modification Needed	Cost of Modification	Location Where Addressed in Vendor Proposal	Remarks
	Grants						
1	Integrated with GL, AP, payroll time reporting, Purchasing	X				2.1.F	
2	Electronic time and effort certification	X				2.1.F	Available using Time & Effort Reporting. Additional details are required to ensure full compliance.
3	Workflow with electronic approval and document management (ex. grant agreements, etc.)	X				2.1.F	
4	Inception to date reporting based on grant period with comparative info to grant award	X				2.1.F	
5	Self-balancing grant funds	X				2.1.F	
6	Ability to identify up-front vs. reimbursement basis funding	X				2.1.F	
7	Ability to identify pass-through vs. direct federal funding	X				2.1.F	
8	Ability to identify:					2.1.F	
9	CFDA #	X				2.1.F	
10	Official Grant Name	X				2.1.F	
11	Federal or State Agency	X				2.1.F	
12	Ability to identify local matching fund requirements	X				2.1.F	
13	Reporting to identify expenditures in excess of grant award and local matching requirements	X				2.1.F	
14	Ability to identify department and program manager	X				2.1.F	
15	Ability to flag compliance with Davis Bacon – vendor search of SAM site			X		2.1.F	Custom interface is required.
16	Ability to attach notes/descriptions	X				2.1.F	
17	Ability to flag applicable compliance requirements per Circular A-133	X				2.1.F	
18	Ability to flag and report on fixed assets acquired with grant funds	X				2.1.F	
19	Ability to track required grant reporting done by departments/program managers	X				2.1.F	

Human Resources							
Reference	Functional Requirements	Fully Comply	Does Not Comply	Modification Needed	Cost of Modification	Location Where Addressed in Vendor Proposal	Remarks
	Human Resources Records Management						
	Employee Profile						
1	The system will have a central database containing job data, salary information, education, etc. on employees	X				2.1.G.	
2	The system has the ability to import/export from external systems - configure and schedule imports/exports	X				2.1.G.	ONESolution contains standard utilities that support numerous data import and export requirements. In order to use these standard features, data must be
3	The system has the ability to include electronic documents as part of employee record (scan, import, and store documents)	X				2.1.G.	
4	The system will automatically communicate any changes made to the central database to all affected parties via workflow management	X				2.1.G.	
5	The system will import new hire information from NeoGov (Applicant Tracking)			X		2.1.G.	Custom development / interface is required.
6	The system has an applicant tracking module suitable for education (Schools)	X				2.1.G.	
7	The system will allow searches employee records for information on experience and skills	X				2.1.G.	
8	The system will maintain child, family, and spouse information	X				2.1.G.	
9	The system will have contact numbers including home, cell, and alternative numbers	X				2.1.G.	The ability to select and query from any field throughout ONESolution is standard both on screen and through reporting. The ability to sort by any element is also available with reporting. Any field or groups of fields can be selected. The use of wildcards and ranges is also available.
10	The system will store data for emergency contacts	X				2.1.G.	
11	The system is able to distinguish contact numbers for use by other applications [ie: connected_aesop]	X				2.1.G.	
12	The system will manage and update education history	X				2.1.G.	
13	The system will track and stores information on employee education and training	X				2.1.G.	
14	The system integrates with TalentEd performance management			X		2.1.G.	Custom development / interface is required.
15	The system will track and store information on teacher licensure and tracking	X				2.1.G.	
16	The system will have decentralized updating capability to the employee level such as through the Internet or the internal mail system	X				2.1.G.	
17	The system will import performance evaluation ratings from NeoGov, which correlate to merit increases			X		2.1.G.	Custom development / interface is required.
18	The system will import performance evaluation ratings from TalentEd, which correlate to merit increases			X		2.1.G.	Custom development / interface is required.
19	The system will store historical and current data about employee performance and salary reviews with search capability	X				2.1.G.	
20	The system will have update employee competency profile with competencies acquired from training	X				2.1.G.	This presumes that Competency equates to Skill, Certification and/or Training tracking within ONESolution Human Resources and / or Professional Development. There is not a specific field tag or tracking area within ONESolution Human Resources devoted solely to 'competency' tracking.
21	The system includes a competency profile	X				2.1.G.	
22	The system will enable expiry dates for competencies and alert for re-evaluation	X				2.1.G.	
23	Personal employee file structure can be defined by user		X				Additional information is needed to establish compliance.
24	The system will identify gaps between an employee's competency profile and the competency profile of their job	X				2.1.G.	

Human Resources							
Reference	Functional Requirements	Fully Comply	Does Not Comply	Modification Needed	Cost of Modification	Location Where Addressed in Vendor Proposal	Remarks
25	Employee data is stored once, and used across the system as needed. E.g., Salary is stored in HR and used in payroll to calculate pay, without having to be re-entered in payroll. Benefits are stored in Benefits and used by payroll to create benefit deductions, without having to re-enter deductions in payroll.	X				2.1.G.	
Salary Administration							
1	Tracks the following data within each salary schedule:						
2	Step	X				2.1.G.	
3	Grade	X				2.1.G.	
4	Percent of base	X				2.1.G.	
5	Schedule type (fixed, range, etc.)	X				2.1.G.	
6	Minimum	X				2.1.G.	
7	Maximum	X				2.1.G.	
8	Midpoint	X				2.1.G.	
9	System will track pre-determined salary ranges by position.	X				2.1.G.	
10	Maintains effective dates for salary data to allow for future pay adjustments.	X				2.1.G.	
11	Tracks stipends (ex: coaching assignments)	X				2.1.G.	
12	Tracks supplemental pay (as defined by VRS)	X				2.1.G.	
13	Differentiates between contract terms (school 10, 10.5, 11, and 12 month employees)	X				2.1.G.	
14	System will perform mass salary changes to:					2.1.G.	
15	All employees	X				2.1.G.	
16	Group of employees based on logic	X				2.1.G.	
17	Salary schedules	X				2.1.G.	
18	Mass salary changes validated against maximum salary for position.	X				2.1.G.	
19	System will allow pay rate changes based on different user-defined criteria (e.g., service years, longevity, etc.).	X				2.1.G.	
20	System will record historical information for all changes.	X				2.1.G.	
Organizational Structures							
1	Defines organizational units		X				
2	Creates reports containing company information to meet federal reporting requirements		X				
3	Creates reports containing company information to meet VA state reporting requirements		X				
4	Defines entities and organizational units with the company		X				
5	Organizational structures may be defined using a matrix or a hierarchy		X				
6	Identifies teams and jobs or projects that are suitable for job-sharing		X				
7	Audit trails of organizational and departmental structural changes to track their impact		X				
8	New organizational models can be developed		X				
9	Organizational models can be compared or analyzed through what-if scenarios		X				
10	Categorizes work locations throughout the organization		X				
11	Restricts access to the organizational structure and task and department information		X				
12	Standard organizational structure can be imported or exported		X				
13	Organizational structure can be accessed and navigated through other applications		X				
14	Functional and administrative areas of the organization can be represented graphically		X				
15	Assign general required competencies per company		X				
16	Assign general required competencies per department		X				
Job Position and Wage Profiles							
1	Identifies position or job	X				2.1.G.	

