



AGENDA
Finance Committee
Regular Meeting
Village Hall
1900 Hassell Road, Hoffman Estates, IL 60169

November 25, 2024

Council Chambers

7:00 p.m.

1. CALL TO ORDER/ROLL CALL

2. APPROVAL OF MINUTES

- A. Finance Committee 10-28-2024
- B. Finance Committee 11-07-2024 Special
- C. Finance Committee 11-11-2024 Special

3. PUBLIC COMMENT

4. NEW BUSINESS

- A. Approval of an amendment to the Service Agreement with Andy Frain Services, Inc. to provide contractual services for events at the NOW Arena.
- B. Approval to purchase additional Enterprise Services from Comcast Business to provide internet redundancy at the NOW Arena.
- C. Request approval of:
 - a. Authorization to enter into a software as a service agreement for Enterprise Resource Planning (ERP) software services with BS&A Software in an amount not to exceed \$611,540; and
 - b. Authorization to enter into a software as a service agreement and hardware purchase for time and attendance tracking services with Andrews Technology for a five-year term in an amount not to exceed \$177,685; and
 - c. Authorization to enter into a consulting services agreement for Implementation Assistance Services with Plante Moran in an amount not to exceed \$127,050; and
 - d. Grant the Village Manager authority to approve change orders, as needed, in an amount not to exceed \$50,000.
- D. Authorization to enter into a Licensed User Agreement with Ticketmaster, LLC for ticketing services at the NOW Arena.

5. REPORTS

- A. Finance Department Monthly Report
- B. Information Technology Department Monthly Report

C. NOW Arena Monthly Report

6. **PRESIDENT'S REPORT**

7. **ITEMS IN REVIEW**

8. **OTHER**

9. **ADJOURNMENT**

Further details and information can be found in the agenda packet attached hereto and incorporated herein and can also be viewed online at www.hoffmanestates.org and/or in person in the Village Clerk's office. The Village of Hoffman Estates complies with the Americans with Disabilities Act (ADA). For accessibility assistance, call the ADA Coordinator at 847/882-9100.

FINANCE COMMITTEE MEETING MINUTES

October 28, 2024

1. Roll call

Members in Attendance:

**Gary Pilafas, Chair
Anna Newell, Vice Chairperson
Karen Mills, Trustee
Gary Stanton, Trustee
Pat Kinnane, Trustee
Karen Arnet, Trustee
William McLeod, Mayor**

**Management Team Members
in Attendance:**

**Dan O'Malley, Deputy Village Manager
Jon Pape, Asst. Village Mgr.
Arthur Janura, Corporation Counsel
Alan Wenderski, Dir. Engineering
Jana Dickson, Asst. Corp Counsel
Alan Wax, Fire Chief
Kasia Cawley, Police Chief
John Bending, Deputy Police Chief
Monica Saavedra, Director of HHS
Joe Nebel, Director of Public Works
Rachel Musiala, Finance Director
Darek Raszka, Director of IT
Ben Gibbs, NOW Arena
Ric Signorella, Multimedia Manager**

The Finance Committee meeting was called to order at 7:08 p.m.

2. Approval of Minutes

Motion by Trustee Stanton, seconded by Trustee Arnet, to approve the Finance Committee meeting minutes of September 23, 2024. Voice vote taken. All ayes. Motion carried.

Motion by Trustee Stanton, seconded by Trustee Arnet, to approve the Special Finance Committee meeting minutes of October 7, 2024. Voice vote taken. All ayes. Motion carried.

Motion by Trustee Mills, seconded by Trustee Arnet, to approve the Special Finance Committee meeting minutes of October 14, 2024. Voice vote taken. All ayes. Motion carried.

3. Public Comment

NEW BUSINESS

A. Authorization to:

- a. Waive formal bidding (due to utilization of a government master agreement)**
- b. Purchase of nine Panasonic laptops from CDS Office Technologies, Itasca, IL in an amount not to exceed \$42,714.**

An item summary sheet from Darek Raska was presented to Committee.

Motion by Mayor McLeod, seconded by Trustee Mills, to a.) waive formal bidding (due to utilization of a government master agreement) and b.) purchase nine Panasonic laptops from CDS Office Technologies, Itasca, IL in an amount not to exceed \$42,714. Voice vote taken. All ayes. Motion carried.

B. Authorization to:

- a. Waive formal bidding (due to sole source)**
- b. Purchase Laserfiche cloud licensing from TKB Associates, Inc., Mokena, IL in an amount not to exceed \$41,950.00.**

An item summary sheet by Darek Raszka was presented to Committee.

Motion by Trustee Stanton, seconded by Mayor McLeod, to a.) waive formal bidding (due to sole source) and b.) purchase Laserfiche cloud licensing from TKB Associates, Inc., Mokena, IL in an amount not to exceed \$41,950.00. Voice vote taken. All ayes. Motion carried.

REPORTS (INFORMATION ONLY)

1. Finance Department Monthly Report.

The Finance Department Monthly Report was received and filed.

2. Information System Department Monthly Report.

The Information System Department Monthly Report was received and filed.

3. NOW Arena Monthly Report.

Ben Gibbs addressed the Committee and reported on the renovation of the basketball court (at the team's expense) due to wear and tear. An increased demand for live music has driven up prices for outdoor entertainment ranging from 10-15 %.

The NOW Arena Monthly Report was received and filed.

4. President's Report

5. Other

6. Items in Review

7. Adjournment

Motion by Trustee Kinnane, seconded by Trustee Arnet, to adjourn the meeting at 7:17 p.m. Voice vote taken. All ayes. Motion carried.

Minutes submitted by:

Jennifer Djordjevic, Director of Operations/
Outreach, Office of the Mayor & Board

Date

**SPECIAL FINANCE COMMITTEE MEETING
MINUTES**

November 7, 2024

I. Roll call

Members in Attendance:

**Gary Pilafas, Chair
Anna Newell, Vice Chairperson
Karen Mills, Trustee
Gary Stanton, Trustee
Karen Arnet, Trustee
Patrick Kinnane, Trustee
William McLeod, Mayor**

**Management Team Members
in Attendance:**

**Eric Palm, Village Manager
Dan O'Malley, Deputy Village Manager
Jon Pape, Asst. Village Mgr.
Rachel Musiala, Director of Finance
Susana Arroyo, Asst. Director of Finance
Peter Gugliotta, Director of Dev. Services
Darek Raszka, Director of IT
Justin Roach, Sr. IT Specialist
Patrick Seger, Director of HRM
Monica Saavedra, Director of HHS
Kasia Cawley, Police Chief
Alan Wax, Fire Chief
Patrick Clarke, Deputy Fire Chief
Brian Raymond, Deputy Fire Chief
John Bending, Deputy Police Chief
Joe Nebel, Director of Public Works
Bryan Ackerlund, Asst. Dir. of Public Works
Kevin McGraw, Streets Supt.
Aaron Howe, Asst. to PW Director
Paul Petrenko, Director of Facilities
Ben Gibbs, NOW Arena**

The Special Finance Committee meeting was called to order at 6:00 p.m.

2. PUBLIC COMMENT – None

3. NEW BUSINESS

A. Review and discussion of the Proposed FY2025 Operating & Capital Budget.

The total proposed budget for FY 2025 for all funds equals \$226,425,780. The proposed budget for FY 2025 for the Village's General Fund is \$81,992,800 which reflects a 3.6% increase from FY 2024.

Village Manager Eric Palm gave an overview of the Proposed FY2025 Operating and Capital Budget. Mr. Palm reported that the Village had originally planned to use \$6.250 million of the General Fund reserves to pay for capital needs in the FY2024 Operating Budget. However, preliminary projections forecast that only \$2.380 million in fund reserves is necessary. Interest income is projected to finish up 140%, building permits up 23% and engineering fees is up 650% due to large developments happening in the Village. For 2025, the General Fund will contribute over \$9.9 million towards the \$41.1 million of total capital needs in FY 2025. Fire apparatus replacement, stormwater projects, street revitalization, sidewalk improvements and police vehicle replacements are being discussed and moving forward.

Expenses for 2025 total approximately \$8.2 million, an increase of 3.6%. A total property tax levy increase of 2.1% is included in this year's budget. Employee cost of living increases include 2.25% for police sergeants, 3.5% for the fire union, 3% for Public Works and a merit increase between 0-6% for non-union employees. Personnel changes for 2025 are a FT Community Service Officer (replacing PT administrative service officers) and a FT fleet services mechanic in Public Works.

Eric reviewed capital and infrastructure for 2025 and includes \$7.145 million street program, \$2.5 million for Village Hall site improvements, \$4.175 million for county projects, \$2.750 million for water main replacements, and \$3.950 million in Village Green site improvements.

General Government - Jon Pape provided an overview for the General Government Department. He reviewed 2024 accomplishments, including plans for Fire Station 21 and 22, Village Green, negotiations for a new residential and commercial refuse and recycling contract, agenda management software and new applicant tracking and onboarding system.

For 2025, General Government will manage construction of Fire Station 21 and design of Fire Station 22, overseeing the final planning and construction of new Village Green facility, implementation of the Village's new ERP, and complete the Village website redesign project. The General Government budget has a 6.6% increase overall.

Police Department - Chief Kasia Cawley provided an overview for the Police Department's 2024 accomplishments, including configuration and utilization of the RTIC, peer support, drone program, an incident management assistance team (IMAT), second full time social worker, hired additional CSOs to respond to non-emergency incidents and reconfigured front desk to staff with CSOs, grant for Meridian Barriers to be used for large events and a grant for cameras and license plate readers for the NOW Arena. A community resource center was opened to assist with the immediate needs of the community, trained a new K9 officer and K9 Ajax, amended hiring guidelines to allow CSOs to apply for sworn police officer positions, a new SRO for D15 schools, speed trailer, accident reconstruction officer, and a new financial crimes detective.

Chief Cawley reviewed 2025 highlights and priorities, including amending certain Village ordinances to align with state statutes and utilizing Lexipol to update the Department's policies and procedures. The Police Department budget shows an increase of 4.9% overall.

Fire Department – Chief Alan Wax provided an overview of the Fire Department’s 2024 accomplishments, including new Fire Station 21, placed two new fire engines into service. The Department completed entry-level testing process, and created a firefighter hiring eligibility list and completed the promotional processes for the ranks of Lieutenant and Captain, hired 7 new firefighters and transitioned to a new EMS billing service.

Chief Wax reviewed 2025 highlights and priorities, includes new Station 21 and 22, receiving 2 new ambulances that were ordered in 202, new shift commander vehicle, implementing an injury management program, ISO rating, new candidate eligibility list and contributing to developing the Harper College Fire/Rescue/EMS Training facility. The Fire Department budget has an increase of 3.3% overall.

Public Works – Joe Nebel reviewed 2024 accomplishments including replacement of a new Water & Sewer Superintendent, Street Superintendent, and 8 maintenance positions, revised the safety policies, expanded the sidewalk replacement program, rehabilitation of the Village Hall elevator and new in-house up-fitting of 16 police vehicles, and prepared 10 Public Works vehicles, 2 Department of Development Services vehicles, 3 Fire admin vehicles and 2 fire engines. There were a total of 575 silver maple removals and 300 replacement plantings, storm/tornado response and cleanup and a 50% increase in tree trimming. Snowfall was below average in 2024 and 3400 tons of salt was used. Trustee Pilafas requested a map of the remoter weather stations that monitor pavement/weather conditions.

Joe Nebel provided 2025 highlights and priorities which include implementation and optimization of Categraph-OpenGov, work with the newly hired GIS Manager and collaborating in cross-departmental infrastructure teams. The Public Works budget has an increase of 7.1% overall. A total of \$50,000 will be added for an electrician.

Motion by Trustee Arnet, seconded by Trustee Kinnane, to take a 10-minute break at 7:05 pm. Voice vote taken. All ayes. Motion carried.

The Special Finance Committee was called back to order at 7:15 p.m. A quorum was present.

Development Services - Pete Gugliotta provided an overview for the Development Services Department. They include recruitment and onboarding of 10+ staff positions, cross-functional infrastructure teams between Engineering and Public Works, managed bids for 7 separate contracts, including the data center, Bell works and performance bond issues, as well as the Hoffman In Motion Plan, and the zoning code. The Department expanded the business retention and Expansion to include more contacts than any prior year.

The Department’s 2025 highlights and priorities include completing the Hoffman in Motion Mobility Plan, a new visithoffman.com website and expanding Economic Development efforts. The Department of Development Services budget has an increase of 11.4% overall.

Health & Human Services - Monica Saavedra provided an overview for the Health & Human Services Department, which include a dementia friendly community initiative, expansion of older adult services, therapy dog program, employee wellness and mental health benefits acceptance.

The Department's 2025 highlights and priorities include expanding the dementia friendly community initiative, grant for Building Healthy Communities, expanding the therapy dog program, accepting mental health benefits and expanding emergency assistance services through the grant and self-help fund. The Department's budget has an increase of 10.4% overall.

Information Technology - Darek Raszka provided an overview of the Information Technology Department. The Department's 2024 accomplishments include network switches and infrastructure implementation, new EDR deployment, zoom telephone system migration, police real time information center, and Axon camera system at the Police Department. They also include village-wide training, backup and disaster recovery redesign and security posture enhancements.

The Department's 2025 highlights and priorities include security enhancements, village wide training, continuation of CCTV project, Police Department real time information center, firewall replacements at Village Hall and NOW Arena and the ERP system implementation. The Department's budget has an increase of 20.5% mainly due to the ERP.

NOW Arena - Ben Gibbs provided an overview for the NOW Arena. There was a forecasted \$3.679 million in event income, which was a new arena record, sellouts for multiple events, Levy Restaurants achieved record sales of \$4.292 million, the Hideaway Brew Garn generated nearly \$1.2 million, Windy City Bulls season experienced record attendance, the Cirque returned this year, and the Arena is on pace to sell the 2nd highest number of tickets, surpassing the 2023 record.

The highlights for the NOW Arena for 2025 include securing USA gymnastics core hydration classic for 2025 and 2027, return of AEW all out pay-per-view, return of Cirque for 2026, USA Volleyball and supporting the marketing efforts of the Windy City Bulls.

Boards & Commissions - Eric Palm provided an overview of the Boards and Commissions Department. There is a 1% increase in total Boards & Commissions for 2025.

Groot Update - Eric provided an update on the Groot contract. Residential contract terms include an annual 3.5% increase, providing unlimited landscape pickup, with organic composting. Cost will increase due to annual increase, landscape changes and insufficient reserves in the municipal waste system account. Proposal includes General Fund subsidy and an annual 5% increase to residential rates to achieve a "break-even" status after six years. Commercial contract terms include 6% increase in year 1 and 3.5% thereafter. The Committee reviewed 3 scenarios and agreed upon scenario #3.

Budget Additions – Add a Groot subsidy of \$420,000, \$10,000 for summer concert, \$60,000 for leadership training cohort and \$10,000 for senior lunches due having to move the lunches in 2025 to offsite locations due to parking lot repairs.

Changes to the budget include approval of the water and sewer service rate, the stormwater service rate, Groot contract effective May 1, 2025, grocery state tax elimination effective January 1, 2026.

B. Request approval of the FY2025-FY2029 Capital Improvements Program as recommended by the Capital Improvements Board.

Motion by Trustee Stanton, seconded by Trustee Kinnane to approve the FY 2025-2029 Capital Improvements Program as recommended by the Capital Improvements Board. Voice vote taken. All ayes. Motion carried.

C. Direct staff to publish the Notice of Availability of Budget and Public Hearing on the FY2025 Proposed Budget. With Committee's concurrence, the Public Hearing will be scheduled for Monday, December 2, 2024, at 6:55 p.m. in the Council Chambers prior to the Village Board Meeting. Notice of this public hearing will be given at least one week prior to the hearing.

Motion by Trustee Arnet, seconded by Trustee Stanton, to direct staff to publish the Notice of Availability of Budget and Public Hearing on the FY2025 Proposed Budget and schedule the Public Hearing for Monday, December 2, 2024 at 6:55 p.m. in the Council Chambers prior to Village Board meeting. Voice vote taken. All ayes. Motion carried.

D. Direct staff to draft the Tax Levy and Tax Abatement Ordinances, which will appear on the December 2, 2024 Village Board Agenda.

Motion by Trustee Mills, seconded by Trustee Kinnane, to direct staff to draft the Tax Levy and Tax Abatement Ordinances, which will appear on the December 2, 2024 Village Board Agenda. Voice vote taken. All ayes. Motion carried.

4. ADJOURNMENT

Motion by Trustee Arnet, seconded by Trustee Kinnane, to adjourn the meeting at 8:30 p.m. Voice vote taken. All ayes. Motion carried.

Minutes submitted by:

Debbie Schoop, Executive Assistant

Date

Village of Hoffman Estates

**SPECIAL FINANCE COMMITTEE MEETING
MINUTES**

November 11, 2024

I. Roll call

Members in Attendance:

**Gary Pilafas, Chair
Anna Newell, Vice Chairperson
Karen Mills, Trustee
Gary Stanton, Trustee
Karen Arnet, Trustee
Patrick Kinnane, Trustee
William McLeod, Mayor**

**Management Team Members
in Attendance:**

**Eric Palm, Village Manager
Dan O'Malley, Deputy Village Manager
Arthur Janura, Corporation Counsel
Jon Pape, Assistant Village Manager
Patrick Seger, Director of HRM
Alan Wenderski, Director of Engineering
Sanyo Kapur, Dir. of Bldg. & Code Enf.
Bryan Ackerlund, Asst. Director of PW
Jennifer Horn, Dir. Planning and Trans.
Craig Kuehne, NOW Arena
Ric Signorella, Multimedia Production Mgr.**

The Special Finance Committee meeting was called to order at 7:29 p.m.

NEW BUSINESS

- A. Authorization to enter into an agreement with Carbonhouse, LLC, Charlotte, NC for a website redesign for NOWArena.com in an amount not to exceed \$35,000.**

An item summary sheet from Ben Gibbs and Craig Kuehne was presented to Committee.

Motion by Mayor McLeod, seconded by Trustee Stanton, to enter into an agreement with Carbonhouse, LLC, Charlotte, NC for a website redesign for NOWArena.com in an amount not to exceed \$35,000. Voice vote taken. All ayes. Motion carried.

II. Adjournment

Motion by Trustee Arnet, seconded by Trustee Kinnane, to adjourn the meeting at 7:30 p.m. Voice vote taken. All ayes. Motion carried.

Minutes submitted by:

Debbie Schoop, Executive Assistant

Date



AGENDA ITEM REPORT

Finance Committee
November 25, 2024
ITEM 4A

REQUEST: Approval of an amendment to the Service Agreement with Andy Frain Services, Inc. to provide contractual services for events at the NOW Arena.

FROM: Dan O'Malley, Deputy Village Manager
Ben Gibbs, General Manager - NOW Arena

ITEM TYPE: Agreement - Committee

REQUEST SUMMARY

The Village originally approved an agreement with Andy Frain in 2013 to provide contractual services at the NOW Arena which included guest services, security, outside services and supervisors for those functions. That agreement has been amended several times, most recently in 2023 to increase pay rates coming out of the pandemic, when it was very difficult to find personnel to work in those positions. The amended agreement provided pay rates for each of the nine different position classifications and separate rates, which are lower, for basketball events. Arena staff have been satisfied with the quality of the contractual services provided by Andy Frain since 2013.

The proposed amendment only impacts the rate schedule as all other agreement provisions remain the same. Increasing the rate schedule is necessary to remain competitive and ensure that events are properly staffed. The minimum wage in Cook County is currently \$14.05/hr and obtaining and retaining employees to work at or just above minimum wage continues to be difficult. The attached proposed amendment maintains the existing rates in 2025 then increases the pay rates in 2026 and 2027 between 2% - 3% for the various positions, 2% for basketball events and creates a new Event Coordinator position.

Andy Frain personnel are currently paid between \$15 and \$20/hr and the billable rate includes administrative expenses (ie) insurance, workman's compensation, etc. In comparison, comparable venues pay between \$18 to \$20/hr and downtown venues pay between \$37 and \$43/hr. Accordingly, in order to remain competitive, it is recommended that the pay rates be approved as outlined in the attached amendment. The proposed amendment will extend the agreement with the new rate schedule through December 31, 2027.

FINANCIAL IMPACT

The increased pay rates will result in higher expenses for arena events. However, the increased pay rates in 2024 were offset by higher show volumes and increased event revenue, which may be possible again.

RECOMMENDATION

Approval of an amendment to the Service Agreement with Andy Frain Services, Inc. to provide contractual services for events at the NOW Arena in accordance with the attached amendment.

ATTACHMENTS

1. 2025-2027_Rate_Amendment AF co-signed 11.22.24



AMENDMENT TO SERVICE AGREEMENT

Effective December 3, 2024 (“Effective Date”), this Amendment (“Amendment”) to Service Agreement amends that certain Service Agreement made by and between Andy Frain Services, Inc. (“Contractor”) and **The Village of Hoffman Estates** (“Customer”), as follows:

WHEREAS, Customer and Contractor entered into that Service Agreement effective August 31, 2022 (the “**Agreement**”) setting forth the terms and conditions under which Contractor provides Customer certain security services and event personnel for the purpose of performing certain security services (as defined in the Agreement);

WHEREAS, Customer and Contractor now wish to amend the Agreement by entering into this Amendment with such amended terms to commence as of the Effective Date; and

WHEREAS, any term not defined in this Amendment shall have the same meaning ascribed thereto in the Agreement.

NOW, THEREFORE, in consideration of the mutual agreements and promises contained herein, Customer and Contractor hereby agree to amend the Agreement as delineated below commencing as of the Effective Date:

1. **Term.** The Parties expressly agree that the Term of the Agreement shall be extended to December 31, 2027.

2. **Rates.** The Parties agree that Appendix B to the Agreement will be modified, effective December 3, 2024:

January 1, 2025 – December 31, 2025

Service Personnel	Bill Rate	Overtime*	Holiday
Event Contract Manager	\$36.05		\$54.08
Event Coordinator	\$32.24		\$48.36
Event Outside Supervisor	\$29.40		\$44.10
Guest Services Office Manager	\$29.40	\$44.10 (only loading dock, floor supervisors, Guest Services Manager, and lobby supervisor positions)	\$44.10
Security Supervisor	\$26.46	\$39.69 (only loading dock,	\$39.69



		floor supervisors, Guest Services Manager, and lobby supervisor positions)	
Outside Auditor	\$24.99		\$37.49
Outside Event Control	\$23.52		\$35.28
Security Officer	\$23.52		\$35.28
Guest Service/Event Staff	\$22.05		\$33.08
Outside Directors	\$22.05		\$33.08

Windy City Bulls Rates – January 1, 2025 – December 31, 2025

Service Personnel	Bill Rate	Overtime*	Holiday
Event Contract Manager	\$35.00		\$52.50
Event Coordinator	\$32.24		\$48.36
Guest Services Office Manager	\$29.40	\$44.10*	\$44.10
Security Supervisor	\$23.52	\$35.28*	\$35.28
Outside Auditor	\$23.52	\$35.28	\$35.28
Outside Event Control	\$23.52	\$35.28	\$35.28
Security Officer	\$22.05	\$33.08	\$33.08
Guest Service/Event Staff	\$20.58	\$30.87	\$30.87
Outside Directors	\$20.58	\$30.87	\$30.87

January 1, 2026 – December 31, 2026

Service Personnel	Bill Rate	Overtime*	Holiday
Event Contract Manager	\$37.13		\$55.69
Event Coordinator	\$33.20		\$49.80
Event Outside Supervisor	\$30.28		\$45.42
Guest Services Office Manager	\$30.28	\$45.42 (only loading dock, floor supervisors, Guest Services Manager, and lobby	\$45.42



		supervisor positions)	
Security Supervisor	\$27.25	\$40.88 (only loading dock, floor supervisors, Guest Services Manager, and lobby supervisor positions)	\$40.88
Outside Auditor	\$25.74		\$38.61
Outside Event Control	\$24.23		\$36.34
Security Officer	\$24.23		\$36.34
Guest Service/Event Staff	\$22.71		\$34.06
Outside Directors	\$22.71		\$34.06

Windy City Bulls Rates January 1, 2026 – December 31, 2026

Service Personnel	Bill Rate	Overtime*	Holiday
Event Contract Manager	\$35.70		\$53.55
Event Coordinator	\$32.88	\$49.32	\$49.32
Guest Services Office Manager	\$29.99	\$44.98*	\$44.98
Security Supervisor	\$23.99	\$35.98*	\$35.98
Outside Auditor	\$23.99	\$35.98	\$35.98
Outside Event Control	\$23.99	\$35.98	\$35.98
Security Officer	\$22.49	\$33.73	\$33.73
Guest Service/Event Staff	\$20.99	\$31.48	\$31.48
Outside Directors	\$20.99	\$31.48	\$31.48

January 1, 2027 – December 31, 2027

Service Personnel	Bill Rate	Overtime*	Holiday
Event Contract Manager	\$38.25		\$57.37
Event Coordinator	\$34.19		\$51.29
Event Outside Supervisor	\$31.19		\$46.78
Guest Services Office Manager	\$31.19	\$46.78 (only loading dock, floor	\$46.78



		supervisors, Guest Services Manager, and lobby supervisor positions)	
Security Supervisor	\$28.07	\$42.10 (only loading dock, floor supervisors, Guest Services Manager, and lobby supervisor positions)	\$42.10
Outside Auditor	\$26.51		\$39.76
Outside Event Control	\$24.95		\$37.42
Security Officer	\$24.95		\$37.42
Guest Service/Event Staff	\$23.39		\$35.08
Outside Directors	\$23.39		\$35.08

Windy City Bulls Rates January 1, 2027 – December 31, 2027

Service Personnel	Bill Rate	Overtime*	Holiday
Event Contract Manager	\$36.41		\$54.61
Event Coordinator	\$33.53	\$50.30	\$50.30
Guest Services Office Manager	\$30.59	\$45.88*	\$45.88
Security Supervisor	\$24.47	\$36.70*	\$36.70
Outside Auditor	\$24.47	\$36.70	\$36.70
Outside Event Control	\$24.47	\$36.70	\$36.70
Security Officer	\$22.94	\$34.40	\$34.40
Guest Service/Event Staff	\$21.41	\$32.11	\$32.11
Outside Directors	\$21.41	\$32.11	\$32.11

***When requested by Customer, overtime will be billed at 1.5 of the Bill Rate. Overtime will only apply to the following positions: Loading dock, floor supervisors, Guest Services Manager, and lobby supervisor positions.**

Observed Holiday: The nine (9) standard Holidays are New Year's Day, MLK Jr. Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, and Christmas Day.



3. The Parties agree that this Amendment shall be incorporated by reference into and shall be made part of the Agreement. The Services as contemplated under this Amendment shall remain subject to all other terms and conditions contained in the Agreement. All other provisions of the Agreement not expressly modified herein this Amendment shall remain in full force and effect, it being understood that, in the event of a conflict between the terms of this Amendment and the Agreement, the terms of this Amendment will take precedence. For the convenience of the Parties, this Amendment may be executed in any number of counterparts, including by facsimile, electronic signature or portable document format (i.e., .PDF), each of which shall be deemed to be an original and all of which taken together shall constitute but one and the same instrument. The execution of a counterpart of the signature page of this Amendment shall be deemed to be the execution of a counterpart of this Amendment.

IN WITNESS WHEREOF, the parties hereto as of the day and year first written above have duly executed this Agreement.

SIGNATURE PAGE TO FOLLOW



ANDY FRAIN SERVICES, INC., an Illinois Corporation

Signed By:
By: Laura Grund
95FDA2C5E79D47D...
Laura Grund
Executive Vice President
Date: 11/22/2024

THE VILLAGE OF HOFFMAN ESTATES

By: _____

Date: _____



AGENDA ITEM REPORT

Finance Committee
November 25, 2024
ITEM 4B

REQUEST: Approval to purchase additional Enterprise Services from Comcast Business to provide internet redundancy at the NOW Arena.

FROM: Ben Gibbs, General Manager - NOW Arena
Dan O'Malley, Deputy Village Manager

ITEM TYPE: Contract - Committee

REQUEST SUMMARY

The NOW Arena's internet connection is provided by Vinakom based in Schaumburg. The internet service enters the building via a fiber circuit, which can provide 200Mbps to 1 gigabyte of bandwidth depending on the specific needs of the event. This internet connection has been very reliable and the arena has experienced relatively few issues over the last decade of working with Vinakom. However, if this fiber circuit were to fail, for whatever reason, the arena would lose the majority of internet connection, which would affect all systems including concession point-of-sale, Ticketmaster ticket scanners, merchandise point-of-sale and any event equipment that depends on the internet to present the show or sporting event.

Given the Vinakom fiber circuit is a single point-of-failure that could impact critical equipment in the NOW Arena, it is recommended to install a second fiber circuit for redundancy. This additional fiber circuit will ensure a back-up system in case of failure of the primary circuit. In addition, event promoters booking the NOW Arena have recently requested additional connectivity, which will be easier to provide with two independent fiber circuits. As there is construction involved with bringing the fiber circuit to the arena, Comcast requires a 36-month agreement term to cover those construction costs. Accordingly, the Comcast agreement is \$1,010 per month for 36 months. The connection will be 500Mbps, but has the ability to be increased on a permanent basis if the arena requires more bandwidth in the future.

FINANCIAL IMPACT

The cost of the new Comcast fiber circuit is \$1,010 per month and is provided in the proposed FY25 arena budget.

RECOMMENDATION

Approval to purchase additional Enterprise Services from Comcast Business to provide internet redundancy at the NOW Arena.