Human Resources							
Reference	Functional Requirements	Fully Comply	Does Not Comply	Modification Needed	Cost of Modification	Location Where Addressed in Vendor Proposal	Remarks
2	Describes position or job title	X				2.1.G.	
3	Position Control: Indicates position by organization, location, job code (internal and federal occ code), Exempt or Non-exempt, title, shift, and work days	X				2.1.G.	
4	Indicates full- or part-time status (incl. BE and NB); seasonal; FTE count by position/department	X				2.1.G.	
5	System generates Employee Change Form or Personnel Action Form to identify employee changes in salary, status, position, department, etc.)	X				2.1.G.	
6	System generates Position Change Form for new or revised positions, to include FLSA status, FTE, title, etc.	X				2.1.G.	
7	DMV records, tracking	X				2.1.G.	
8	Teacher certifications - dates, expiration, training requirements	X				2.1.G.	
9	Positions can include multiple contract terms (10, 11, 12 months)	X				2.1.G.	
	Ability to report on user defined fields	X				2.1.G.	
10	Standard work hours	X				2.1.G.	
11	Lists skills, training, and education required for position	X				2.1.G.	
12	Position grade tables linked to position control	X				2.1.G.	
13	Recognizes total compensation and/or base salary	X				2.1.G.	
14	Fields for descriptions of job activities, requirements, and experiences	X				2.1.G.	
15	The system has the ability to track job requirements to employee skill set and profile	X				2.1.G.	
16	Multiple jobs may be entered for each employee	X				2.1.G.	
17	Assigns multiple grades or codes to personnel	X				2.1.G.	
18	User-defined salary grading	X				2.1.G.	
19	Tracks salary grades and pay steps	X				2.1.G.	
20	Indicates employee's current and previous assignments, as well as experience and job grades	X				2.1.G.	
21	Must include salary history and dates of employees current and previous assignments	X				2.1.G.	
22	Standard wage tables	X				2.1.G.	
23	Wage salary table with min/mid-point/max salary and supporting imports as needed/from Watson Wyatt	X				2.1.G.	ONESolution contains standard utilities that support numerous data import and export requirements. In order to use these standard features, data must be presented in a supported format such as, CSV or Microsoft Excel. If specific formatting needs, scope, and complexity go beyond the standard format, SunGard will work with you to provide design considerations and level of effort estimates
24	Retrieves grade and job data to automatically calculate comp ratio and generate range penetration analyses	X				2.1.G.	
25	Reports whether a given position is filled or available	X				2.1.G.	
26	Intelligent rule-based wage exception notifiicator	X				2.1.G.	
27	HR "budgeting" for overall and departmental headcount salaries	X				2.1.G.	
Career Development and Training							
1	Identifies potential assignments for a job or career path	X				2.1.G.	
2	Assigns jobs to employees based on their career paths	X				2.1.G.	
3	Documents employee skill measurements, qualifications (including education and training), competencies, and professional experience	X				2.1.G.	
4	Position requirements and employee data can be matched	X				2.1.G.	
5	Identifies any training, courses, and development activities employees have participated in	X				2.1.G.	
6	Prints course description and schedules	X				2.1.G.	
7	Reports training costs	X				2.1.G.	
8	Catalogues training requirements	X				2.1.G.	
9	Performance appraisals can be planned and tracked	X				2.1.G.	
10	Skills, education, projects, accreditations, languages, and evaluations can be updated	X				2.1.G.	
11	Identifies and follows up on high potential employees	X				2.1.G.	

Human Resources							
Reference	Functional Requirements	Fully Comply	Does Not Comply	Modification Needed	Cost of Modification	Location Where Addressed in Vendor Proposal	Remarks
12	Compares organizational requirements and goals with employees and managers to identify talent and leadership gaps within an organization	X				2.1.G.	
13	Ranks potential candidates qualified to fill incumbent or vacant positions	X				2.1.G.	
14	Track performance appraisers and superiors in the past	X				2.1.G.	
15	Plan course demand for a period based on pre-bookings or actual attendance from previous years		X				
16	Collect basic personal data during the registration process such as name, address, language preference, location, and required qualifications	X				2.1.G.	
17	Automatically add registrants to a waiting list	X				2.1.G.	
18	Automatically communicate any changes to all affected parties via workflow management	X				2.1.G.	
Management of Rewards							
1	Adjustable rules for incentives or bonus plans	X				2.1.G.	
2	Generates reports on the costs of rewards and incentives	X				2.1.G.	
3	Manages and updates history of individual employee rewards and incentives	X				2.1.G.	
4	Tracks and analyzes compensation and salary, by employee	X				2.1.G.	
5	Merit and pay-for-performance indicators are identified and tracked; search capabilities	X				2.1.G.	
6	Compensation and benefit data is exported to a spreadsheet where it is compared against outside and industry standard rates	X				2.1.G.	ONESolution contains standard utilities that support numerous data import and export requirements. In order to use these standard features, data must be presented in a supported format such as, CSV or Microsoft Excel. If specific formatting needs, scope, and complexity go beyond the standard format, SunGard will work with you to provide design considerations and level of effort estimates.
Budgeting and Cost Control							
1	Calculates employee cost by headcount, status (such as full-time employment), or by user-defined variables	X				2.1.G.	
2	Compares budgets against actual costs	X				2.1.G.	
Government and Compliance Reporting							
1	Breaks down and tracks affirmative action goals by race, ethnicity, gender, or by user-defined criteria	X				2.1.G.	Numerous standard reports are provided with ONESolution. Users can easily customize these reports or create new reports with the proposed ad hoc reporting tools. If an existing report does not exactly match your requirements, reports can be easily modified or new reports can be created by the user. Training on report writing is provided. If you do not wish to modify or create reports, reporting services are available from SunGard for an additional charge.
2	Tracks employees' injuries, illnesses, and physical exams and audiometric evaluations	X				2.1.G.	
3	Tracks accidents and injuries, and generates reports	X				2.1.G.	
4	Benefits reporting	X				2.1.G.	
Employment History and Personnel Reporting							
1	Generates reports on employee sick time and lost time injuries and illnesses	X				2.1.G.	
2	Tracks health and safety incidents	X				2.1.G.	
3	CDL and Occ Health dates are maintained and scheduled	X				2.1.G.	
4	Tracks absentee rates by department and supervisor	X				2.1.G.	
5	Tracks employee absences against various parameters and generates reports	X				2.1.G.	
6	Tracks length of employment to determine seniority, service date, VRS service, etc.	X				2.1.G.	
7	Report on data concerning layoffs and recalled employees	X				2.1.G.	
8	Reports on employee disciplinary actions	X				2.1.G.	
9	Ability to track random drug and alcohol testing - track and report by type	X				2.1.G.	
10	Customizes reports with HR reporting tools	X				2.1.G.	
Track Discipline Actions							

Human Resources							
Reference	Functional Requirements	Fully Comply	Does Not Comply	Modification Needed	Cost of Modification	Location Where Addressed in Vendor Proposal	Remarks
1	Maintain discipline types	X				2.1.G.	
2	Record and track disciplinary actions including information on incidents causing the action, steps taken in resolution, and the personnel involved	X				2.1.G.	
3	Ability to search and report types of disciplinary actions	X				2.1.G.	
Competency Management							
1	Ability to define competencies	X				2.1.G.	This presumes that Competency equates to Skill, Certification and/or Training tracking within ONESolution Human Resources and / or Professional Development. There is not a specific field tag or tracking area within ONESolution Human Resources devoted solely to 'competency' tracking.
2	Ability to use a variety of competency scaling types ("units of measures") and levels		X				
3	Enable logical scaling levels as well as numerical scaling levels (yes/no, 0-10)		X				
4	Enable competencies to be acquired based on training courses attended	X				2.1.G.	This correlation must be indicated manually by the user.
Benefits							
Standard Benefits							
1	Multiple benefits programs	X				2.1.G.	
2	Includes robust reporting tools for plan administration	X				2.1.G.	
3	Establishes benefit plans, tiers, providers, and rates, to include active, COBRA and Retiree	X				2.1.G.	
4	Identifies dates for insurance coverage and deduction calculations	X				2.1.G.	
5	Maintenance, dependent, and beneficiary information	X				2.1.G.	
6	Base benefits maintenance decentralized to the employee level through the use of internet or internal mail capabilities	X				2.1.G.	
Profile for Employee Benefit Plan							
1	Defines benefits waiting periods	X				2.1.G.	
2	Type or amount of benefit coverage per employee	X				2.1.G.	
3	Creates rules for maximum benefits to be paid and premiums to be collected	X				2.1.G.	
Administering Benefits							
1	US 415(c) section 125 Flexible Benefits Program	X				2.1.G.	
2	Defines employee program participation eligibility rules	X				2.1.G.	
3	Specification of health plan criteria using postal or zip code ranges		X				
4	Creates customizable electronic employee enrollment forms and confirmation statements			X			Custom development is required.
5	Complies with reporting requirements for Virginia Retirement System (VRS)	X				2.1.G.	
6	Multiple benefit options such as health, life, disability, retirement plans, accidental death and dismemberment, gifts, and awards	X				2.1.G.	
7	Include information on participants and dependents for plans and benefits by calendar year for W2 reporting	X				2.1.G.	
8	Tracks and calculates employee pledges for health care and dependent care FSA claims	X				2.1.G.	
9	Tracks Health insurance Opt Out participants	X				2.1.G.	
10	Tracks employee eligibility for benefits	X				2.1.G.	
11	Benefits data maintenance (enrollment and modification) decentralized to the employee level through the use of internet or internal mail capabilities	X				2.1.G.	
12	Maintain benefit coverage for employees on leave, for example, maternity leave	X				2.1.G.	
13	Maintain benefits for multiple companies (unlimited)	X				2.1.G.	
Eligibility Parameters							
1	User-defined eligibility criteria for benefits, plans, and compensation based on division, or company-wide	X				2.1.G.	