ATTACHMENTS

1. Comcast Fiber Agreement

MSA ID#: IL-272546-mazadSO ID#: IL-272546-mazad-27240507Account Name: Village of Hoffman Estates

CUSTOMER INFORMATION (for notices)

Primary Contact: Ben GibbsBilling Account Name: Village of Hoffman Estates

INVOICE ADDRESS

Title: _____

Billing Name _____
(3rd Party Accounts)Address 1: 5333 Prairie Stone PKWYAddress 1: 5333 Prairie Stone PKWYBilling Contact: Ben Gibbs

Address 2: _____

Address 2: _____

Title: _____

City: Hoffman EstatesCity: Hoffman EstatesPhone: 8473454075State: ILState: IL

Cell: _____

Zip Code: 60192Zip: 60192

Fax: _____

Tax Exempt: YesPhone: 8473454075Email: ben.gibbs@nowarena.com* If Yes, please provide and attach all
applicable tax exemption certificates

Cell: _____

Fax: _____

Email: ben.gibbs@nowarena.com

SUMMARY OF CHARGES (Details on following pages)

Service Term (Months): 36

SUMMARY OF SERVICE CHARGES*

Current Monthly Recurring Charges:	\$0.00
Current Trunk Services Monthly Recurring Charges:	\$0.00
Total Current Monthly Recurring Charges (all Services):	\$0.00

Change Monthly Recurring Charges:	\$1,010.00
Change Trunk Services Monthly Recurring Charges:	\$0.00
Change Monthly Recurring Charges (all Services):	\$1,010.00

Total Monthly Recurring Charges:	\$1,010.00
Total Trunk Services Monthly Recurring Charges:	\$0.00
Total Monthly Recurring Charges (all Services):	\$1,010.00

SUMMARY OF STANDARD INSTALLATION FEES*

Total Standard Installation Fees:	\$0.00
Total Trunk Services Standard Installation Fees:	\$0.00
Total Standard Installation Fees (all Services):	\$0.00

SUMMARY OF CUSTOM INSTALLATION FEES*

Total Custom Installation Fee:	\$0.00
---------------------------------------	---------------

SUMMARY OF MONTHLY EQUIPMENT FEES*

Current Services Equipment Fee Monthly Recurring Charges:	\$0.00
Current Trunk Services Equipment Fee Monthly Recurring Charges:	\$0.00
Current Equipment Fee Monthly Recurring Charges (All Services):	\$0.00

Change Services Equipment Fee Monthly Recurring Charges:	\$0.00
Change Trunk Services Equipment Fee Monthly Recurring Charges:	\$0.00
Change Equipment Fee Monthly Recurring Charges (All Services):	\$0.00

Total Service Equipment Fee Monthly Recurring Charges	\$0.00
Total Trunk Service Equipment Fee Monthly Recurring Charges	\$0.00
Total Equipment Fee Monthly Recurring Charges (All Services)	\$0.00

*Note: Charges identified in the Sales Order are exclusive of maintenance and repair charges, and applicable federal, state, and local taxes, fees, surcharges and recoupments (however designated). Please refer to your Comcast Enterprise Services Master Services Agreement (MSA) for specific detail regarding such charges. Customer shall pay Comcast one hundred percent (100%) of the non-amortized Custom Installation Fees prior to the installation of Service. The existence of Hazardous Materials at the Service Location or a change in installation due to an Engineering Review may result in changes to the Custom and/or Standard Installation Fees payable by Customer.

GENERAL COMMENTS

AGREEMENT

This Comcast Enterprise Services Sales Order Form ("Sales Order") shall be effective upon acceptance by Comcast. This Sales Order is made a part of the Comcast Enterprise Services Master Services Agreement, entered between Comcast and the undersigned and is subject to the Product Specific Attachment for the Service(s) ordered herein, located at <http://business.comcast.com/terms-conditions-ent>, (the "Agreement"). Unless otherwise indicated herein, capitalized words shall have the same meaning as in the Agreement.

By purchasing Comcast voice services, you are giving Comcast Business permission to request a copy of the Customer Service Record(s) from your existing carrier(s). Customer Service Records include the telephone numbers listed on the account(s) and may also include information related to services provided by such carrier(s).

COMPANY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THIS 911 NOTICE:

Your Comcast Business Voice Services set forth in this Sales Order (the "Voice Services") have the following 911 limitations:

- In order for 911 calls to be properly directed to emergency services using the Voice Services, Customer must provide and maintain the correct service address information ("Registered Service Location") for each telephone number and extension used by Customer. The Registered Service Location should also include information such as floor and office number as appropriate.
- If the Voice Services are moved to, or used in, a different location without Customer providing an updated Registered Service Location, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or the Voice Services (including 911) may fail altogether. Customer's use of a telephone number not associated with its geographic location, or a failure to allot sufficient time for a Registered Service Location change to be processed, may increase these risks.
- Customer is solely responsible for programming its telephone system to map each telephone number and extension to the correct location, and for updating the telephone system as necessary to reflect moves or additions of stations.
- Customer 911 calls may be sent to an emergency call center where an agent will ask for the caller's name, telephone number, and location, and then will contact the local emergency authority.
- The Voice Services use electrical power in the Customer's premises. If there is an electrical power outage, 911 calling may be interrupted if back-up power is not installed, fails, or is exhausted. Voice Services that rely on a broadband connection may also be interrupted if the broadband service fails.
- Calls using the Voice Services, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network equipment and/or power failure, a broadband connection failure, or another technical problem.
- Failure by Customer to make updates to the Registered Service Location, including updates to restore service address to the original Registered Service Location, or failure to allot sufficient time for the Service Location update provisioning to complete may result in emergency services being dispatched to the incorrect Service Location.
- Customers should call Comcast at 800-741-4141 if they have any questions or need to update the Registered Service Location in the E911 system.

BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES THAT IT HAS READ AND UNDERSTANDS THE FOREGOING 911 NOTICE AND THE 911 LIMITATIONS OF THE VOICE SERVICES.

By signing below, Customer acknowledges, agrees to and accepts the terms and conditions of this Sales Order.

CUSTOMER USE ONLY (by authorized representative)

COMCAST USE ONLY (by authorized representative)

Signature: _____

Signature: _____

Sales Rep: Jason Koepke

Name: _____

Name: _____

Sales Rep E-Mail: jason_koepke@comcast.com

Title: _____

Title: _____

Region: Chicago

Date: _____

Date: _____

Division: Central



COMCAST ENTERPRISE SERVICES SALES ORDER FORM

SERVICES AND PRICING

Account Name: **Village of Hoffman Estates**

Date: **9/17/2024**

MSA ID#: **IL-272546-mazad**

SO ID#: **IL-272546-mazad-27240507**

Short Description of Service:

Customer requesting pricing for 1GB and 2GB EDI on 36 month plus adding active core equipment

Service Term: **36 MONTHS**

PAGE 2 of 7

Solution Charges

Line	Request	Action	Service(s)	Description	Service Location A*	Service Location Z*	Tax Jurisdiction	Qty	Monthly	One-Time
001	New	Add	EDI - Bandwidth	500 Mbps	Now Arena / 5333 Prairie Stone Pk	-	Interstate	1	\$980.00	\$0.00
002	New	Add	EDI - Network Interface - Gig E	Port	Now Arena / 5333 Prairie Stone Pk	-	Interstate	1	\$0.00	\$0.00
003	New	Add	IPv4 Static Address Block /29 (6)	Static IP	Now Arena / 5333 Prairie Stone Pk	-	Interstate	1	\$30.00	\$0.00
004	-	-	-	-	-	-	-	-	\$0.00	\$0.00
005	-	-	-	-	-	-	-	-	\$0.00	\$0.00
006	-	-	-	-	-	-	-	-	\$0.00	\$0.00
007	-	-	-	-	-	-	-	-	\$0.00	\$0.00
008	-	-	-	-	-	-	-	-	\$0.00	\$0.00
009	-	-	-	-	-	-	-	-	\$0.00	\$0.00
010	-	-	-	-	-	-	-	-	\$0.00	\$0.00
011	-	-	-	-	-	-	-	-	\$0.00	\$0.00
012	-	-	-	-	-	-	-	-	\$0.00	\$0.00
013	-	-	-	-	-	-	-	-	\$0.00	\$0.00
014	-	-	-	-	-	-	-	-	\$0.00	\$0.00
015	-	-	-	-	-	-	-	-	\$0.00	\$0.00
016	-	-	-	-	-	-	-	-	\$0.00	\$0.00
017	-	-	-	-	-	-	-	-	\$0.00	\$0.00
018	-	-	-	-	-	-	-	-	\$0.00	\$0.00
019	-	-	-	-	-	-	-	-	\$0.00	\$0.00
020	-	-	-	-	-	-	-	-	\$0.00	\$0.00
021	-	-	-	-	-	-	-	-	\$0.00	\$0.00
022	-	-	-	-	-	-	-	-	\$0.00	\$0.00
023	-	-	-	-	-	-	-	-	\$0.00	\$0.00
024	-	-	-	-	-	-	-	-	\$0.00	\$0.00
025	-	-	-	-	-	-	-	-	\$0.00	\$0.00
026	-	-	-	-	-	-	-	-	\$0.00	\$0.00
027	-	-	-	-	-	-	-	-	\$0.00	\$0.00
028	-	-	-	-	-	-	-	-	\$0.00	\$0.00
029	-	-	-	-	-	-	-	-	\$0.00	\$0.00
030	-	-	-	-	-	-	-	-	\$0.00	\$0.00
031	-	-	-	-	-	-	-	-	\$0.00	\$0.00
032	-	-	-	-	-	-	-	-	\$0.00	\$0.00
033	-	-	-	-	-	-	-	-	\$0.00	\$0.00
034	-	-	-	-	-	-	-	-	\$0.00	\$0.00
035	-	-	-	-	-	-	-	-	\$0.00	\$0.00
036	-	-	-	-	-	-	-	-	\$0.00	\$0.00
037	-	-	-	-	-	-	-	-	\$0.00	\$0.00
038	-	-	-	-	-	-	-	-	\$0.00	\$0.00
039	-	-	-	-	-	-	-	-	\$0.00	\$0.00
040	-	-	-	-	-	-	-	-	\$0.00	\$0.00
041	-	-	-	-	-	-	-	-	\$0.00	\$0.00
042	-	-	-	-	-	-	-	-	\$0.00	\$0.00
043	-	-	-	-	-	-	-	-	\$0.00	\$0.00
044	-	-	-	-	-	-	-	-	\$0.00	\$0.00
045	-	-	-	-	-	-	-	-	\$0.00	\$0.00
046	-	-	-	-	-	-	-	-	\$0.00	\$0.00
047	-	-	-	-	-	-	-	-	\$0.00	\$0.00
048	-	-	-	-	-	-	-	-	\$0.00	\$0.00
049	-	-	-	-	-	-	-	-	\$0.00	\$0.00
050	-	-	-	-	-	-	-	-	\$0.00	\$0.00

* Services Location Details attached

Charges are Exclusive of Equipment Fees

PAGE 2 SUBTOTAL:

\$1,010.00

\$0.00



COMCAST ENTERPRISE SERVICES SALES ORDER FORM

SERVICES AND PRICING

Account Name: Village of Hoffman Estates

Date: 9/17/2024

MSA ID#: IL-272546-mazad

SO ID#: IL-272546-mazad-27240507

PAGE 3 of 7

Solution Charges

Line	Request	Action	Service(s)	Description	Service Location A*	Service Location Z*	Tax Jurisdiction	Qty	Monthly	One-Time
051	-	-	-		-	-			\$0.00	\$0.00
052	-	-	-		-	-			\$0.00	\$0.00
053	-	-	-		-	-			\$0.00	\$0.00
054	-	-	-		-	-			\$0.00	\$0.00
055	-	-	-		-	-			\$0.00	\$0.00
056	-	-	-		-	-			\$0.00	\$0.00
057	-	-	-		-	-			\$0.00	\$0.00
058	-	-	-		-	-			\$0.00	\$0.00
059	-	-	-		-	-			\$0.00	\$0.00
060	-	-	-		-	-			\$0.00	\$0.00
061	-	-	-		-	-			\$0.00	\$0.00
062	-	-	-		-	-			\$0.00	\$0.00
063	-	-	-		-	-			\$0.00	\$0.00
064	-	-	-		-	-			\$0.00	\$0.00
065	-	-	-		-	-			\$0.00	\$0.00
066	-	-	-		-	-			\$0.00	\$0.00
067	-	-	-		-	-			\$0.00	\$0.00
068	-	-	-		-	-			\$0.00	\$0.00
069	-	-	-		-	-			\$0.00	\$0.00
070	-	-	-		-	-			\$0.00	\$0.00
071	-	-	-		-	-			\$0.00	\$0.00
072	-	-	-		-	-			\$0.00	\$0.00
073	-	-	-		-	-			\$0.00	\$0.00
074	-	-	-		-	-			\$0.00	\$0.00
075	-	-	-		-	-			\$0.00	\$0.00
076	-	-	-		-	-			\$0.00	\$0.00
077	-	-	-		-	-			\$0.00	\$0.00
078	-	-	-		-	-			\$0.00	\$0.00
079	-	-	-		-	-			\$0.00	\$0.00
080	-	-	-		-	-			\$0.00	\$0.00
081	-	-	-		-	-			\$0.00	\$0.00
082	-	-	-		-	-			\$0.00	\$0.00
083	-	-	-		-	-			\$0.00	\$0.00
084	-	-	-		-	-			\$0.00	\$0.00
085	-	-	-		-	-			\$0.00	\$0.00
086	-	-	-		-	-			\$0.00	\$0.00
087	-	-	-		-	-			\$0.00	\$0.00
088	-	-	-		-	-			\$0.00	\$0.00
089	-	-	-		-	-			\$0.00	\$0.00
090	-	-	-		-	-			\$0.00	\$0.00
091	-	-	-		-	-			\$0.00	\$0.00
092	-	-	-		-	-			\$0.00	\$0.00
093	-	-	-		-	-			\$0.00	\$0.00
094	-	-	-		-	-			\$0.00	\$0.00
095	-	-	-		-	-			\$0.00	\$0.00
096	-	-	-		-	-			\$0.00	\$0.00
097	-	-	-		-	-			\$0.00	\$0.00
098	-	-	-		-	-			\$0.00	\$0.00
099	-	-	-		-	-			\$0.00	\$0.00
100	-	-	-		-	-			\$0.00	\$0.00
101	-	-	-		-	-			\$0.00	\$0.00
102	-	-	-		-	-			\$0.00	\$0.00

* Services Location Details attached

Charges are Exclusive of Equipment Fees

PAGE 3 SUBTOTAL:

\$0.00

\$0.00



AGENDA ITEM REPORT

Finance Committee
November 25, 2024
ITEM 4C

REQUEST: Request approval of:

- a. Authorization to enter into a software as a service agreement for Enterprise Resource Planning (ERP) software services with BS&A Software in an amount not to exceed \$611,540; and
- b. Authorization to enter into a software as a service agreement and hardware purchase for time and attendance tracking services with Andrews Technology for a five-year term in an amount not to exceed \$177,685; and
- c. Authorization to enter into a consulting services agreement for Implementation Assistance Services with Plante Moran in an amount not to exceed \$127,050; and
- d. Grant the Village Manager authority to approve change orders, as needed, in an amount not to exceed \$50,000.

FROM: Jon Pape, Assistant Village Manager

ITEM TYPE: Contract - Committee

REQUEST SUMMARY

To present the recommendation for new Enterprise Resource Planning (ERP) services as a result of the Request for Proposals (RFP) and subsequent due diligence process; and

Request approval of a) Authorization to enter into a software as a service agreement for Enterprise Resource Planning (ERP) software services with BS&A Software in an amount not to exceed \$611,540; and b) Authorization to enter into a software as a service agreement and hardware purchase for time and attendance tracking services with Andrews Technology for a five-year term in an amount not to exceed \$177,685; and c) Authorization to enter into a consulting services agreement for Implementation Assistance Services with Plante Moran in an amount not to exceed \$127,050; and d) Grant the Village Manager authority to approve change orders, as needed, in an amount not to exceed \$50,000.

BACKGROUND:

The Village's Enterprise Resource Planning (ERP) system, currently Central Square, has been in use since 1998. The system supports the Village's finance, human resources and community development functions, in addition to licensing and other functions of the Village Clerk's office. The legacy Central Square ERP system is not

user friendly, operates on an outdated technology platform, and does not include many of the features available in modern systems. As a result, Village staff have created a number of workarounds and manual processes to supplement (or in some cases, circumvent) use of the ERP. This results in inefficient use of resources and staff time.

In an effort to plan for the future state of the Village's ERP infrastructure, the Village Board approved a consulting services agreement with Plante Moran in December 2022 to undertake a business process analysis. Then in August of 2023, the Village Board authorized the continuation of work with Plante Moran to issue an RFP for ERP services, complete a thorough analysis of the proposals, and select a vendor.

As part of the preparation work completed by Plante Moran, two staff committees were formed. A Section Committee consisting of key power users across various departments and a Steering Committee consisting of management staff in various departments. Members of both Committees have been closely and constantly involved in the evaluation and selection process.

DISCUSSION:

In January of 2024, the Village released an RFP and received six proposals in response. Of those proposals, four were selected for a detailed evaluation by Plante Moran. This information was used by the Selection and Steering Committees to analyze the proposals and ultimately select two vendors as finalists. Each of the two finalist vendors presented on-site over four days each in May of 2024. The all-day sessions included demonstrations and question and answer sessions on all aspects of the software and were attended by relevant staff from each department.

After the demonstration session weeks, staff spent extensive time with Plante Moran assessing the finalist vendors and how well each offering met the Village's requirements. Additionally, members of the Selection Committee completed extensive reference checks with both references provided by the finalist vendors and other clients. Collectively, the Selection and Steering Committee deliberated over this data across multiple meetings to ultimately reach a decision to recommend BS&A Software as the preferred vendor.

BS&A Software is based in Bath, Michigan and has been providing municipal software solutions since 1987. Their proposal includes an entirely cloud-based solution. While BS&A certainly excels with solutions in key areas for the Village, they were ultimately selected for their business model and customer service reputation. Unlike competitors in the space, BS&A builds its modules in-house, rather than purchasing software and appending it on to its current platform. For this reason, staff has a higher confidence in continuity throughout the platform will lead to better performance and improved user experience for both staff and external users. Additionally, BS&A has a stronger commitment to customer service than its competitors as proven through both experiences from references and service level agreement guarantees.

Due to BS&A's smaller scale and relative functionality offering, the Village will require supplemental software services. The Village has already implemented one such solution for tax collections in the Finance Department. As part of this recommendation, Andrews Technology is being recommended for time and attendance software and

hardware to serve the Village's non-public safety personnel. Andrews is a highly qualified firm that partners with BS&A frequently to provide this supplement. The solution will provide a more efficient time and attendance operation by allowing for increased self-service and eliminating extensive data entry. The software integrates seamlessly with BS&A's payroll modules and has been attested to by multiple references.

Notably, the Village will require two other supplemental software services that, due to timing, are not being considered as part of this recommendation. The first is the time and attendance software that will service the public safety departments, Police and Fire. Due to the uniqueness of public safety shifts and scheduling, it is recommended to procure a separate, public safety specific time and attendance platform. This software will also integrate with BS&A for payroll purposes and is not anticipated to require additional data entry. Additionally, BS&A has a very limited offering in the HR space which will lead to staff exploring supplemental software for that need as well. An effective HR platform would replace the Village's current stand-alone HR software to perform recruitments such as online application portals, applicant management, performance management, and more. Recommendations on both of these solutions will be proposed in the future.

Finally, as part of this recommendation staff proposes the continued involvement of Plante Moran in the implementation phase of this project. Plante Moran has been involved since the beginning of this project and has proven their value throughout. During the implementation, Plante Moran will continue to help facilitate discussions and develop and implement project management tools such as governance documents, project plans, schedules, staff needs and budget tracking. It is anticipated that Plante Moran's involvement will be greater on the front end of the implementation to help get the phase launched successfully.

FINANCIAL IMPACT

The cost of each of the recommended agreements are highlighted below and each are broken down further within their respective agreements.

BS&A Software costs include annual fees for maintenance and subscription as well as multiple one-time costs for services. The annual agreement with recurring fees will increase no greater than 4%.

Modules – recurring annual fee	\$168,355
Data conversions and database setup	\$198,500
Custom import	\$1,500
Project management and implementation planning	\$58,900
Implementation and training	\$126,000
Post-go live assistance	\$9,600

Travel expenses	\$48,685
Total cost for implementation	\$611,540

Andrews Technology has an annual maintenance and subscription cost as well as one-time implementation fees incurred during year one. The annual maintenance fee may increase annually but will not exceed the CPI. The agreement term is for five years.

Annual recurring cost (Year 1-5)	\$32,860
One-time implementation fees	\$13,385
Total year one cost	\$46,245
Total five year cost less increases	\$177,685

Plante Moran's services are for twelve months of service on a not-to-exceed basis and are front loaded for the project as noted.

Project initiation and implementation planning (first three months)	\$14,300/month
Project execution and controlling (remaining nine months)	\$9,350/month
Total	\$127,050

Finally, a contingency of \$50,000 is recommended to give the Village Manager the authority to authorize change orders as needed for work outside of the stated scope.

RECOMMENDATION

Based on the anticipated operational improvements and efficiencies gained by the successful implementation a new ERP software solution, staff recommends approval of the proposed agreements with BS&A, Andrews Technology and Plante Moran.

ATTACHMENTS

1. BS&A Agreement
2. Andrews Technology Agreement
3. Plante Moran Agreement

**BS&A
CUSTOMER ORDER FORM**

This Customer Order Form (this “**Order**”) is entered into as of the “**Effective Date**” identified below between BS&A Software, LLC, a Delaware limited liability company with offices located at 14965 Abbey Lane, Bath, MI 48808 (“**BS&A**”) and the “**Customer**” identified below. Capitalized terms used but not defined in this Order have the meanings given them elsewhere in the Agreement (as defined below). BS&A and Customer may be referred to herein collectively as the “**Parties**” or individually as a “**Party**”. The Parties hereby agree as follows:

Customer Name: Village of Hoffman Estates, Cook County IL	Contact:
Billing Address:	Sponsor Phone:
Accounts Payable Email:	Sponsor Email:

Platform and Fee Information

Effective Date:	
Platform Description: Those modules and feature packs of BS&A’s proprietary hosted enterprise resource planning service for managing local government functions that are identified in the Pricing Sheet.	
“Usage Limitations”: ☐ <i>Number of Authorized Users:</i> ☐ <i>Other:</i>	
“Initial Subscription Period”: [One (1) year]	Subscription Fees: \$168,355 payable [annually].
Professional Services (if any): \$443,185	Service Fees (if any):
Other Customer Terms:	

The Customer Agreement (the “**Agreement**”), made and entered into as of the Effective Date between BS&A and Customer, includes and incorporates: (i) the above Order; (ii) any Orders previously or subsequently entered into by the Parties; and (iii) the Customer Terms and Conditions, which are attached to this Order (the “**Terms and Conditions**”); (iv) the Pricing Sheet attached to this Order (the “**Pricing Sheet**”); and (v) any Statements of Work (each an “**SOW**”) entered into by the parties, a form of which is attached to this Order .

BS&A SOFTWARE, LLC

VILLAGE OF HOFFMAN ESTATES

Name: _____

Title: _____

Name: _____

Title: _____

EXHIBIT A
CUSTOMER TERMS AND CONDITIONS

The Parties agree as follows:

1. Definitions.

1.1 **"Authorized User"** means Customer's employees, consultants, contractors, and agents: (i) who are authorized by Customer to access and use the Platform under this Agreement; and (ii) for whom access to the Platform has been purchased hereunder.

1.2 **"BS&A IP"** means the Platform and any and all intellectual property provided to Customer or any Authorized User in connection with the foregoing. For the avoidance of doubt, BS&A IP includes Usage Data and any information, data, or other content derived from BS&A's provision of the Platform but does not include Customer Data.

1.3 **"Business Contact Data"** means Personal Information that relates to BS&A's relationship with Customer, including, by way of example and without limitation, the names and contact information of Authorized Users and any other data BS&A collects for the purpose of managing its relationship with Customer, identity verification, or as otherwise required by applicable laws, rules, or regulations.

1.4 **"Customer Data"** means information, data, and other content, in any form or medium, that is submitted, posted, or otherwise transmitted by or on behalf of Customer or an Authorized User through the Platform, including Business Contact Data; provided that, for purposes of clarity, Customer Data as defined herein does not include Business Contact Data or Usage Data.

1.5 **"Documentation"** means Company's end user documentation relating to the Platform, including any user guides.

1.6 **"Harmful Code"** means any software, hardware, or other technology, device, or means, including any virus, worm, malware, or other malicious computer code, the purpose or effect of which is to permit unauthorized access to, or to destroy, disrupt, disable, distort, or otherwise harm or impede in any manner any (i) computer, software, firmware, hardware, system, or network; or (ii) any application or function of any of the foregoing or the security, integrity, confidentiality, or use of any data processed thereby.

1.7 **"Order"** means: (i) a purchase order, order form, or other ordering document entered into by the Parties that incorporates this Agreement by reference; or (ii) if Customer registered for the Platform through BS&A's online ordering process, the results of such online ordering process.

1.8 **"Personal Information"** means any information that, individually or in combination, does or can identify a specific individual or by or from which a specific individual may be identified, contacted, or located, including without limitation all data considered "personal data", "personally identifiable information", or something similar under applicable laws, rules, or regulations relating to data privacy.

1.9 **"Platform"** has the meaning set forth on the Order.

1.10 **"Professional Services"** means training, migration, implementation, integration, or other professional services that are memorialized in writing in a Statement of Work and provided to Customer in connection with its use of the Platform hereunder.

1.11 **"Statement of Work"** or **"SOW"** means a written statement of work for Professional Services executed by both Parties that incorporates this Agreement by reference.

1.12 **"Subscription Period"** means the time period identified on the Order during which Customer's Authorized Users may access and use the Platform.

1.13 **"Third-Party Products"** means any third-party products provided with, integrated with, or incorporated into the Platform.

1.14 **"Usage Data"** means usage data collected and processed by BS&A in connection with Customer's use of the Platform, including without limitation test configuration metadata, activity logs, and data used to optimize and maintain performance of the Platform, and to investigate and prevent system abuse. For purposes of clarity, Customer Data is not Usage Data and Usage Data does not contain Personal Information or any other Customer Data.

1.15 “**Usage Limitations**” means the usage limitations set forth in this Agreement and the Order, including without limitation any limitations on the number of Authorized Users (if any), and the applicable product, pricing, and support tiers agreed-upon by the Parties.

2. Access and Use.

2.1 Provision of Access. Subject to and conditioned on Customer’s compliance with the terms and conditions of this Agreement, including without limitation the Usage Limitations, Customer may, solely through its Authorized Users, access and use the Platform during the Subscription Period on a non-exclusive, non-transferable (except in compliance with Section 15.9), and non-sublicensable basis. Such use is limited to Customer’s internal business purposes and the features and functionalities specified in the Order. Each Authorized User must have its own unique account on the Platform and Authorized Users may not share their account credentials with one another or any third party. Customer will be responsible for all of the acts and omissions of its Authorized Users in connection with this Agreement and for all use of Authorized Users’ accounts.

2.2 Replaced Functionality. In the event that BS&A changes the design of the product such that existing functionality is moved or re-bundled to a different module than owned by the Customer, BS&A shall continue to provide the Product in the manner originally provided or to provide access to the replacement functionality. The obligation to provide access to replacement functionality does not prevent BS&A from removing product functionality, in the event that

2.3 Documentation License. Subject to and conditioned on Customer’s compliance with the terms and conditions of this Agreement, Company hereby grants to Customer a non-exclusive, non-transferable (except in compliance with Section 15.9), and non-sublicensable license to use the Documentation during the Subscription Period solely for Customer’s internal business purposes in connection with its use of the Platform.

2.4 Use Restrictions. Customer shall not use the Platform for any purposes beyond the scope of the access granted in this Agreement. Customer shall not at any time, directly or indirectly, and shall not permit any Authorized Users to: (i) copy, modify, or create derivative works of any BS&A IP, whether in whole or in part; (ii) rent, lease, lend, sell, license, sublicense, assign, distribute, publish, transfer, or otherwise make available the Platform or Documentation to any third party; (iii) reverse engineer, disassemble, decompile, decode, adapt, or otherwise attempt to derive or gain access to any software component of the Platform, in whole or in part; (iv) remove any proprietary notices from any BS&A IP; (v) use any BS&A IP in any manner or for any purpose that infringes, misappropriates, or otherwise violates any intellectual property right or other right of any person, or that violates any applicable law; (vi) access or use any BS&A IP for purposes of competitive analysis of BS&A or the Platform, the development, provision, or use of a competing software service or product, or any other purpose that is to BS&A’s detriment or commercial disadvantage; (vii) bypass or breach any security device or protection used by the Platform or access or use the Platform other than by an Authorized User through the use of valid access credentials; (viii) input, upload, transmit, or otherwise provide to or through the Platform any information or materials, including Customer Data, that are unlawful or injurious or that infringe or otherwise violate any third party’s intellectual property or other rights, or that contain, transmit, or activate any Harmful Code; or (ix) use any BS&A IP for any activity where use or failure of the BS&A IP could lead to death, personal injury, or environmental damage, including life support systems, emergency services, nuclear facilities, autonomous vehicles, or air traffic control.