Human Resources							
Reference	Functional Requirements	Fully Comply	Does Not Comply	Modification Needed	Cost of Modification	Location Where Addressed in Vendor Proposal	Remarks
2	Creates eligibility rules and logic	X				2.1.G.	Eligibility rules and logic are supported using Payroll Calculation codes. These are user-defined, user-written processes in Payroll which allow for flexibility and customization when calculating contributions, deductions, and hours. Calculation codes are also useful in accommodating values, which might fluctuate periodically.
3	User-defined standard rules for assigning or changing employee compensation and benefits	X				2.1.G.	
4	Logic for automatically assigning compensation and benefits	X				2.1.G.	
Employee Self-Service							
1	Review and maintain name, address, telephone number, etc., associated with life events	X				2.1.G.	
2	Review or enroll in benefits for open enrollment period	X				2.1.G.	
3	Maintain dependents and beneficiaries related to life event	X				2.1.G.	
4	Maintain emergency contacts	X				2.1.G.	
5	Review vacation and sick day balances and submit leave requests			X		2.1.G.	This is available with the Web Form Pack.
6	Internal and external application for a job and view the status of the application	X				2.1.G.	
7	Choose and maintain personal passwords	X				2.1.G.	
8	Posting and updating resumes	X				2.1.G.	Resumes may be posted to Applicant Online.
9	View personal training history	X				2.1.G.	
10	View course calendars and details	X				2.1.G.	
11	Enroll in or cancel participation in courses	X				2.1.G.	
12	Pre-book for courses not yet scheduled	X				2.1.G.	
Reporting							
1	Staff headcount, movement, and turnover trends analyses and reports	X				2.1.G.	Numerous standard reports are provided with ONESolution. Users can easily customize these reports or create new reports with the proposed ad hoc reporting tools. If an existing report does not exactly match your requirements, reports can be easily modified or new reports can be created by the user. Training on report writing is provided. If you do not wish to modify or create reports, reporting services are available from SunGard for an additional charge.
2	Workforce planning reporting		X				
3	EEO/affirmative action /disabled employee reporting	X				2.1.G.	
4	Absence and leave accrual reporting	X				2.1.G.	
5	Wage and salary costs data, with detailed breakdowns across, for example, earnings, deductions, and disbursements	X				2.1.G.	
6	Reports on vacancies and the effectiveness of filling them such as time to fill, cost per applicant, and average time of retaining the position	X				2.1.G.	Custom reporting is required for items 6 and 7.
7	Competency profile of the workforce, with breakdowns per departments, positions, etc.	X				2.1.G.	
8	HR budgeting reports (dollars, hours, FTE, and headcount)	X				2.1.G.	
9	Budgeting versus actual comparisons by position or business unit	X				2.1.G.	
10	External and internal training requirements reports, with detailed breakdowns per departments, positions, etc.	X				2.1.G.	Custom reporting is required for items 10 and 11.
11	Reports on training history, success rate, course attendance, inability to accommodate all interested candidates, etc.	X				2.1.G.	
12	The system integrates to TalentEd (school performance management system)			X		2.1.G.	Custom development is required.
13	Alert supervisor when an employee is out of compliance in training or certification	X				2.1.G.	
14	Report on vacation and sick time usage and alert supervisors when allocation is exhausted	X				2.1.G.	
Health and Safety							
1	Report and investigate incidents of injury and illness for employees and contractors	X				2.1.G.	Contractors must be tracked within ONESolution.
2	Logging of first aid records and reports	X				2.1.G.	This may be tracked as an attachment or within comments.
3	Report incidents involving vehicles and equipment		X				

Human Resources							
Reference	Functional Requirements	Fully Comply	Does Not Comply	Modification Needed	Cost of Modification	Location Where Addressed in Vendor Proposal	Remarks
4	Integration with supply chain and HR modules		X				
5	Perform accident investigations, identifications, and recording		X				
6	Support OSHA and safety regulatory reports	X				2.1.G.	
7	Supports tracking of employee physicals [by job category]	X				2.1.G.	
8	Supports notification of required vaccinations, etc. by employee	X				2.1.G.	Notifications made via Workflow.
Training (Learning Management System)							
Planning							
1	Courses ("academic" definitions) creation and maintenance	X				2.1.G.	
2	Link certifications acquired by attending the course	X				2.1.G.	
3	Maintain course prerequisites	X				2.1.G.	
4	Define and maintain venues (scheduled courses) for courses	X				2.1.G.	
5	Include pricing definitions	X				2.1.G.	
6	Enable potential assignment of instructors to courses	X				2.1.G.	Instructors may be assigned to courses within Professional Development; however, more information is needed regarding the nature of 'potential' assignment to ensure full compliance.
7	Define acquired competencies and competency levels per course		X				
8	Identify gaps in competencies and relate to required training courses		X				
9	Maintain list of required courses per potential attendee	X				2.1.G.	
10	Show potential attendees per planned course	X				2.1.G.	
Administration							
1	Maintain course schedule	X				2.1.G.	
2	Declare venues and assign resources	X				2.1.G.	
3	Enable enrollment and cancellations	X				2.1.G.	
4	Enable waiting list management	X				2.1.G.	
5	Maintain attendance in courses	X				2.1.G.	
6	Maintain scores per student	X				2.1.G.	
7	Track external training and travel requests and maintenance			X			External training may be tracked; travel requests and maintenance require Custom Development.
8	Enable transfer of acquired competencies into personal profile		X				
9	Update personal profile	X				2.1.G.	This presumes the administrator has security access to update data.
Manager Self-Service							
1	Manager shall be able to initiate changes, such as position reclassifications, salary changes, etc. The system must allow for the manager to make certain changes without approval; in other cases (dictated by our policy) these requests will initiate approval workflows	X				2.1.G.	This is accomplished using ONESolution Personnel Action Forms.
2	Manager shall be able to initiate onboarding processes and approve the termination/offboarding process. The manager is to be able to select from a list of assets to be assigned to/retrieved from the employee.	X				2.1.G.	

Payroll

Reference	Functional Requirements	Fully Comply	Does Not Comply	Modification Needed	Cost of Modification	Location Where Addressed in Vendor Proposal	Remarks
	General Requirements						
1	System will handle all aspects of Fair Labor Standards Act (FLSA) to include law enforcement and fire protection	X				2.1.H	
2	System will prevent exempt employees from being paid overtime with exceptions:						
3	Exempt Pay Codes	X				2.1.H	
4	Non-Exempt Pay codes	X				2.1.H	
5	System will accept and process multiple Standard Hours (average annual hours per pay period). This must be 5-7 minimum.	X				2.1.H	
6	The system will calculate Normal Shift Regular Time, Holiday & Leave Hourly Pay Rates.	X				2.1.H	
7	System allows multiple overtime types.	X				2.1.H	
8	System will store payroll history for a minimum of three years.	X				2.1.H	Subject to the constraints of the underlying database and storage, ONESolution does not limit the number of transactions or history maintained.
9	System will maintain recurring pay types including:						
10	Set a fixed and calculated amount (allowances)	X				2.1.H	
11	Set start/stop dates for multiple funding sources	X				2.1.H	
12	System will support generating additional pay based on circumstances as follows:						
13	Duties performed (e.g., "acting director" pay, temporary assignment pay)	X				2.1.H	
14	Skills, certificates	X				2.1.H	
15	System will calculate differential pay rates (e.g., hazardous duty, disasters) and shift differentials.	X				2.1.H	
16	System will maintain multiple pay groups.	X				2.1.H	
17	System will handle multiple pay calculations: (Please provide how many types of pay calculations the system will handle in the Comment field.)						
18	Regular	X				2.1.H	Up to 999 Hour/Earning Codes may be defined. Up ONESolution supports user-defined calculation codes to offer flexibility and customization when calculating contributions, deductions, and hours. These calculation codes allow the user to direct the system in how it performs mathematical calculations, from simple to complex, and designate how the system applies special rules.
19	OT	X				2.1.H	
20	Compensatory Time	X				2.1.H	
21	Straight Time	X				2.1.H	
22	Part Time Holiday	X				2.1.H	
23	Early Retiree PREP Hours (Schools)	X				2.1.H	
24	System will handle different work schedules (i.e., administrative staff, temporary help).	X				2.1.H	
25	System allows flexible work schedules, such as 8, 10, 12, 24 hour work days.	X				2.1.H	
26	System will maintain multiple earnings types.	X				2.1.H	
27	System will accommodate flexible overtime rates (straight time versus a user-defined factor).	X				2.1.H	
28	System will accommodate multiple accrual leave schedules/balances per employee.	X				2.1.H	
29	System will handle the payout for accumulated balances at retirement based on user-defined formula and different classifications.	X				2.1.H	