2.5 Reservation of Rights. BS&A reserves all rights not expressly granted to Customer in this Agreement. Except for the limited rights and licenses expressly granted under this Agreement, nothing in this Agreement grants, by implication, waiver, estoppel, or otherwise, to Customer or any third party any intellectual property rights or other right, title, or interest in or to the BS&A IP.

2.6 Suspension. Notwithstanding anything to the contrary in this Agreement, BS&A may temporarily suspend Customer’s and any Authorized User’s access to any portion or all of the Platform if: (i) BS&A reasonably determines that (a) there is a threat or attack on any of the BS&A IP; (b) Customer’s or any Authorized User’s use of the BS&A IP disrupts or poses a security risk to the BS&A IP or to any other customer or vendor of BS&A; (c) Customer, or any Authorized User, is using the BS&A IP for fraudulent or illegal activities; (d) subject to applicable law, Customer has ceased to continue its business in the ordinary course, made an assignment for the benefit of creditors or similar disposition of its assets, or become the subject of any bankruptcy, reorganization, liquidation, dissolution, or similar proceeding; (e) BS&A’s provision of the Platform to Customer or any Authorized User is prohibited by applicable law; or (f) any Customer Data submitted, posted, or otherwise transmitted by or on behalf of Customer or an Authorized User through the Platform may infringe or otherwise violate any third party’s intellectual property or other rights; (ii) any vendor of BS&A has suspended or terminated BS&A’s access to or use of any Third-Party Products required to enable Customer to access the Platform; or (iii) in accordance with Section 8.1 (any such suspension described in subclauses (i), (ii), or (iii), a “**Service Suspension**”).

BS&A shall use commercially reasonable efforts to provide written notice of any Service Suspension to Customer and to provide updates regarding resumption of access to the Platform following any Service Suspension. BS&A shall use commercially reasonable efforts to resume providing access to the Platform as soon as reasonably possible after the event giving rise to the Service Suspension is cured. BS&A will have no liability for any damage, liabilities, losses (including any loss of data or profits), or any other consequences that Customer or any Authorized User may incur as a result of a Service Suspension.

2.7 Business Contact Data and Usage Data. Notwithstanding anything to the contrary in this Agreement, BS&A may process Business Contact Data: (i) to manage BS&A's relationship with Customer; (ii) to carry out BS&A's core business operations, such as, by way of example and without limitation, accounting, audits, tax preparation and for filing and compliance purposes; (iii) to monitor, investigate, prevent and detect fraud, security incidents and other misuse of the Platform, and to prevent harm to BS&A, Customer, and BS&A's other customers; (iv) for identity verification purposes; and (v) to comply with applicable laws, rules, and regulations relating to the processing and retention of Personal Information to which BS&A may be subject. BS&A may process Usage Data for any lawful purpose, including to monitor, maintain, and optimize the Platform.

3. Customer Responsibilities.

3.1 General. Customer is responsible and liable for all uses of the Platform and Documentation resulting from access provided by Customer, directly or indirectly, whether such access or use is permitted by or in violation of this Agreement. Without limiting the generality of the foregoing, Customer is responsible for all acts and omissions of Authorized Users, and any act or omission by an Authorized User that would constitute a breach of this Agreement if taken by Customer will be deemed a breach of this Agreement by Customer. Customer shall use reasonable efforts to make all Authorized Users aware of this Agreement's provisions as applicable to such Authorized User's use of the Platform and shall cause Authorized Users to comply with such provisions.

3.2 Third-Party Products. BS&A may from time to time make Third-Party Products available to Customer or BS&A may allow for certain Third-Party Products to be integrated with the Platform to allow for the transmission of Customer Data from such Third-Party Products into the Platform. For purposes of this Agreement, such Third-Party Products are subject to their own terms and conditions. BS&A is not responsible for the operation of any Third-Party Products and makes no representations or warranties of any kind with respect to Third-Party Products or their respective providers. If Customer does not agree to abide by the applicable terms for any such Third-Party Products, then Customer should not install or use such Third-Party Products. BS&A shall not cause use of Third-Party Products by Customer without providing prior notification. By authorizing BS&A to transmit Customer Data from Third-Party Products into the Platform, Customer represents and warrants to BS&A that it has all right, power, and authority to provide such authorization.

3.3 Customer Control and Responsibility. Customer has and will retain sole responsibility for: (i) all Customer Data, including its content and use; (ii) all information, instructions, and materials provided by or on behalf of Customer or any Authorized User in connection with the Platform; (iii) Customer's information technology infrastructure, including computers, software, databases, electronic systems (including database management systems), and networks, whether operated directly by Customer or through the use of third-party platforms or service providers ("**Customer Systems**"); (iv) the security and use of Customer's and its Authorized Users' access credentials; and (v) all access to and use of the Platform directly or indirectly by or through the Customer Systems or its or its Authorized Users' access credentials, with or without Customer's knowledge or consent, including all results obtained from, and all conclusions, decisions, and actions based on, such access or use. For purposes of clarity, Customer Systems do not include BS&A's information technology infrastructure, including computers, software, databases, electronic systems (including database management systems), and networks operated directly by BS&A and its third-party service providers.

4. Support. Subject to and conditioned on Customer's compliance with the terms and conditions of this Agreement, including payment of applicable Fees, BS&A will use commercially reasonable efforts to provide Customer with basic customer support via BS&A's standard support channels during BS&A's normal business hours.

4.1 BS&A provides telephone based support from 9 am to 5 pm ET Monday through Friday. Online support is available until 6 pm ET Monday through Thursday. BS&A publishes a listing of recognized company holidays each year.

4.2 Support does not include the following (i) installation or implementation of the BSA Software Products; (ii) onsite training/support, remote training, application design, report design, and other consulting services; (iii) support of customer hardware, customer software not provided by BS&A, or support outside of BS&A's normal business hours; and (iv) support of any third-party vendor's software, not provided by BS&A such as operating system software, network

software, word processors, spreadsheets, etc.

5. Professional Services. BS&A will perform Professional Services as described in an Order or Statement of Work. Customer will provide BS&A all reasonable cooperation required for BS&A to perform the Professional Services, including without limitation timely access to any reasonably required Customer materials, information, or personnel. Subject to any limitations identified in an Order or Statement of Work, Customer will reimburse BS&A's reasonable travel and lodging expenses incurred in providing Professional Services. To the extent the Professional Services result in any work product of any kind or character ("**Work Product**"), all such Work Product will remain owned solely and exclusively by BS&A and, to the extent any such Work Product consists of enhancements, improvements, or other modifications to the Platform, such Work Product may be used by Customer solely in connection with Customer's authorized use of the Platform under this Agreement.

6. Personnel. Customer shall have the right to require qualified replacement of BS&A personnel assigned to the Customer project by formally requesting such change through their Project Manager. BS&A warrants that each person assigned to a Customer project will be assigned for the duration of the assigned person's involvement in the project, in their respective area of expertise unless due to the following exceptions: Customer request for replacement to their assigned project manager or sales representative, illness, death, termination or resignation from BS&A..

7. Insurance. During the Subscription Period, BS&A shall procure and maintain appropriate insurance policies with coverage limits that are commensurate with industry standards, sufficient to protect against potential risks associated with this Agreement, and no less than the amounts shown in Exhibit C. The insurance policies shall be obtained from reputable and financially sound insurance providers, and BS&A agrees to provide proof of such insurance upon request by Customer.

8. Fees and Taxes.

8.1 Fees. The Platform may be provided for a fee or other charge. Customer shall pay BS&A the fees ("**Fees**") identified in the Order without offset or deduction at the cadence identified in the Order (e.g., monthly or annually). BS&A may increase the Fees annually, provided that BS&A will provide Customer at least thirty (30) days' notice of such increase prior to the end of the then-current Term. The amount of the Fee increase will be in BS&A's sole discretion, provided that Customer agrees that the increase may be no greater than four percent (4%). Fees paid by Customer are non-refundable. Customer shall make all payments hereunder in US dollars by ACH or via another reasonable method chosen by BS&A, to such account as BS&A may specify in writing from time to time, or by another mutually agreed-upon payment method. If Customer pays via invoice, Customer will pay the invoiced amount within sixty (60) calendar days of the invoice date. If Customer fails to make any payment when due, and Customer has not notified BS&A in writing within thirty (30) days of the payment becoming due and payable that the payment is subject to a good faith dispute, without limiting BS&A's other rights and remedies, and to the fullest extent permissible under applicable law: (i) BS&A may charge interest on the undisputed past due amount at the rate of 1.5% per month, calculated daily and compounded monthly or, if lower, the highest rate permitted under applicable law; (ii) Customer shall reimburse BS&A for all reasonable costs incurred by BS&A in collecting any late payments or interest, including attorneys' fees, court costs, and collection agency fees; and (iii) if such failure continues for ten (10) days or more, BS&A may suspend Customer's and its Authorized Users' access to all or any part of the Platform until such amounts are paid in full.

8.2 Taxes. All Fees and other amounts payable by Customer under this Agreement are exclusive of taxes and similar assessments. Customer is responsible for all sales, use, and excise taxes, and any other similar taxes, duties, and charges of any kind imposed by any federal, state, or local governmental or regulatory authority on any amounts payable by Customer hereunder, other than any taxes imposed on BS&A's income.

9. Confidential Information.

9.1 Definition. From time to time during the Subscription Period, either Party may disclose or make available to the other Party information about its business affairs, products, confidential intellectual property, trade secrets, third-party confidential information, and other sensitive or proprietary information, whether orally or in written, electronic, or other form or media that: (i) is marked, designated or otherwise identified as "confidential" or something similar at the time of disclosure or within a reasonable period of time thereafter; "**Confidential Information**". Except for Personal Information, Confidential Information does not include information that, at the time of disclosure is: (a) in the public domain; (b) known to the receiving Party at the time of disclosure; (c) rightfully obtained by the receiving Party on a non-confidential basis from a third party; or (d) independently developed by the receiving Party without use of, reference to,

or reliance upon the disclosing Party's Confidential Information.

9.2 Duty. The receiving Party shall not disclose the disclosing Party's Confidential Information to any person or entity, except to the receiving Party's employees, contractors, and agents who have a need to know the Confidential Information for the receiving Party to exercise its rights or perform its obligations hereunder ("**Representatives**"). The receiving Party will be responsible for all the acts and omissions of its Representatives as they relate to Confidential Information hereunder. Notwithstanding the foregoing, each Party may disclose Confidential Information to the limited extent required (i) in order to comply with the order of a court or other governmental body, or as otherwise necessary to comply with applicable law, provided that the Party making the disclosure pursuant to the order shall first have given written notice to the other Party and made a reasonable effort to obtain a protective order; or (ii) to establish a Party's rights under this Agreement, including to make required court filings. Further, notwithstanding the foregoing, each Party may disclose the terms and existence of this Agreement to its actual or potential investors, debtholders, acquirers, or merger partners under customary confidentiality terms. The notice requirement and duty to seek a protective order found in 8.2(i) shall not apply to Customer's duty to comply with the Illinois Freedom of Information Act and Customer shall be released from any damages associated with the release of any information as a result of its compliance with the Illinois Freedom of Information Act.

9.3 Return of Materials; Effects of Termination/Expiration. On the expiration or termination of the Agreement, the receiving Party shall promptly return to the disclosing Party all copies, whether in written, electronic, or other form or media, of the disclosing Party's Confidential Information, or destroy all such copies and certify in writing to the disclosing Party that such Confidential Information has been destroyed. Each Party's obligations of non-use and nondisclosure with regard to Confidential Information are effective as of the Effective Date and will expire three (3) years from the date of termination or expiration of this Agreement; provided, however, with respect to any Confidential Information that constitutes a trade secret (as determined under applicable law), such obligations of non-disclosure will survive the termination or expiration of this Agreement for as long as such Confidential Information remains subject to trade secret protection under applicable law.

10. Data Security and Processing of Personal Information.

10.1 Customer Data. Customer hereby grants to BS&A a non-exclusive, royalty-free, worldwide license to reproduce, distribute, and otherwise use and display the Customer Data and perform all acts with respect to the Customer Data as may be necessary for BS&A to provide the Platform and otherwise perform its obligations hereunder. Customer may export the Customer Data at any time through the features and functionalities made available via the Platform. For the avoidance of doubt, aggregated, de-identified, and anonymized portions, sets, or other combinations of Customer Data that do not contain personally identifying elements of Customer's identity or of any Authorized Users are Usage Data and not Customer Data.

10.2 Security Measures. BS&A will implement and maintain commercially reasonable administrative, physical, and technical safeguards designed to protect Customer Data (including Personal Information provided as part of Business Contact Data) from unauthorized access, use, alteration, or disclosure.

10.3 Processing of Personal Information. BS&A's rights and obligations with respect to Personal Information that it collects directly from individuals (if any) are set forth in BS&A's Privacy Policy (as amended from time to time in accordance with its terms). Personal Information processed by BS&A on behalf of Customer is considered Customer Data and is governed by the terms of this Agreement.

11. Intellectual Property Ownership; Feedback.

11.1 BS&A IP. Customer acknowledges that, as between Customer and BS&A, BS&A owns all right, title, and interest, including all intellectual property rights, in and to the BS&A IP and, with respect to Third-Party Products, the applicable third-party providers own all right, title, and interest, including all intellectual property rights, in and to the Third-Party Products.

11.2 Usage Data. Customer acknowledges that, as between BS&A and Customer, BS&A owns all right, title, and interest, including all intellectual property rights, in and to the Usage Data.

11.3 Customer Data. BS&A acknowledges that, as between BS&A and Customer, Customer owns all right, title, and interest, including all intellectual property rights, in and to the Customer Data, including all Business Contact Data.

11.4 Feedback. If Customer or any of its employees or contractors sends or transmits any communications

or materials to BS&A by mail, email, telephone, or otherwise, suggesting or recommending changes to the BS&A IP, including without limitation, new features or functionality relating thereto, or any comments, questions, suggestions, or the like (“**Feedback**”), BS&A is free to use such Feedback irrespective of any other obligation or limitation between the Parties governing such Feedback.

12. Mutual Warranties; Disclaimer of Other Warranties.

12.1 Mutual Warranties. Each party hereby represents and warrants to the other that: (i) it has the full right, power, and authority to enter into, execute, and perform its obligations under this Agreement without any conflict with or violation of any other obligations to which it may be subject; and (ii) this Agreement is binding on such party in accordance with its terms.

12.2 Disclaimer of Other Warranties. THE BS&A IP IS PROVIDED “AS IS” AND BS&A HEREBY DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE. BS&A SPECIFICALLY DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT, AND ALL WARRANTIES ARISING FROM COURSE OF DEALING, USAGE, OR TRADE PRACTICE. BS&A MAKES NO WARRANTY OF ANY KIND THAT THE BS&A IP, OR ANY PRODUCTS OR RESULTS OF THE USE THEREOF, WILL MEET CUSTOMER’S OR ANY OTHER PERSON’S REQUIREMENTS, OPERATE WITHOUT INTERRUPTION, ACHIEVE ANY INTENDED RESULT, BE COMPATIBLE OR WORK WITH ANY SOFTWARE, SYSTEM OR OTHER PLATFORM, OR BE SECURE, ACCURATE, COMPLETE, FREE OF HARMFUL CODE, OR ERROR FREE.

13. Indemnification.

13.1 BS&A Indemnification.

(a) BS&A shall indemnify, defend, and hold harmless Customer from and against any and all losses, damages, liabilities, costs (including reasonable attorneys’ fees) (“**Losses**”) incurred by Customer resulting from any third-party claim, suit, action, or proceeding (“**Third-Party Claim**”) brought against Customer alleging that the Platform, or any use of the Platform in accordance with this Agreement, infringes or misappropriates such third party’s US intellectual property rights; provided that Customer promptly notifies BS&A in writing of the claim, cooperates with BS&A, and allows BS&A sole authority to control the defense and settlement of such claim.

(b) If such a claim is made or appears possible, Customer agrees to permit BS&A, at BS&A’s sole discretion: to (i) modify or replace the Platform, or component or part thereof, to make it non-infringing; or (ii) obtain the right for Customer to continue use. If BS&A determines that neither alternative is reasonably commercially available, BS&A may terminate this Agreement, in its entirety or with respect to the affected component or part, effective immediately on written notice to Customer, and as Customer’s sole and exclusive remedy therefor, BS&A will provide to Customer a prorated refund of prepaid, unused Fees attributable to the Platform (and not including any one-time Fees for Professional Services).

(c) This Section 13.1 will not apply to the extent that the alleged infringement arises from: (i) use of the Platform in combination with data, software, hardware, equipment, or technology not provided by BS&A or authorized by BS&A in writing; (ii) modifications to the Platform not made by BS&A; (iii) Customer Data; or (iv) Third-Party Products.

13.2 Customer Indemnification. To the extent permitted under applicable laws, Customer shall indemnify, hold harmless, and, at BS&A’s option, defend BS&A from and against any Losses resulting from any Third-Party Claim alleging that the Customer Data, or any use of the Customer Data in accordance with this Agreement, infringes or misappropriates such third party’s intellectual property or other rights and any Third-Party Claims based on Customer’s or any Authorized User’s (i) negligence or willful misconduct; (ii) use of the Platform in a manner not authorized by this Agreement; or (iii) use of the Platform in combination with data, software, hardware, equipment or technology not provided by BS&A or authorized by BS&A in writing; in each case provided that Customer may not settle any Third-Party Claim against BS&A unless BS&A consents to such settlement, and further provided that BS&A will have the right, at its option and expense, to defend itself against any such Third-Party Claim or to participate in the defense thereof by counsel of its own choice.

13.3 Sole Remedy. THIS SECTION 13.3 SETS FORTH CUSTOMER’S SOLE REMEDIES AND BS&A’S SOLE LIABILITY AND OBLIGATION FOR ANY ACTUAL, THREATENED, OR ALLEGED CLAIMS THAT THE PLATFORM INFRINGE, MISAPPROPRIATE, OR OTHERWISE VIOLATE ANY INTELLECTUAL PROPERTY RIGHTS OF ANY THIRD PARTY.

14. Limitations of Liability. IN NO EVENT WILL EITHER PARTY BE LIABLE UNDER OR IN CONNECTION WITH THIS

AGREEMENT UNDER ANY LEGAL OR EQUITABLE THEORY, INCLUDING BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, AND OTHERWISE, FOR ANY: (i) CONSEQUENTIAL, INCIDENTAL, INDIRECT, EXEMPLARY, SPECIAL, ENHANCED, OR PUNITIVE DAMAGES; (ii) INCREASED COSTS, DIMINUTION IN VALUE OR LOST BUSINESS, PRODUCTION, REVENUES, OR PROFITS; (iii) LOSS OF GOODWILL OR REPUTATION; (iv) USE, INABILITY TO USE, LOSS, INTERRUPTION, DELAY OR RECOVERY OF ANY DATA, OR BREACH OF DATA OR SYSTEM SECURITY; OR (v) COST OF REPLACEMENT GOODS OR SERVICES, IN EACH CASE REGARDLESS OF WHETHER BS&A WAS ADVISED OF THE POSSIBILITY OF SUCH LOSSES OR DAMAGES OR SUCH LOSSES OR DAMAGES WERE OTHERWISE FORESEEABLE. IN NO EVENT WILL EITHER PARTY'S AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THIS AGREEMENT UNDER ANY LEGAL OR EQUITABLE THEORY, INCLUDING BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, AND OTHERWISE EXCEED THE TOTAL AMOUNTS PAID AND/OR PAYABLE TO BS&A UNDER THIS AGREEMENT IN THE TWELVE (12) MONTHS IMMEDIATELY PRECEDING THE CLAIM. THE FOREGOING LIMITATIONS OF LIABILITY WILL NOT APPLY WITH RESPECT TO LIABILITIES ARISING FROM: (A) A PARTY'S BREACH OF ITS CONFIDENTIALITY OBLIGATIONS UNDER SECTION 9; (B) A PARTY'S GROSS NEGLIGENCE, FRAUD, OR WILLFUL MISCONDUCT; OR (C) A PARTY'S INDEMNIFICATION OBLIGATIONS UNDER SECTION 13 (PROVIDED THAT BS&A'S TOTAL AGGREGATE LIABILITY IN CONNECTION WITH SUCH INDEMNIFICATION OBLIGATIONS WILL NOT EXCEED THE GREATER OF THREE TIMES (3X) THE TOTAL AMOUNTS PAID AND/OR PAYABLE TO BS&A UNDER THIS AGREEMENT IN THE TWELVE (12) MONTHS IMMEDIATELY PRECEDING THE CLAIM OR THE AMOUNT OF INSURANCE PROCEEDS ACTUALLY AVAILABLE WITHOUT RESERVATION AT THE TIME OF SETTLEMENT OR JUDGMENT TO COVER THE CLAIM(S), DAMAGES OR LOSSES BY THE CUSTOMER UNDER INSURANCE PLACED OR PROVIDED PURSUANT TO THIS AGREEMENT). NOTHING IN THIS PROVISION SHALL BE CONSTRUED AS A LIMITATION ON THE AMOUNT OF INDEMNIFICATION PROVIDED BY SECTION 13 HEREIN.

15. Subscription Period and Termination.

15.1 Subscription Period. The initial term of this Agreement begins on the Effective Date and, unless terminated earlier pursuant to this Agreement's express provisions, will continue in effect for the period identified in the Order (the "**Initial Subscription Period**") commencing upon date which the system becomes available for the Village's use. This Agreement will automatically renew for additional successive terms equal to the length of the Initial Subscription Period unless earlier terminated pursuant to this Agreement's express provisions or either Party gives the other Party written notice of non-renewal at least thirty (30) days prior to the expiration of the then-current term (each a "**Renewal Subscription Period**" and together with the Initial Subscription Period, the "**Subscription Period**"). BS&A shall provide notice to Customer at least sixty (60) days prior to the expiration of the then current term.

15.2 Termination. In addition to any other express termination right set forth in this Agreement:

(a) BS&A may terminate this Agreement, effective on written notice to Customer, if Customer: (i) fails to pay any amount when due hereunder, and such failure continues more than ten (10) calendar days after BS&A's delivery of written notice thereof; or (ii) breaches any of its obligations under Section 2.3 or Section 9;

(b) either Party may terminate this Agreement, effective on written notice to the other Party, if the other Party materially breaches this Agreement, and such breach: (i) is incapable of cure; or (ii) being capable of cure, remains uncured thirty (30) calendar days after the non-breaching Party provides the breaching Party with written notice of such breach; or

(c) either Party may terminate this Agreement, effective immediately upon written notice to the other Party, if the other Party: (i) becomes insolvent or is generally unable to pay, or fails to pay, its debts as they become due; (ii) files or has filed against it, a petition for voluntary or involuntary bankruptcy or otherwise becomes subject, voluntarily or involuntarily, to any proceeding under any domestic or foreign bankruptcy or insolvency law; (iii) makes or seeks to make a general assignment for the benefit of its creditors; or (iv) applies for or has appointed a receiver, trustee, custodian, or similar agent appointed by order of any court of competent jurisdiction to take charge of or sell any material portion of its property or business; or

(d) Customer may terminate any Renewal Subscription Period upon ninety (90) day written notice.

Customer may request a copy of their data by providing BS&A with a notice on intention to terminate the agreement.

15.3 Effect of Expiration or Termination. Upon expiration or earlier termination of this Agreement, Customer

shall immediately discontinue use of the BS&A IP and, without limiting Customer's obligations under Section 9, Customer shall delete, destroy, or return all copies of the BS&A IP and certify in writing to the BS&A that the BS&A IP has been deleted or destroyed. No expiration or termination will affect Customer's obligation to pay all Fees that may have become due before such expiration or termination or entitle Customer to any refund.

15.4 Survival. This Section 15.4 and Sections 1, 5, 9, 11, 12, 13, 14, 15.3, and 16 survive any termination or expiration of this Agreement. No other provisions of this Agreement survive the expiration or earlier termination of this Agreement.

16. Miscellaneous.

16.1 Relationship of the Parties. BS&A performs its obligations hereunder as an independent contractor and not a partner, joint venture, or agent of Customer and shall not bind nor attempt to bind Customer to any contract without Customer's prior written approval on a case-by-case basis. BS&A is responsible for hiring, firing, and supervising its personnel is solely responsible hereunder for its personnel, including without limitation for: (a) payment of compensation to such personnel; (b) withholding (if applicable), paying, and reporting, for all personnel assigned to perform services (including Professional Services) in connection with this Agreement, applicable tax withholding, social security taxes, employment head taxes, unemployment insurance, and other taxes or charges applicable to such personnel; and (c) health or disability benefits, retirement benefits, or welfare, pension, or other benefits (if any) to which such personnel may be entitled. For purposes of clarity, BS&A's personnel will not be eligible to participate in any of Customer's employee benefit plans, fringe benefit programs, group insurance arrangements, or similar programs.

16.2 Entire Agreement. This Agreement, together with any other documents incorporated herein by reference, constitutes the sole and entire agreement of the Parties with respect to the subject matter of this Agreement and supersedes all prior and contemporaneous understandings, agreements, and representations and warranties, both written and oral, with respect to such subject matter. In the event of any inconsistency between the statements made in the body of this Agreement, the related Exhibits, and any other documents incorporated herein by reference, the following order of precedence governs: (i) first, this Agreement; and (ii) second, any other documents incorporated herein by reference.

16.3 Notices. All notices, requests, consents, claims, demands, waivers, and other communications hereunder (each, a "**Notice**") must be in writing and addressed to the Parties at the addresses set forth on the first page of this Agreement (or to such other address that may be designated by the Party giving Notice from time to time in accordance with this Section). All Notices must be delivered by personal delivery, nationally recognized overnight courier (with all fees pre-paid), facsimile or email (with confirmation of transmission) or certified or registered mail (in each case, return receipt requested, postage pre-paid). Except as otherwise provided in this Agreement, a Notice is effective only: (i) upon receipt by the receiving Party; and (ii) if the Party giving the Notice has complied with the requirements of this Section.

16.4 Force Majeure. In no event shall either Party be liable to the other Party, or be deemed to have breached this Agreement, for any failure or delay in performing its obligations under this Agreement (except for any obligations to make payments), if and to the extent such failure or delay is caused by any circumstances beyond such Party's reasonable control, including but not limited to acts of God, flood, fire, earthquake, explosion, war, terrorism, invasion, riot or other civil unrest, strikes, labor stoppages or slowdowns or other industrial disturbances, or passage of law or any action taken by a governmental or public authority, including imposing an embargo.

16.5 Amendment and Modification. No amendment or modification to this Agreement is effective unless it is in writing and signed by an authorized representative of each Party.

16.6 Waiver. No failure or delay by either Party in exercising any right or remedy available to it in connection with this Agreement will constitute a waiver of such right or remedy. No waiver under this Agreement will be effective unless made in writing and signed by an authorized representative of the Party granting the waiver.

16.7 Severability. If any provision of this Agreement is invalid, illegal, or unenforceable in any jurisdiction, such invalidity, illegality, or unenforceability will not affect any other term or provision of this Agreement or invalidate or render unenforceable such term or provision in any other jurisdiction. Upon such determination that any term or other provision is invalid, illegal, or unenforceable, the Parties shall negotiate in good faith to modify this Agreement so as to effect their original intent as closely as possible in a mutually acceptable manner in order that the transactions contemplated hereby be consummated as originally contemplated to the greatest extent possible.

16.8 Governing Law; Submission to Jurisdiction. To the extent permissible under applicable laws, this Agreement is governed by and construed in accordance with the internal laws of the State of Illinois without giving effect to any choice or conflict of law provision or rule that would require or permit the application of the laws of any jurisdiction other than those of the State of Illinois. To the extent permissible under applicable laws, any legal suit, action, or proceeding arising out of or related to this Agreement must be instituted in the federal courts of the United States or the courts of the State of Illinois in each case located in Cook County, Illinois each Party irrevocably submits to the exclusive jurisdiction of such courts in any such suit, action, or proceeding.

16.9 Assignment. Neither Party may assign any of its rights or delegate any of its obligations hereunder (except in the case of either Party utilizing authorized subcontractors and consultants), in each case whether voluntarily, involuntarily, by operation of law or otherwise, without the prior written consent of the other Party. Any purported assignment or delegation in violation of this Section will be null and void. No assignment or delegation will relieve the assigning or delegating Party of any of its obligations hereunder. This Agreement is binding upon and inures to the benefit of the Parties and their respective permitted successors and assigns. Notwithstanding the foregoing, either Party may freely assign this Agreement to an affiliate or successor in interest in the event of a merger, acquisition, sale of all or substantially all of its assets, corporate reorganization, or other change in control, without the prior consent of the other Party.

16.10 Export Regulation. The Platforms utilize software and technology that may be subject to US export control laws, including the US Export Administration Act and its associated regulations. Customer shall not, directly or indirectly, export, re-export, or release the Platform or the underlying software or technology to, or make the Platform or the underlying software or technology accessible from, any jurisdiction or country to which export, re-export, or release is prohibited by law, rule, or regulation. Customer shall comply with all applicable federal laws, regulations, and rules, and complete all required undertakings (including obtaining any necessary export license or other governmental approval), prior to exporting, re-exporting, releasing, or otherwise making the Platform or the underlying software or technology available outside the US.

16.11 US Government Rights. Each of the Documentation and software components that constitute the Platform is a “commercial item” as that term is defined at 48 C.F.R. § 2.101, consisting of “commercial computer software” and “commercial computer software documentation” as such terms are used in 48 C.F.R. § 12.212. Accordingly, if Customer is an agency of the US Government or any contractor therefor, Customer only receives those rights with respect to the Documentation and the Platform as are granted to all other end users, in accordance with (a) 48 C.F.R. § 227.7201 through 48 C.F.R. § 227.7204, with respect to the Department of Defense and their contractors, or (b) 48 C.F.R. § 12.212, with respect to all other US Government users and their contractors.