Payroll

Reference	Functional Requirements	Fully Comply	Does Not Comply	Modification Needed	Cost of Modification	Location Where Addressed in Vendor Proposal	Remarks
30	System will handle the payout for accumulated balances at separation based on user-defined formula and different classifications.	X				2.1.H	
31	System will handle miscellaneous incentive and award programs (flat amount, percentage, amount).	X				2.1.H	
32	System will automatically apply retroactive pay calculation.	X				2.1.H	
33	Retro pay will automatically correct:						
34	Salaries	X				2.1.H	This presumes that these items are calculated on the Retro Payment itself, created as a function of the Retro Pay Utility provided.
35	Tax deductions	X				2.1.H	
36	Benefit deductions	X				2.1.H	
37	Garnishments	X				2.1.H	
38	System will handle different payroll cycles:						
39	Monthly	X				2.1.H	
40	Semi-monthly	X				2.1.H	
41	Bi-weekly	X				2.1.H	
42	Off cycle (on demand)	X				2.1.H	
43	System will process all types of wage and pending wage attachments including liens, levies, garnishments, child support, etc., from any State and all Federal wage attachments with automatic calculation of disposable earnings.	X				2.1.H	
44	System will calculate and record military supplements (difference between military pay and regular pay) for up to 24 months.	X				2.1.H	
45	System will track flexible spending contributions (FSA) for multiple years and plans and permit overlaps.	X				2.1.H	
46	System will track HSA (Health Savings Accounts) contributions and provide the taxable/non-taxable information.	X				2.1.H	
47	System will post current pay period wages to year-to-date and fiscal-to-date file.	X				2.1.H	
48	System will set any pay code and any deduction code to be a specific tax inclusive or specific tax exclusive.	X				2.1.H	
49	Ability to freeze leave based on user request (FMLA/Probationary).	X				2.1.H	
	Salary Administration						
1	Provides the following data for additional pay items:						
2	Pay code	X				2.1.H	
3	Calculation method (% , flat rate, etc.)	X				2.1.H	
4	Amount (fixed amount, %, etc.)	X				2.1.H	
5	Calculation frequency (every pay period, monthly, on anniversary date, or user-specified date etc.)	X				2.1.H	
6	Taxable (Federal, State, FICA, and retirement according to multiple plans etc.)	X				2.1.H	
7	Allows multiple separate salary schedules to be maintained.	X				2.1.H	
8	Maintains effective dates for salary data to allow for future pay adjustments.	X				2.1.H	
9	System will retain previous salary and hours and days worked data and effective dates for use when calculating retroactive pay adjustments.	X				2.1.H	
10	Provides salary data for user defined employee groups.	X				2.1.H	

Payroll

Reference	Functional Requirements	Fully Comply	Does Not Comply	Modification Needed	Cost of Modification	Location Where Addressed in Vendor Proposal	Remarks
11	Automatically recalculates salary due to personnel actions such as promotions, demotions, etc.	X				2.1.H	
12	Supports mass pay transactions based on any field held within the database (e.g., travel allowances).	X				2.1.H	
13	System will record historical information for all changes.	X				2.1.H	
Deductions, Garnishments, and Special Pays							
1	Allow one-time deduction and earnings overrides.	X				2.1.H	
2	System will maintain multiple deduction types.	X				2.1.H	
3	Automatic calculations of retroactive deductions.	X				2.1.H	
4	System will pay Benefit providers for which deductions are taken through Accounts Payable (e.g., paying benefit providers).	X				2.1.H	
5	Additional lump sum withholding (W-4).	X				2.1.H	
6	System will alert and track for employees with net pay less than benefit deductions.	X				2.1.H	
7	System will process multiple garnishments per employee and assign pre-defined priorities.	X				2.1.H	
8	System will apply garnishments to multiple vendors.	X				2.1.H	Multiple garnishments may be defined; each being sent to a different vendor.
9	System will accommodate up to ten garnishments and automatically calculate that maximum percentage of total pay is not exceeded.	X				2.1.H	
10	System will set cap for garnishments and voluntary deductions so that a certain total amount is not exceeded.	X				2.1.H	
11	System will create a special deduction and apply to a single group of employees.	X				2.1.H	
12	System can exclude certain employees from Medicare deduction.	X				2.1.H	
13	System can exclude certain employees from Social Security deduction.	X				2.1.H	
14	System accommodates deductions either on a pre-tax or post-tax basis defined per deduction.	X				2.1.H	
15	System will prioritize garnishments/deductions.	X				2.1.H	
Payroll Processing							
1	System will process pay for one employee with multiple jobs and employee will receive one paycheck.	X				2.1.H	
2	System will run pay, deduction, withheld taxes, and net pay calculations as a "proof" run for review prior to final pay run.	X				2.1.H	
3	System will cut special or immediate (on-demand) checks.	X				2.1.H	
4	System will allow individuals to forward Direct Deposit (to multiple accounts).	X				2.1.H	
5	System will print leave taken in hours or days and leave remaining on paychecks and advices on all leave categories.	X				2.1.H	
Reports/Queries							
	System will produce earnings and withholding earnings, Medicare, and FICA total reports, including associated taxes, for the following periods:						

Payroll

Reference	Functional Requirements	Fully Comply	Does Not Comply	Modification Needed	Cost of Modification	Location Where Addressed in Vendor Proposal	Remarks
							Numerous standard reports are provided with ONESolution. Users can easily customize these reports or create new reports with the proposed ad hoc reporting tools. If an existing report does not exactly match your requirements, reports can be easily modified or new reports can be created by the user. Training on report writing is provided. If you do not wish to modify or create reports, reporting services are available from SunGard for an additional charge.
1	Fiscal Year	X				2.1.H	
2	Calendar Year	X				2.1.H	
3	Policy Year (e.g., Worker's Compensation)	X				2.1.H	
4	User-defined	X				2.1.H	
5	Produce edit reports of all payroll adjustments.	X				2.1.H	
6	System will produce W-2s (and to reprint single W-2).	X				2.1.H	
7	System will store W-2s for a minimum of five years.	X				2.1.H	
8	System will produce quarterly Form 941 report (IRS).	X				2.1.H	
9	System will produce a report showing FICA wages, by individual and in total.	X				2.1.H	
10	System will create reports sorted by user-defined criteria.	X				2.1.H	
11	System will comply with Federal and State payroll tax reporting requirements.	X				2.1.H	
12	System will create a payroll accrual report.	X				2.1.H	
13	Provides Worker's Compensation Reporting: by Department, total payroll compensation, rate, premium pay and overtime pay.	X				2.1.H	
14	System will allow for date range queries by employee.	X				2.1.H	
15	System will produce a payroll variance report.	X				2.1.H	
16	System will produce a sick and vacation leave benefit cost report by hours and value.	X				2.1.H	

Purchasing							
Reference	Functional Requirements	Fully Comply	Does Not Comply	Modification Needed	Cost of Modification	Location Where Addressed in Vendor Proposal	Remarks
	General Requirements						
1	System to maintain history and relationships for all bid, requisition, invoice, check, POs, and receiving documents.	X				2.1.1	
2	System can accommodate emergency purchases.	X				2.1.1	
	Allow vendor numbers, purchase requisition numbers, contract numbers, bid numbers, and purchase order numbers to be assigned:						
3	Manually	X				2.1.1	
4	Automatically	X				2.1.1	
5	Modify some fields on requisitions with appropriate security and/or workflow (some changes may not require workflow approval).	X				2.1.1	
6	System to classify one-time vendors with limited required data entry.	X				2.1.1	
7	Deactivate vendor separately from purchasing process and AP process (e.g., don't want to buy from vendor again, but still have outstanding invoice to be paid).	X				2.1.1	
8	Allow vendors to self-register/update registration information.	X				2.1.1	
	Requisitions						
1	Capability to store multiple shipping address locations (drop down menu or coding for shipping address).	X				2.1.1	
2	System allows user to copy existing PR to create a new one.	X				2.1.1	
3	Split items on a requisition in multiple bids or POs.	X				2.1.1	
4	Combine multiple requisitions into one PO.	X				2.1.1	
	Maintain the following data elements in respect to procurement transactions:						
5	Requested by	X				2.1.1	
6	Date	X				2.1.1	
7	Scheduled delivery dates	X				2.1.1	
8	Shipping address	X				2.1.1	
9	Delivery instructions (i.e., pick-up, ship to, other)	X				2.1.1	
10	Vendor contact person	X				2.1.1	
11	Requisition number	X				2.1.1	
12	Vendor name & address	X				2.1.1	
13	Ability to perform vendor roll-up (e.g., affiliates, brother-sister)	X				2.1.1	
14	Vendor number	X				2.1.1	
15	Vendor history (e.g., name change, acquisitions, mergers)	X				2.1.1	
16	Vendor Quote #	X				2.1.1	
17	Comment (text) field (please identify character limitations in the comments field)	X				2.1.1	
18	Expiration date of PO (Deliver by date)	X				2.1.1	
	Maintain the following "line item" data elements in respect to procurement transactions:						
19	Quantity requested	X				2.1.1	
20	Unit of measure	X				2.1.1	
21	Unit price	X				2.1.1	
22	Extended price	X				2.1.1	
23	Descriptions with free form text	X				2.1.1	