16.12 Equitable Relief. Each Party acknowledges and agrees that a breach or threatened breach by such Party of any of its obligations under Section 9 or, in the case of Customer, Section 2.4, would cause the other Party irreparable harm for which monetary damages would not be an adequate remedy and agrees that, in the event of such breach or threatened breach, the other Party will be entitled to equitable relief, including a restraining order, an injunction, specific performance and any other relief that may be available from any court, without any requirement to post a bond or other security, or to prove actual damages or that monetary damages are not an adequate remedy. Such remedies are not exclusive and are in addition to all other remedies that may be available at law, in equity or otherwise.

EXHIBIT B
PRICING SHEET

Cloud Modules - Annual Fee

Financial Management

General Ledger	\$14,430
Accounts Payable	\$11,865
Cash Receipting	\$12,975
Accounts Receivable	\$11,200
Fixed Assets	\$10,975
Purchase Order	\$11,640
Utility Billing (<i>approximately 16,600 utility accounts</i>)	\$14,940

Personnel Management

Payroll	\$19,620
Human Resources	\$13,765

Community Development

Community Development	\$19,935
Business License	\$11,420

BS&A Online

Community Development <i>Permit Application Feature - Enables contractors and the general public to submit permit applications online</i>	\$10,185
Public Records Search + Online Bill Pay <i>With use of integrated Credit Card Processor</i>	\$3,020

Annual Recurring Integrations/Service Fees

Laserfiche - BS&A Integration with Laserfiche Document Management System <i>Ability to store and retrieve document attachments in Laserfiche Document Management system, for all currently integrated BS&A modules.</i>	\$2,385
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Subtotal **\$168,355**

Data Conversions/Database Setup

Convert existing Central Square data to BS&A format:

General Ledger (COA, Balances, Budget, Up to 5 Years Journal Transaction history)	\$13,800
Accounts Payable (Vendors, Up to 5 years invoices and check history)	\$12,000
Cash Receipting (Receipt items, Up to 5 years receipt history)	\$12,000
Accounts Receivable (Customers, Invoice and Receipt History, if available)	\$14,400
Fixed Assets (Asset Information)	\$8,000
Purchase Order (Historical completed purchase orders)	\$14,600
Payroll (Database Setup, Employee detail and YTD, Up to 5 years check history)	\$29,600
Human Resources (Employee Position/status history, Positions, License types)	\$17,200
Utility Billing (Accounts, Services, Deposits, Rates, Meters; Up to 5 Years of Service, Billing & Payment History)	\$24,900
Building Department (per database)	\$31,600
Business License (per database)	\$20,400
Subtotal	\$198,500

Custom Import

Custom import from third-party software to populate Building Department database with parcels, properties, and current owners.	\$1,500
Subtotal	\$1,500

Project Management and Implementation Planning

Services include:

- Analyzing customer processes to ensure all critical components are addressed.
- Creating and managing the project schedule in accordance with the customer's existing processes and needs.
- Planning and scheduling training around any planned process changes included in the project plan.
- Modifying the project schedule as needed to accommodate any changes to the scope and requirements of the project that are discovered.
- Providing a central contact between the customer's project leaders, developers, trainers, IT staff, conversion staff, and other resources required throughout the transition period.
- Installing the software and providing IT consultation for network, server, and workstation configuration and requirements.
- Reviewing and addressing the specifications for needed customizations to meet customer needs (when applicable).

\$58,900

Implementation and Training

- \$1,200/day
- Days quoted are estimates; you are billed for actual days used

Services include:

- Setting up users and user security rights for each application
- Performing final process and procedure review
- Configuring custom settings in each application to fit the needs of the customer
- Setting up application integration and workflow methods
- Onsite verification of converted data for balancing and auditing purposes
- Training and Go-Live

Software Setup	Days:	10		\$12,000
Financial Management Modules	Days:	40		\$48,000
Personnel Management Modules	Days:	22		\$26,400
Community Development Modules	Days:	33		\$39,600
	Total:	105	Subtotal	\$126,000

Post-Go Live Assistance

- Review and consult on streamlining day-to-day activities as they relate to the processes within the BS&A modules
- Assist customers with more detailed and advanced report options available within the BS&A modules
- Revisit commonly-used procedures discussed during training
- As needs arise, provide assistance with bank reconciliations
- \$1,200/day
- Days quoted are estimates; you are billed for actual days used

Post-Go Live for all modules for which training was performed	Days:	8		\$9,600
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Cost Totals

Modules - Annual Fee	\$168,355
Data Conversions/Database Setup	\$198,500
Custom Import	\$1,500
Project Management and Implementation Planning	\$58,900
Implementation and Training	\$126,000
Post-Go Live Assistance	\$9,600

Total Proposed	\$562,855
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<i>Travel Expenses</i>	<i>\$48,685</i>
------------------------	-----------------

Grand Total (including Travel Expenses)	\$611,540
--	------------------

Payment Schedule

- 1st Payment: **\$257,400** to be invoiced upon execution of this agreement.
- 2nd Payment: **\$168,355** to be invoiced upon activation of customer's site.
- 3rd Payment: **\$185,785** including Travel Expenses to be invoiced upon completion of training.

Payments Total: **\$611,540**

EXHIBIT C

INSURANCE REQUIREMENTS

BS&A shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of work hereunder by BS&A, its agents, representatives, employees or subcontractors.

A. Minimum Scope of Insurance

Coverage shall be as least as broad as:

1. Insurance Service Office Commercial General Liability occurrence form CG 0001 (ED. 11/85) and, if requested, Owners and Contractors Protective Liability policy with the Village named as additional insured; and
2. Insurance Service Office Business Auto Liability coverage form number CA 0001 (ED. 10/90), Symbol 01 "Any Auto" or Business Auto Liability coverage form number CA 0001 (Ed. 1/87) and endorsement CA0029 (Ed. 2/88) changes in Business Auto and Truckers coverage forms: Insured Contract.
3. Workers' Compensation as required by the Labor Code of the State of Illinois and Employers' Liability insurance.

B. Minimum Limits of Insurance

BS&A shall maintain limits no less than:

1. Commercial General Liability: \$1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage. Minimum General Aggregate shall be no less than \$2,000,000 or a project/contract specific aggregate of \$1,000,000.
2. Business Automobile Liability: \$1,000,000 combined single limit per accident for bodily injury and property damage.
3. Workers' Compensation and Employers' Liability: Workers' compensation coverage with statutory limits and Employers' Liability limits of \$1,000,000 per accident.

C. Deductibles and Self-Insured Retention's

Any deductibles or self-insured retention's must be declared to and approved by the Village. The insurer shall reduce or eliminate such deductibles or self-insured retention's as respects the Village, its officials, agents, employees and volunteers.

D. Other Insurance Provisions

The policies of insurance are to contain, or be endorsed to contain, the following provisions:

1. General Liability and Automobile Coverage's
 - a. The Village, its officials, agents, employees and volunteers are to be covered as insureds as respects: liability arising out of the activities performed by or on behalf of BS&A; products and

completed operations of BS&A; premises owned, leased or used by BS&A; or automobiles owned, leased, hired or borrowed by BS&A. The coverage shall contain no special limitations on the scope of protection afforded to the Village, its officials, agents, employees and volunteers.

- b. BS&A's insurance coverage shall be primary as respects the Village, its officials, agents, employees and volunteers. Any insurance or self-insurance maintained by the Village, its officials, agents, employees and volunteers shall be excess of BS&A's insurance and shall not contribute with it.
- c. Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the Village, its officials, agents, employees and volunteers.
- d. BS&A's insurance shall contain a Severability of Interests/Cross Liability clause or language stating that BS&A's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

2. Workers' Compensation and Employers' Liability Coverage

The insurer shall agree to waive all rights of subrogation against the member, its officials, agents, employees and volunteers for losses arising from work performed by BS&A for the Village.

E. Verification of Coverage

BS&A shall furnish the Village with certificates of insurance naming the Village, its officials, agents, employees and volunteers as additional insureds, and with original endorsements affecting coverage required by this clause. The certificates and endorsements for each insurance policy are to be signed by a person authorized by the insurer to bind coverage on its behalf. The certificates and endorsements are to be received and approved by the Village before work commences. The Village reserves the right to request full certified copies of the insurance policies and endorsements.

Statement of Work

Village of Hoffman Estates, Cook County IL

Prepared for: (Name)
Village of Hoffman Estates, Cook County IL

Prepared by: Kevin Schafer
BS&A Software

Date: November 11, 2024

Version: 1

Revision: 1.1
Status: Draft

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1. Contact List

This section provides the list of key contacts for both BS&A Software and Hoffman Estates:

BS&A Contacts

<i>Name</i>	<i>Email</i>	<i>Cell</i>
Name one	Email one	Cell one
Name two	Email two	Cell two
Name three	Email three	Cell three

Hoffman Estates Contacts

<i>Name</i>	<i>Email</i>	<i>Cell</i>
Name one	Email one	Cell one
Name two	Email two	Cell two
Name three	Email three	Cell three

2. Key Data from Proposal

SCREEN SHOTS OF KEY PAGES WILL BE PASTED HERE

3. Activities and Deliverables

This section describes specific activities and deliverables that will be provided by BS&A Software to fulfill the obligations set out in the proposal. Each subsection includes the detailed requirements for: Data Conversion, Process Definition, and Cutover.

3.1 GL/Budgeting

Establish BS&A Databases

1. Extract preliminary data with corroborating reports
2. Confirm fiscal year end and desired GL format
3. Preliminary conversion development
4. Preliminary conversion QC and documentation
5. Preliminary conversion data review
6. Extract final data with corroborating reports
7. Convert final data
8. QC final BS&A database and documentation
9. Build GL banks and assign GL cash accounts
10. Set up due to/due from rules
11. Verify final BS&A database at cutover

Establish BS&A Process

2. Review current GL process
 - a. Chart of Accounts analysis
 - b. Budget process and timing
 - c. Bank reconciliation process and timing
 - d. Pooled cash environments
 - e. Funds with differing FYEs
 - f. Project accounting
 - g. Grant accounting
3. Review BS&A application functionality
4. Define BS&A process and training requirements
5. Document BS&A process
6. Verify final BS&A process at cutover

3.2 Cash Receipting

Establish BS&A Databases

1. Extract preliminary data with corroborating reports
2. Confirm fiscal year end and desired GL format
3. Preliminary conversion development
4. Preliminary conversion QC and documentation
5. Preliminary conversion data review
6. Extract final data with corroborating reports
7. Convert final data
 - a. If no conversion, add receipt items

8. QC final BS&A database and documentation
9. Verify final BS&A database at cutover

Establish BS&A Process

1. Review current CR process
 - a. Number of receipting stations
 - b. Confirm receipting hardware requirements
 - c. Any required application interfaces
2. Review BS&A application functionality
3. Define BS&A process and training requirements
4. Document BS&A process
5. Verify final BS&A process at cutover

3.3 Accounts Payable

Establish BS&A Databases

1. Extract preliminary data with corroborating reports
2. Confirm fiscal year end and desired GL format
3. Preliminary conversion development
4. Preliminary conversion QC and documentation
5. Preliminary conversion data review
6. Extract final data with corroborating reports
7. Convert final data
 - a. If no conversion, import vendors list
8. QC final BS&A database and documentation
 - a. Verify 1099 vendors are marked
9. Verify final BS&A database at cutover

Establish BS&A Process

1. Review current AP process
 - a. Invoice entry process and timing
 - b. Approval process
 - c. Check run process and timing
2. Review BS&A application functionality
3. Define BS&A process and training requirements
4. Document BS&A process
5. Verify final BS&A process at cutover

3.4 Purchase Order

Establish BS&A Databases

1. Extract preliminary data with corroborating reports
2. QC final BS&A documentation
3. Customize purchase order format

4. Verify final BS&A database at cutover

Establish BS&A Process

1. Review current PO process
 - a. Requisition entry process
 - b. Purchasing policy
 - c. Approval workflow
 - d. Bidding
 - e. Receiving
 - f. Year end process
2. Review BS&A application functionality
3. Define BS&A process and training requirements
4. Document BS&A process
5. Verify final BS&A process at cutover

3.5 Fixed Assets

Establish BS&A Databases

1. Extract preliminary data with corroborating reports
2. Collect screen shots from current solution
3. Preliminary conversion development
4. Preliminary conversion QC and documentation
5. Preliminary conversion data review
6. Extract final data with corroborating reports
7. Convert final data
8. QC final BS&A database and documentation
9. Verify final BS&A database at cutover

Establish BS&A Process

1. Review current FA process
 - a. Depreciation schedule
 - b. Construction in progress
 - c. Improvements
 - d. Importing assets from PO or AP
2. Review BS&A application functionality
3. Define BS&A process and training requirements
4. Document BS&A process
5. Verify final BS&A process at cutover

3.6 Miscellaneous Receivables

Establish BS&A Databases

1. Extract preliminary data with corroborating reports
2. QC final BS&A documentation

3. Customize MR invoice format
4. Customize customer statement format
5. Verify final BS&A database at cutover

Establish BS&A Process

1. Review current MR process
 - a. Invoice entry process
 - b. Billing frequency
 - c. Penalties
 - d. ACH payments
 - e. Handling of delinquent balances
 - f. Any required application interfaces
2. Review BS&A application functionality
3. Define BS&A process and training requirements
4. Document BS&A process
5. Verify final BS&A process at cutover

3.7 Payroll

Establish BS&A Databases

1. Extract preliminary data with corroborating reports
2. Preliminary conversion development
3. Refine development using implementation notes and contract language
4. Develop required payroll documents, including check formats
5. Duplicate payroll
6. Test journalization
7. Preliminary conversion QC and documentation
8. Extract final data with corroborating reports
9. Convert final data
10. QC final BS&A database and documentation
11. Verify final BS&A database at cutover

Establish BS&A Process

1. Review current PR process
 - a. Number of employees
 - b. Departments
 - c. Active/inactive
 - d. Pay frequencies
 - e. Hourly pay vs. salary pay
 - f. Allocation tables
 - g. Bargaining unit impact
 - h. Pay structures/rates
 - i. Direct deposit
 - j. Shift work/overtime
 - k. Leave policies
 - l. Workers compensation

- m. Equipment rental
- 2. Review BS&A application functionality
- 3. Define BS&A process and training requirements
- 4. Document BS&A process
- 5. Verify final BS&A process at cutover

3.8 Human Resources

Establish BS&A Databases

- 1. Extract preliminary data with corroborating reports
- 2. Preliminary conversion development
- 3. Preliminary conversion QC and documentation
- 4. Benefit categories
- 5. Benefit carriers
- 6. Benefit plans
- 7. QC final BS&A database and documentation
- 8. Verify final BS&A database at cutover

Establish BS&A Process

1. Review current HR process
 - a. Number of employees with benefits
 - b. Benefit categories, carriers, plans
2. Review BS&A application functionality
3. Define BS&A process and training requirements
4. Document BS&A process
5. Verify final BS&A process at cutover

3.10 Utility Billing

Establish BS&A Databases

1. Extract preliminary data with corroborating reports
2. Collect screen shots from current solution
3. Preliminary conversion development
4. Preliminary conversion QC and documentation
5. Preliminary conversion data review
6. Customize bill format and other documents
7. Extract final data with corroborating reports
8. Convert final data
9. QC final BS&A database and documentation
10. Verify final BS&A database at cutover

Establish BS&A Process

1. Review current UB process
 - a. Billing frequency and timing
 - b. Read file interfaces
 - c. Bill printing process
 - d. Payment process
 - e. Delinquent balance process
 - f. Work orders
 - g. Any required application interfaces
2. Review BS&A application functionality
3. Establish new read file interface
4. Establish payment file interface
5. Establish printer export file
6. Define BS&A process and training requirements

3.11 Building Department

Establish BS&A Databases

1. Extract preliminary data with corroborating reports
2. Preliminary conversion development
3. Preliminary conversion QC and documentation
4. Preliminary conversion data review
5. Extract final data with corroborating reports
6. Convert final data
7. QC final BS&A database and documentation
8. Verify final BS&A database at cutover

Establish BS&A Process

1. Review current BD process
2. Review BS&A application functionality
3. Define BS&A process and training requirements
4. Document BS&A process
5. Verify final BS&A process at cutover

3.12 Field Inspection

Establish BS&A Process

1. Review current process
2. Review BS&A application functionality
3. Define BS&A process and training requirements
4. Document BS&A process
5. Verify final BS&A process at cutover

3.13 BS&A Online – Building Department

Establish BS&A Process

1. Review current process
2. Review BS&A application functionality
3. Define BS&A process and training requirements
4. Document BS&A process
5. Verify final BS&A process at cutover

12. 4. Delivery Method

This section describes the method that BS&A Software will use to deliver this project to Iron County. This method is described in terms of the generalized approach and as a detailed schedule.