24	Account code	X				2.1.I	
25	Freight/shipping charges	X				2.1.I	
26	Stores #	X				2.1.I	Presumes item/product number.
27	Fixed Asset #	X				2.1.I	
28	Users can effective date PRs to start in next FY and impact next year's budget.	X				2.1.I	
29	Calculate discounts by item or by total order on the requisition.	X				2.1.I	Available by line item only.
30	Enter zero amounts (no charge items).	X				2.1.I	
31	Enter negative amounts (credits).	X				2.1.I	
32	Create requisition templates for frequently-ordered items.	X				2.1.I	
33	Capture multiple ship-to addresses on one requisition.	X				2.1.I	
34	System to flag/alert if non-sufficient funds.	X				2.1.I	
35	System will support a hard stop of any purchasing transaction with non sufficient funds (with override).	X				2.1.I	
36	System will support a soft stop of any purchasing transaction with non sufficient funds.	X				2.1.I	
37	Create a bid from a requisition.	X				2.1.I	
38	Track vendors in the bid or quote process without establishing them as vendors in the vendor file.	X				2.1.I	
	Track bid/RFP by:						
39	Dollar amount	X				2.1.I	
40	Vendors requesting copy of RFP/Bid	X				2.1.I	
41	Vendor response (submitted proposals)	X				2.1.I	
42	Attachment of files for vendor response	X				2.1.I	
43	Date	X				2.1.I	
44	Bid number	X				2.1.I	
45	RFP number	X				2.1.I	
46	Project Title	X				2.1.I	
	Vendor File						
1	Purchasing and AP share same vendor file.	X				2.1.I	
	Store the following vendor information:						
2	Vendor name	X				2.1.I	
3	Vendor type	X				2.1.I	
4	Vendor category (e.g., attorneys, plumbers, etc.)	X				2.1.I	
5	Individual name (first, middle, last)	X				2.1.I	
6	Corporation/Company name	X				2.1.I	
7	"Doing Business As" Name	X				2.1.I	
8	Vendor number	X				2.1.I	
9	Multiple addresses (e.g., bid, orders, remit to, etc.)	X				2.1.I	
10	Vendor e-mail and web site information	X				2.1.I	
11	Contact person(s)	X				2.1.I	
12	Federal Tax Identification Number (TIN)	X				2.1.I	
13	Tax ID status/W-9 information	X				2.1.I	
14	Phone and fax number(s)	X				2.1.I	
15	Preferred contact method	X				2.1.I	
	Minority status/type business indicators:						
16	Minority	X				2.1.I	
17	Woman	X				2.1.I	
18	Small Business Enterprise (SBE)	X				2.1.I	
19	Disadvantaged	X				2.1.I	

20	Certification status of minority type	X				2.1.I	
21	Other user-defined categories	X				2.1.I	
22	Last date vendor utilized	X				2.1.I	
23	Active/inactive status (based on date last utilized)	X				2.1.I	
24	Parent/child relationships	X				2.1.I	
25	Payment methods	X				2.1.I	
26	Type of company (e.g., corporation, partnership, etc.)	X				2.1.I	
27	Business license #	X				2.1.I	
28	Commodities/services offered (per user defined list)	X				2.1.I	
29	Standard payment terms	X				2.1.I	
30	Problem vendor flag	X				2.1.I	
31	Associated memo field with the problem vendor indicator	X				2.1.I	
32	Preferred vendor flag	X				2.1.I	
33	Associated Memo field with the preferred vendor Indicator	X				2.1.I	
34	Vendor-on-hold flag (e.g., litigation, payment dispute, etc.)	X				2.1.I	
35	Free form comments (Please identify any character limitations in the comment field)	X				2.1.I	Unlimited comments available using Threaded Notes.
36	Local vendor program flag	X				2.1.I	
37	Search the vendor file by any vendor data field (e.g., vendor name, address, phone number, etc.) and by 'wildcard' terms.	X				2.1.I	
38	Maintain pricing information, quantity breaks, freight terms and shipping information for each vendor.	X				2.1.I	
39	Track the details of vendor performance including complaints and resolution.	X				2.1.I	
40	System allows users to merge two vendors and maintain history (i.e., duplicate vendor, one vendor buys another).	X				2.1.I	
Bid and Quote Processing							
1	Ability to support the following types of bids: advertised sealed bids, phone and fax quotes and written requests for proposals (information) and quotations.	X				2.1.I	
2	Ability to access and update the vendor tables from within the bid/quote process with proper security.	X				2.1.I	
3	Ability to develop bid/quote documents directly out of requisition	X				2.1.I	
4	Ability to create bid mailing lists of vendors by specific commodities/services.	X				2.1.I	
5	Ability to use system tools to analyze bids by price, quantity and availability by entire bid or single line item.	X				2.1.I	
6	Ability to copy information from one bid transaction to another with proper security.	X				2.1.I	
7	Ability to provide a facility for standard and prototype bids with any number of associated vendors.	X				2.1.I	
8	Ability to track Bid/RFP by awards, dollar amounts, vendor responses, buyer, and commodity.	X				2.1.I	
9	Ability to track bid list / file by commodity code.	X				2.1.I	
10	Ability to track vendor bid list by vendor history, past awards, bid responses, and new vendors.	X				2.1.I	
11	Ability to maintain an accumulated bid history (including both bids awarded and not awarded) for each vendor in the system.	X				2.1.I	
12	Ability to tie all bids (even those not awarded) to an associated project budget.	X				2.1.I	
13	Ability to enter budgeted amount for a bid.	X				2.1.I	

14	Ability to track bid addenda (before opening and award).	X				2.1.I	
15	Ability to post award information on our Web site.			X		2.1.I	Custom development is required.
16	Ability to produce documents for mailing to potential vendors/bidders (i.e., bid documents, addenda).	X				2.1.I	
Contract Administration							
	System validates purchase orders against contract for appropriate:						
1	Date	X				2.1.I	
2	Dollar amount	X				2.1.I	
3	Chart of Account structure	X				2.1.I	
4	Track multiple contracts per vendor.	X				2.1.I	
5	Track milestones and/or deliverables for contract.	X				2.1.I	
	Record and calculate retention amounts by:						
6	Deliverable/task	X				2.1.I	This presumes each task is a unique line item.
7	% Amount	X				2.1.I	
8	Dollar amount	X				2.1.I	
	System allows existing contracts to be modified by changing						
9	Increase contract value	X				2.1.I	
10	Decrease contract value	X				2.1.I	
11	End date	X				2.1.I	
12	Contract milestones	X				2.1.I	
13	Vendor contact information	X				2.1.I	
14	System tracks change orders to contract.	X				2.1.I	
15	System allows for user defined percentage variance of originally approved contract.	X				2.1.I	
16	System will generate workflow notification when defined variance threshold is reached.	X				2.1.I	
17	Search for a contract by account, vendor, and/or description.	X				2.1.I	
18	Support various contract periods, including multiple year contracts (i.e., those that span fiscal and/or calendar years).	X				2.1.I	
19	Encumber only a portion of a contract or purchase order based on fiscal year.	X				2.1.I	
20	Create a workflow notification for contract expiration dates.	X				2.1.I	
21	Encumber entire value of contract.	X				2.1.I	
	Store and maintain contract historical information, including but not limited, to the following details:						
22	Vendor information	X				2.1.I	In instances where a specific field tag is not available for a particular data item, the requirement can be met by re-purposing system-defined fields or using user-defined or coded value fields where available. Additionally, data items can be tracked using Threaded Notes or the proposed Documents Online.
23	Commodity information	X				2.1.I	
24	Bid number	X				2.1.I	
25	Contract number	X				2.1.I	
26	Contract administrator's name, phone, fax numbers and email	X				2.1.I	
27	Component unit	X				2.1.I	
28	Milestones	X				2.1.I	
29	Start/end and extension dates	X				2.1.I	
30	Expiration dates	X				2.1.I	

31	Multiple approval dates (Commission Approval)	X			2.1.I	
32	Status (text reference field)	X			2.1.I	
33	Payment schedule & adjustments	X			2.1.I	
34	Retainage	X			2.1.I	
35	Insurance information	X			2.1.I	
36	Contingency amounts by % of contract or flat dollar amount	X			2.1.I	
37	Other user defined items	X			2.1.I	
	Retainage calculations can be defined by:					
38	Date (Age of contract)		X		2.1.I	
39	Percent complete	X			2.1.I	
	Purchase Orders					
1	Original requisitioner stored on PO.	X			2.1.I	
2	Allow any field associated with PO to be printed on PO (user defined based on user and type of purchase).	X			2.1.I	
	System allows creation of purchase order:					
3	Directly (with proper security)	X			2.1.I	
4	From an existing bid or requisition	X			2.1.I	
5	Unit price field can accommodate \$99,999,999.9999 (including 4 to right of the decimal). Please list limitations in Comments field.	X			2.1.I	*
6	Carry over open purchase orders to the following fiscal year.	X			2.1.I	
	Closes purchase orders by either closing:					
7	All purchase orders	X			2.1.I	
8	Select purchase orders	X			2.1.I	
	Criteria to select open purchase orders for close at end of year includes:					
9	Dollar amount	X			2.1.I	
10	Age of encumbrance	X			2.1.I	
11	Purchase order type (i.e., blanket PO, purchase by item, etc.)	X			2.1.I	
12	Date	X			2.1.I	
13	Vendor	X			2.1.I	
14	GL acct # number range	X			2.1.I	
15	Ability to roll encumbrances at year end.	X			2.1.I	
16	Accommodate blanket purchase orders.	X			2.1.I	
17	Reprint hard copy of purchase orders and change orders when required.	X			2.1.I	
18	Identify hard copy reprints as duplicates.	X			2.1.I	
19	Accommodate change orders to existing POs.	X			2.1.I	
20	Accommodate tolerances of either percentages or dollar amounts (if PO value is exceeded).	X			2.1.I	
21	Require approval for change orders over a user-defined percentage of the original amount.	X			2.1.I	
	Receiving					
1	Identify orders that have not been received after a user specified period of time.	X			2.1.I	
	Record receiving document to include:					
2	Receiving staff	X			2.1.I	
3	Date and time	X			2.1.I	
4	Complete	X			2.1.I	
5	Partial	X			2.1.I	
6	Damaged	X			2.1.I	

7	Supports 2 way matching (purchase order, invoice).	X				2.1.I	
8	Supports 3 way matching (purchase order, packing slip, invoice) with override.	X				2.1.I	
9	Will support 2, 3 way matching for user defined PO categories.	X				2.1.I	
10	System to track and identify any under/over shipments.	X				2.1.I	
11	System to accommodate partial receipts.	X				2.1.I	
Reports/Queries							
							Numerous standard reports are provided with ONESolution. Users can easily customize these reports or create new reports with the proposed ad hoc reporting tools. If an existing report does not exactly match your requirements, reports can be easily modified or new reports can be created by the user. Training on report writing is provided. If you do not wish to modify or create reports, reporting services are available from SunGard for an additional charge.
1	Produce report summarizing contract activity (present and past) by vendor.	X				2.1.I	
2	Report on dollars spent per contract.	X				2.1.I	
3	Report by active and inactive vendors.	X				2.1.I	
4	Open requisition/PO report by: date, range of dates, vendor, account, commodity code, department.	X				2.1.I	
5	Bid report by: date, range of dates, vendor, account, commodity code, department.	X				2.1.I	
6	Produce a receipt/invoice variance report.	X				2.1.I	
7	date that reconciles to general ledger.	X				2.1.I	
8	Report listing all MBE/WBE/DBE/SBE activity.	X				2.1.I	
9	Track or report on unreceived merchandise.	X				2.1.I	
10	Track or report on damaged merchandise.	X				2.1.I	
11	Exception report of insufficient funds.	X				2.1.I	
						2.1.I	
Under Review							
1	End user input/approval of requisitions	X				2.1.I	
2	Multi-year encumbrance/pre-encumbrance of funds	X				2.1.I	
3	Purchase orders that print as a Word document	X				2.1.I	This is available using Mail Merge functionality.
4	Simplified method of changing/liquidating purchase orders	X				2.1.I	
5	Automated process for matching purchase order/receiving/invoice	X				2.1.I	

Section 6. References

As requested in section 3.2, item C.3, SunGard is providing the names of customers who are currently using the proposed solution and of a similar size to Hanover County. The following client reference list is confidential and proprietary information to SunGard. This list is furnished and accepted on the express condition that it shall not be duplicated or disclosed, in whole or in part, except to your staff and agents when necessary for evaluation purposes, without prior written consent of SunGard.

[REDACTED] – Contract Date: 10/10/1990

Contact Information	[REDACTED] [REDACTED] [REDACTED]
Agency Information	Population: 197,899
Products Licensed	ONESolution v11.12 in production; testing v14.3.

[REDACTED] – Contract Date: 01/30/1998

Contact Information	[REDACTED] [REDACTED] [REDACTED]
Agency Information	Population: 43,055
Products Licensed	ONESolution v11.10.

[REDACTED] – Contract Date: 12/01/1995

Contact Information	[REDACTED] [REDACTED] [REDACTED]
Agency Information	Population: 11,657
Products Licensed	ONESolution v10.23.

Installed Customer Base

As requested in section 3.2, item C.5, SunGard has 1,445 customers using one or more SunGard products. In Virginia, there are 24 counties, 25 cities, and 8 towns using SunGard products.

Many clients select and stay with SunGard because of our excellent training and support. This is evidenced by the fact that out of our 1,445 clients, 1,107 have been with us for 10 years or more, 731 have been with us for 15 years or more, and 308 have been with us for 20 years or more.

Section 7. Total Cost of Ownership

Information on the following pages provides the total cost of ownership as requested in section 3.2, item E.

Proposal Terms and Conditions

<i>Proposal Expiration</i>	This proposal is valid for 120 days following the date printed on its cover page.
<i>License Fees</i>	The license fees quoted herein are one-time fees.
<i>Training</i>	Training costs quoted do not include travel and living expenses. These costs are billed as incurred and shall be governed by the SunGard Corporate Travel and Expense Reimbursement Policy.
<i>Modifications</i>	We can perform modifications to the base software should they be necessary. All modifications are billable at the current hourly rate. Note: Any modification pricing provided in this proposal is an estimate only. Detailed analysis of your specific requirements is needed before SunGard can provide exact pricing.
<i>Payment Terms</i>	License fees are due in full at contract execution. Training costs are invoiced as incurred. All travel and living expenses are billed as incurred and shall be governed by the SunGard Corporate Travel and Expense Reimbursement Policy. Maintenance fees are due annually, prior to the year for which they apply. Refer to the sample SunGard Software License and Services Agreement in this proposal for information about implementation fees.
<i>Warranty</i>	All SunGard application software is under warranty for 365 days following the date of delivery of licensed programs.
<i>Implementation</i>	This proposal includes a pre-defined implementation that lets you leverage ONESolution's full functionality and flexibility. Conversions may be included in your proposal, but are not included with the license fees.
<i>Response Obligations</i>	This response by nature is less detailed than other documentation provided by SunGard to its customers describing the licensed programs. SunGard does not have nor accept the obligation to supplement, modify, or otherwise keep its responses to RFPs up to date with the documentation. SunGard is not liable for responses found deficient due to lack of customer contact or misunderstanding of the questions contained in the RFP.

Any reference to the product roadmap is not a commitment or legal obligation to deliver any of the described features or functionality described herein.

SunGard Investment Summary

Please refer to the following pages for the SunGard investment summary.

The following detailed price form is confidential and is proprietary information to SunGard. Detail price is furnished and accepted on the express condition that it shall not be duplicated or disclosed, in whole or in part, except to your staff and agents when necessary for evaluation purposes, without prior written consent of SunGard.

Quote Prepared By:

Denise Pratt
1000 Business Center Drive, Lake Mary, FL 32746
Phone: (800) 727-8088 **Fax:** (407) 304-3301
Email: denise.pratt@sungardps.com

THIS DOCUMENT IS A PRELIMINARY QUOTE PENDING SUNGARD INTERNAL REVIEW & APPROVAL. CUSTOMER SIGNATURE/ACCEPTANCE DOES NOT CONSTITUTE A FINAL PURCHASE AGREEMENT OR CONTRACT.

Quote #	Presented Date	Valid Until
Q-00009062	9/12/2014	12/11/2014

Quote Prepared for:

Account: Hanover County, VA HANV
Contact: Steve Rusch
Address:
Hanover, VA 23069-0470
Phone: (804) 365-6103

License Fees

Qty	Product Code	Product Name	Extended Price	Net Price	Maintenance
1	OS-FIN-AP_OS-FIN-BK	ONESolution Accounts Payable w/ Bank Reconciliation	████████	████████	████████
1	OS-FIN-ELF	ONESolution Easy Laser Forms	████████	████████	████████
1	OS-FIN-PD	ONESolution Professional Development	████████	████████	████████
1	OS-FIN-PB	ONESolution Position Budgeting	████████	████████	████████
1	OS-FIN-PY	ONESolution Payroll	████████	████████	████████
1	OS-FIN-HR	ONESolution Human Resources	████████	████████	████████
1	OS-FIN-PAF	ONESolution Personnel Action Forms	████████	████████	████████0
1	OS-FIN-AO	ONESolution Applicant Online	████████	████████	████████
1	OS-FIN-EO	ONESolution Employee Online	████████	████████	████████
1	OS-FIN-GM	ONESolution Grants Management	████████	████████	████████
1	OS-FIN-PA	ONESolution Project Allocation	████████	████████	████████
1	OS-FIN-FA	ONESolution Fixed Assets	████████	████████	████████
1	OS-FIN-CM	ONESolution Contract Management	████████	████████	████████
1	OS-FIN-BQ	ONESolution Bid and Quote Management	████████	████████	████████
1	OS-DESKTOP	ONESolution Desktop	████████	████████	████████
1	OS-OSEC	ONESolution SPSONE Security	████████	████████	████████
1	OS-FIN-PO	ONESolution Purchasing	████████	████████	████████
1	OS-FIN-DO	ONESolution Documents Online	████████	████████	████████
1	OS-FIN-JL	ONESolution Job/Project Ledger	████████	████████	████████
1	OS-FIN-BD	ONESolution Budgeting w/ Budget Item Detail	████████	████████	████████

Qty	Product Code	Product Name	Extended Price	Net Price	Maintenance
1	OS-FIN-WORKFLOW	ONESolution Workflow	0.00	0.00	0
1	OS-FIN-GL	ONESolution General Ledger	████████	████████	████████
1	OS-FIN-CDD	ONESolution Click, Drag, and Drill	████████	████████	████████
Total:			████████	████████	████████

Professional Services

Product Code	Product Name	Service Type	Extended Price	Net Price
OS-FIN-PY	ONESolution Payroll	Conversion	████████	████████
OS-FIN-AP_OS-FIN-BK	ONESolution Accounts Payable w/ Bank Reconciliation	Conversion	████████	████████
OS-FIN-PO	ONESolution Purchasing	Conversion	████████	████████
OS-FIN-FA	ONESolution Fixed Assets	Conversion	████████	████████
OS-FIN-HR	ONESolution Human Resources	Conversion	████████	████████
OS-FIN-GL	ONESolution General Ledger	Conversion	████████	████████
OS-FIN-AP_OS-FIN-BK	ONESolution Accounts Payable w/ Bank Reconciliation	Development	████████	████████
PS-ID	Prof Svc-Interface Development Fee	Development	████████	████████
OS-FIN-PD	ONESolution Professional Development	Development	████████	████████
OS-FIN-PB	ONESolution Position Budgeting	Development	████████	████████
OS-FIN-PY	ONESolution Payroll	Development	████████	████████
OS-FIN-HR	ONESolution Human Resources	Development	████████	████████
OS-FIN-PAF	ONESolution Personnel Action Forms	Development	████████	████████
OS-FIN-AO	ONESolution Applicant Online	Development	████████	████████
OS-FIN-EO	ONESolution Employee Online	Development	████████	████████
OS-FIN-GM	ONESolution Grants Management	Development	████████	████████
OS-FIN-PA	ONESolution Project Allocation	Development	████████	████████
OS-FIN-FA	ONESolution Fixed Assets	Development	████████	████████
OS-FIN-CM	ONESolution Contract Management	Development	████████	████████
OS-FIN-PO	ONESolution Purchasing	Development	████████	████████
OS-FIN-JL	ONESolution Job/Project Ledger	Development	████████	████████
OS-FIN-BD	ONESolution Budgeting w/ Budget Item Detail	Development	████████	████████
OS-FIN-WORKFLOW	ONESolution Workflow	Development	████████	████████
OS-FIN-GL	ONESolution General Ledger	Development	████████	████████
OS-FIN-CDD	ONESolution Click, Drag, and Drill	Development	████████	████████
OS-FIN-ELF	ONESolution Easy Laser Forms	Development	████████	████████
OS-FIN-GL	ONESolution General Ledger	Installation	████████	████████
OS-FIN-PY	ONESolution Payroll	Project Management	████████	████████
OS-FIN-HR	ONESolution Human Resources	Project Management	████████	████████
OS-FIN-PAF	ONESolution Personnel Action Forms	Project Management	████████	████████
OS-FIN-AO	ONESolution Applicant Online	Project Management	████████	████████
OS-FIN-EO	ONESolution Employee Online	Project Management	████████	████████
OS-FIN-GM	ONESolution Grants Management	Project Management	████████	████████
OS-FIN-PA	ONESolution Project Allocation	Project Management	████████	████████
OS-FIN-FA	ONESolution Fixed Assets	Project Management	████████	████████
OS-FIN-CM	ONESolution Contract Management	Project Management	████████	████████
OS-FIN-JL	ONESolution Job/Project Ledger	Project Management	████████	████████

Product Code	Product Name	Service Type	Extended Price	Net Price
OS-FIN-BQ	ONESolution Bid and Quote Management	Project Management	████████	████████
OS-FIN-PO	ONESolution Purchasing	Project Management	████████	████████
OS-FIN-DO	ONESolution Documents Online	Project Management	████████	████████
OS-FIN-BD	ONESolution Budgeting w/ Budget Item Detail	Project Management	████████	████████
OS-FIN-GL	ONESolution General Ledger	Project Management	████████	████████
OS-FIN-PB	ONESolution Position Budgeting	Project Management	████████	████████
OS-FIN-PD	ONESolution Professional Development	Project Management	████████	████████
PS-PM	Prof Svc-Project Management Fee	Project Management	████████	████████
OS-FIN-AP_OS-FIN-BK	ONESolution Accounts Payable w/ Bank Reconciliation	Project Management	████████	████████
OS-FIN-CDD	ONESolution Click, Drag, and Drill	Project Management	████████	████████
OS-FIN-ELF	ONESolution Easy Laser Forms	Project Management	████████	████████
OS-FIN-AP_OS-FIN-BK	ONESolution Accounts Payable w/ Bank Reconciliation	Training	████████	████████
OS-FIN-PD	ONESolution Professional Development	Training	████████	████████
OS-FIN-CDD	ONESolution Click, Drag, and Drill	Training	████████	████████
OS-FIN-JL	ONESolution Job/Project Ledger	Training	████████	████████
OS-FIN-GL	ONESolution General Ledger	Training	████████	████████
OS-FIN-WORKFLOW	ONESolution Workflow	Training	████████	████████
OS-FIN-BD	ONESolution Budgeting w/ Budget Item Detail	Training	████████	████████
OS-FIN-DO	ONESolution Documents Online	Training	████████	████████
OS-FIN-PO	ONESolution Purchasing	Training	████████	████████
OS-FIN-BQ	ONESolution Bid and Quote Management	Training	████████	████████
OS-FIN-CM	ONESolution Contract Management	Training	████████	████████
OS-FIN-FA	ONESolution Fixed Assets	Training	████████	████████
OS-FIN-PA	ONESolution Project Allocation	Training	████████	████████
OS-FIN-GM	ONESolution Grants Management	Training	████████	████████
OS-FIN-EO	ONESolution Employee Online	Training	████████	████████
OS-FIN-AO	ONESolution Applicant Online	Training	████████	████████
OS-FIN-PAF	ONESolution Personnel Action Forms	Training	████████	████████
OS-FIN-HR	ONESolution Human Resources	Training	████████	████████
OS-FIN-ELF	ONESolution Easy Laser Forms	Training	████████	████████
OS-FIN-PY	ONESolution Payroll	Training	████████	████████
OS-FIN-TO	ONESolution Time Card Online	Training	████████	████████
OS-FIN-PB	ONESolution Position Budgeting	Training	████████	████████
Total:			████████	████████

Third Party

Qty	Product Code	Product Name	Service Type	Extended Price	Net Price
1	COGNOS-AB5	Cognos BI: Adv Business Author Bundle	License Fee	████████	████████
1	COGNOS-DM	Cognos DM: Base Bundle	License Fee	████████	████████
1	COGNOS-TM1-1	Cognos BI: TM1 Base Bundle	License Fee	████████	████████

Qty	Product Code	Product Name	Service Type	Extended Price	Net Price
1	BICOREMDS	Cognos BI: Base Bundle Multi-Data Source	License Fee	████████	████████
1	OS-GCORENW	ONESolution Global Core-New	License Fee	████████	████████
1	OS-FCORENW	ONESolution Financials Core-New	License Fee	████████	████████
1	COGNOS-C	Cognos BI: Café (Analysis for Excel)	License Fee	██████	██████
1	COGNOS-C	Cognos BI: Café (Analysis for Excel)	Maintenance	██████	██████
1	COGNOS-AB5	Cognos BI: Adv Business Author Bundle	Maintenance	████████	████████
1	COGNOS-DM	Cognos DM: Base Bundle	Maintenance	████████	████████
1	COGNOS-TM1-1	Cognos BI: TM1 Base Bundle	Maintenance	████████	████████
1	BICOREMDS	Cognos BI: Base Bundle Multi-Data Source	Maintenance	████████	████████
1	OS-GCORENW	ONESolution Global Core-New	Maintenance	██████	██████
1	OS-FCORENW	ONESolution Financials Core-New	Maintenance	██████	██████
192	COGNOS-DM	Cognos DM: Base Bundle	Consulting Services	████████	████████
512	COGNOS-TM1-1	Cognos BI: TM1 Base Bundle	Consulting Services	████████	████████
1	BICOREMDS	Cognos BI: Base Bundle Multi-Data Source	Installation	████████	████████
1	COGNOS-TM1-1	Cognos BI: TM1 Base Bundle	Installation	██████	██████
1	COGNOS-DM	Cognos DM: Base Bundle	Installation	██████	██████
1	COGNOS-DM	Cognos DM: Base Bundle	Project Management	██████	██████
1	BICOREMDS	Cognos BI: Base Bundle Multi-Data Source	Project Management	██████	██████
40	BICOREMDS	Cognos BI: Base Bundle Multi-Data Source	Training	████████	████████
32	COGNOS-DM	Cognos DM: Base Bundle	Training	████████	████████
Total:				████████	████████

Product Notes
OS-FIN-PAF: The Personnel Actions application utilizes the Quick Pay Assignment screen (HRPYQP) for all applicable updates to position information.
COGNOS-AB5: All licenses are "multi-data source". Multi-data source licensing allows clients to use Cognos for non-SunGard database information as well as SunGard data. All pricing is for multi-data source use only. Support is performed by SunGard Public Sector. If support is terminated, the licenses are no longer active and must be uninstalled.
COGNOS-DM: Includes 1 Advanced Starter Install, 1 Admin, 1 User, 2 Reviewers. Installation, project management, and training are performed by SunGard Public Sector.
BICOREMDS: Includes multi-data source for 1 BI Administrator, 1 Anonymous BI Enhanced Consumer, and Framework Manager. IBM Cognos BI Framework Manager is a metadata modeling tool used to map and normalize data sources. SunGard provides standard metadata with the licensing of Cognos BI. Additional professional services for Framework Manager are only necessary if you wish to modify, customize and maintain customer specific versions of the metadata or if the customer wishes to use Cognos BI to report on sources other than SunGard data sources. Cognos BI: Base Bundle Multi-Data Source (BICOREMDS) introductory training includes the following:

Training Title: Delivery-Duration

Intro to Cognos BI: Remote-2 hrs
 Cognos Admin: Remote-2hrs
 Cognos Admin Adv: Remote-2 hrs
 Cognos BI Overview: Onsite-32 hrs
 Admin/Instructor Prep: Onsite/Remote-2 hrs

Installation, project management, and training are performed by SunGard Public Sector.

COGNOS-C: All licenses are "multi-data source". Multi-data source licensing allows clients to use Cognos for non-SunGard database information as well as SunGard data. All pricing is for multi-data source use only. Support is performed by SunGard Public Sector. If support is terminated, the licenses are no longer active and must be uninstalled. Recommended required online training: clients can purchase the e-learning course at the following link.

<http://www.learnquest.com/course-detail.aspx?cnum=P8125&s201507=l>

License Fees	
Third Party License Fees	
Professional Services	
Third Party Professional Services	
Annual Maintenance (Starting Year Two)	
Third Party Annual Maintenance (Starting Year Two)	

Total License Fees and Professional Services (Excludes Maintenance)	
	833,555.00
Total Amount	
	833,555.00

Comments:

Payment Terms:

License, Project Planning, Project Management, Consulting, Conversion, Custom Modification, Third Party Product Software and Hardware Fees are due upon execution of this Quote. Training fees and Travel & Living expenses are due as incurred monthly. Installation is due upon completion. Implementation and Third Party Product Services fees are due 50% on execution of this Quote and 50% due upon invoice, upon completion. Unless otherwise provided, other Professional Services are due monthly, as such services are delivered. Additional services, if requested, will be invoiced at then-current rates. Any shipping charges shown are estimated only and actual shipping charges will be due upon invoice, upon delivery.

Annual Subscription Fee(s): Initial annual subscription fees are due 100% on the Execution Date. The initial annual subscription term for any subscription product(s) listed above shall commence on the Execution Date of this Agreement and extend for a period of one (1) year. Thereafter, the subscription terms shall automatically renew for successive one (1) year terms, unless either party gives the other party written notice of non-renewal at least sixty (60) days prior to expiration of the then-current term. The then-current fee will be specified by SunGard Public Sector in an annual invoice to Customer thirty (30) days prior to the expiration of then-current annual period.

SunGard Public Sector Application Annual Support: Customer is committed to the initial term of Maintenance and Support Services for which the support fee is included in the License fee(s) and begins upon execution of this Quote and extends for a twelve (12) month period. Subsequent terms of support will be for twelve (12) month periods, commencing at the end of the prior support period. Support fees shown are for the second term of support for which SunGard Public Sector is committed and which shall be due prior to the start of that term. Fees for subsequent terms of support will be due prior to the start of each term at the then-prevailing rate. Subsequent terms will renew automatically until such time SunGard Public Sector receives written notice from the Customer thirty (30) days prior to the expiration of the then current term. Notification of non-renewal is required prior to the start of the renewal term. Customer will be invoiced, and payment is due, upon renewal.

Third Party Product Annual Support Fees: The support fee for the initial annual period is included in the applicable Third Party Product License fees(s) unless otherwise stated. Subsequent terms invoiced by SunGard Public Sector will renew automatically at then-prevailing rates until such time SunGard Public Sector receives written notice of non-renewal from the Customer ninety (90) days in advance of the expiration of the then-current term. Notification of non-renewal is required prior to the start of the renewal term. Customer will be invoiced, and payment is due, upon renewal. As applicable for certain Third Party Products that are invoiced directly by the third party to Customer, payment terms for any renewal term(s) of support shall be as provided by the third party to Customer.

THIS DOCUMENT IS A PRELIMINARY QUOTE PENDING SUNGARD INTERNAL REVIEW & APPROVAL. CUSTOMER SIGNATURE/ACCEPTANCE DOES NOT CONSTITUTE A FINAL PURCHASE AGREEMENT OR CONTRACT.

SYMPRO DEBT MANAGEMENT SOFTWARE PROPOSAL

Proposal: Hanover County, VA

Date: September 4, 2014

Contact: Joe DeMarco

DEBT MANAGEMENT SUMMARY

• Debt Management Software	\$25,000
• General Ledger Module & Interface to GL	<u>10,000</u>
Total Software License	\$35,000
• Annual maintenance and support (20% of software cost)	\$ 7,000
- Unlimited technical support	
- Software Upgrades/Enhancements	
- Yearly regional training seminar	
• Consulting/training/implementation: (Travel expenses not included)	
- 4 days	\$6,400
• Conversion of existing debt positions (approximately 30 issues)	<u>\$10,000</u>
 Total	 \$58,400

*Comprehensive conversion of existing debt data (approximately 30 issues) from legacy platform(s) to SymPro Debt Manager. Service Includes:

- Adding all existing and prior debt to pre-1986 including CUSIPs
- Review of legal structures and inclusion in Debt Manager
- Analysis of Debt Manager data to Comprehensive Annual Financial Report to insure continuity and accuracy
- Storage of all available bond documents in PDF format



Joe DeMarco
Regional Sales Manager
SymPro, Inc.
510-655-0900 x2224

Section 8. Specific Plans for the Proposed Services

The following table contains information regarding the location of information related to the functional areas, as requested under Section 3.2, item D.

Table of Contents		
Functional Area	Section	Page Number
General System Requirements	3.	3-1
Accounts Payable	2.1.A.	2-2
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Fixed Assets	2.1.D.	2-7
General Ledger	2.1.E.	2-8
Project Cost and Grant Accounting	2.1.F.	2-10
HR Benefits (County & Schools)	2.1.G.	2-12
Payroll	2.1.H.	2-17
Purchasing	2.1.I.	2-21
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