4.1 Generalized Approach

BS&A Software will use the following four-phase approach to fulfill the needs of Iron County:

Phase 1 – Initiate

This phase encompasses the work necessary to achieve a signed proposal. (This phase is usually completed with the signed proposal).

Phase 2 – Plan

This phase follows the signed proposal and produces the detailed description for the work to be undertaken and the schedule for the work, and is presented in the Statement of Work (this document).

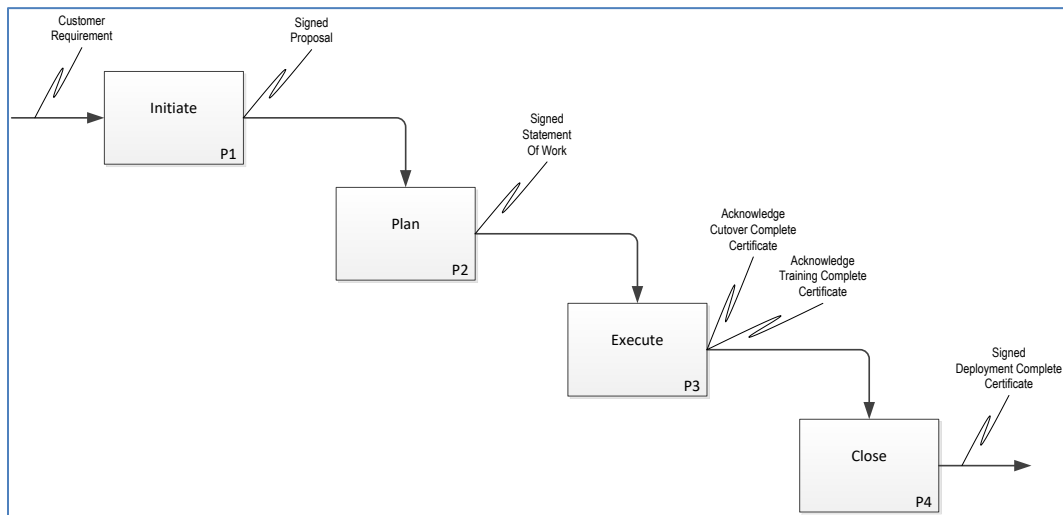
Phase 3 – Execute

This phase encompasses all of the activity necessary to bring into operation the applications provided by BS&A Software and the associated training.

Phase 4 – Close

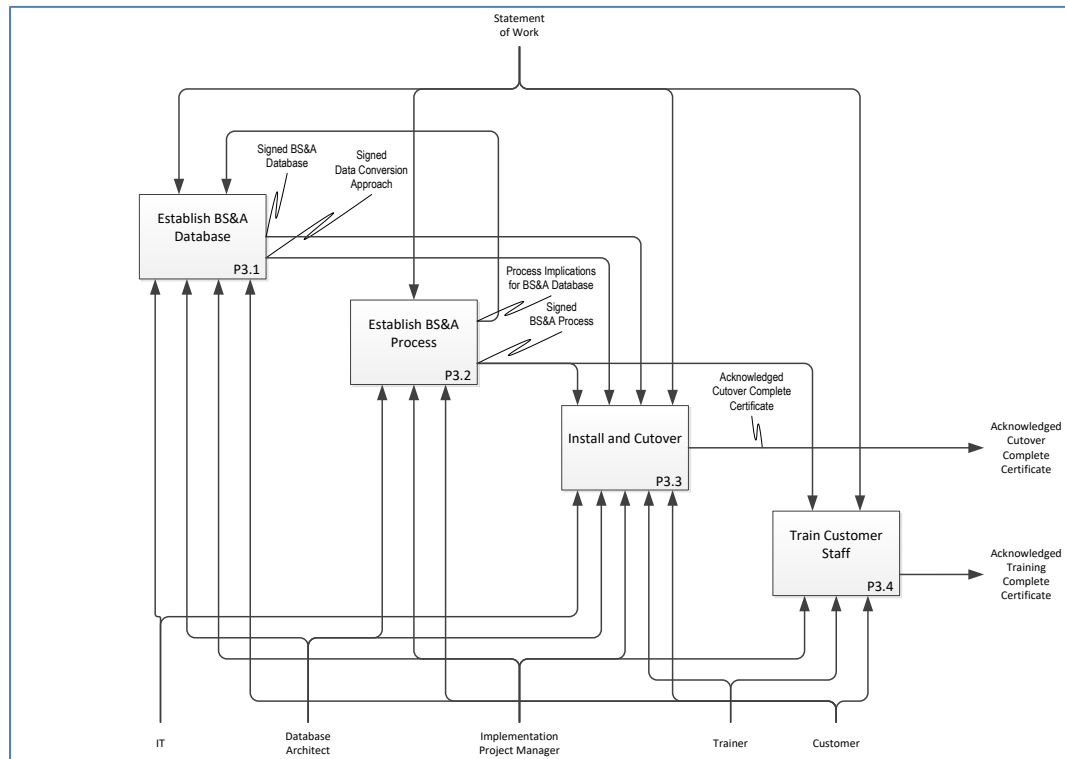
This phase provides a formal conclusion of the project and the handover to BS&A's support team.

Figure 1: Delivery Process Overview



This diagram shows the general approach that BS&A Software will follow to deliver this project.

Figure 2: Delivery Process - Execute Phase



This diagram shows the activities within the Execute phase of the project, which are:

- ~ Establish BS&A database(s)
- ~ Establish BS&A process(s)
- ~ Install and cutover
- ~ Train customer staff

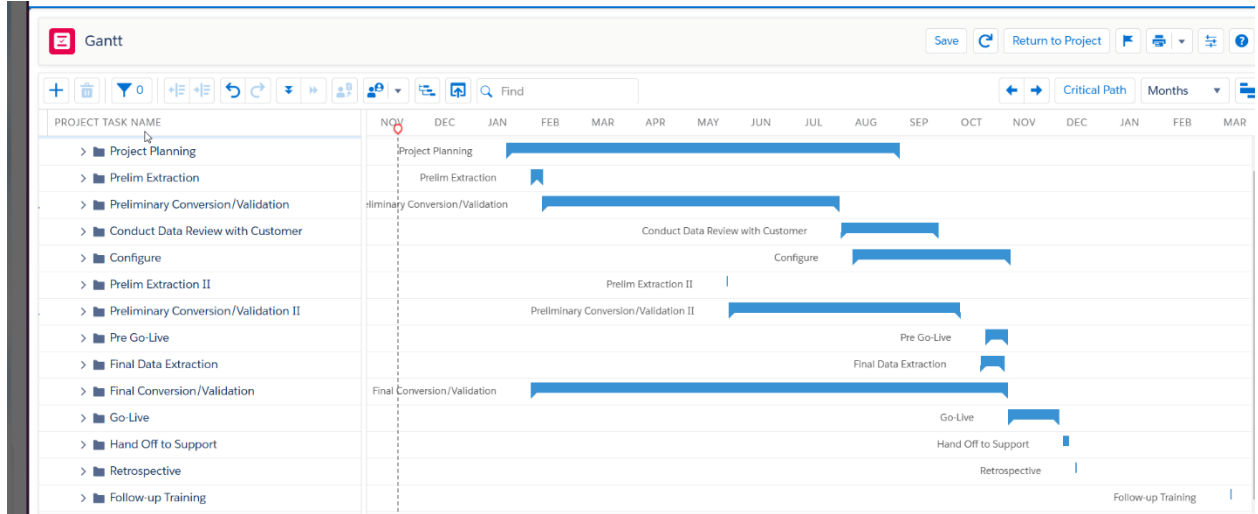
The details for each activity can be provided if required.

4.2 Detailed Schedule – Note, approximate schedule included for example purposes only. Actual schedule will be determined in collaboration between BS&A Project Manager, and Customer, following contract execution. Current BS&A scheduling indicates a likely kick-off commencing approximately 60-90 days after contract execution.

Task	Responsible Parties (Bold is Primary)	Start	Duration
Initiation Activities			
Conduct Kick-off Meeting	BS&A and Village	2 months post signing	1 day
Review Project Scope and Project Management Process	BS&A	2 months post signing	1 week
Establish Project Meeting Schedule	BS&A and Village	2 months post signing	1-3 weeks
Assemble BS&A Project Team	BS&A	2-3 months post signing	1 month
Assemble Village Project Team	Village	2-3 months post signing	1 month
Create Initial Project Timeline	BS&A & Village	2-3 months post signing	1-2 months
IT and Data Conversion Activities			
Extract Preliminary Data from current System	BS&A and Village	5 months pre go-live	1 week
Conduct Data Mapping and Develop Data Conversion Routines	BS&A	5 months pre go-live	1-3 months
Conduct Review of Converted Data with Village	BS&A and Village	4 months pre go-live	1 week
Knowledge Transfer			
Conduct On-site Process Review Meeting	BS&A and Village	6-9 months pre go-live	2 weeks
Conduct Analysis of Current Forms	BS&A and Village	6-9 months pre go-live	1-2 weeks
Conduct Review of Required Reports	BS&A and Village	6-9 months pre go-live	1-4 days
Conduct Analysis of System Interface Requirements	BS&A and Village	6-9 months pre go-live	1-2 weeks
Develop Best Practices Recommendation	BS&A	6-9 months pre go-live	1 Month
Approve Recommendations	Village	6-9 months pre go-live	1-2 weeks
Provide Consulting and Assistance with Chart of Account Redesign	BS&A	6-9 months pre go-live	1 month
Create System Specification Document	BS&A	6-9 months pre go-live	3 days
Implementation			
Create Forms	BS&A	0-2 months pre go-live	2 days
Create Reports	BS&A	0-2 months pre go-live	2 days
Conduct Acceptance Testing	Village	0-2 months pre go-live	2 days
Conduct Final Data Extraction	Village	1 week pre go-live	2 days
Convert Final Data	BS&A	1 week pre go-live	2 days
On-site Set-up for Users and Configuration Items	BS&A	0-1 month pre go-live	4 days
Training			
On-site Training	BS&A and Village	0-2 months pre go-live	Varies
Post-Project Activities			
Conduct Post Project Review & Assessment	BS&A and Village	1 month post go-live	Varies

Conduct Post Implementation Follow Up Training	BS&A and Village	TBD	TBD
--	-----------------------------	-----	-----

4.3 Gantt Chart



5. Project Management Process

This section describes the following project management procedures that will be used to support the delivery of this project:

- ~ Organization
- ~ Change Control
- ~ RAID Management (Risk, Action, Issue, Decision)

5.1 Organization – Roles and Responsibilities

This subsection describes the organization that BS&A Software will use to support the delivery of this project.

Project Specific Roles

BS&A Software will use the following roles during the project:

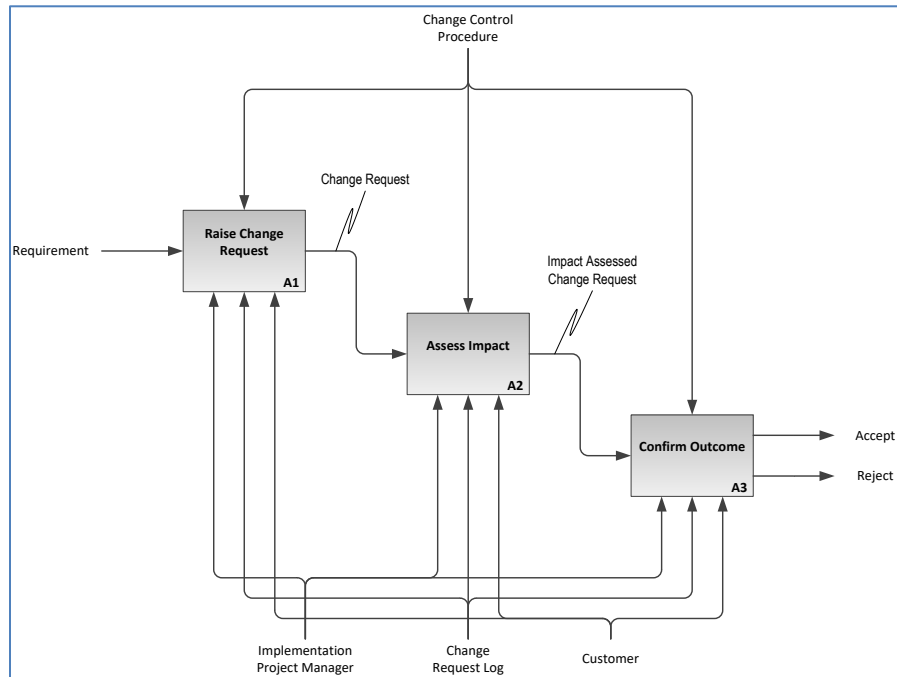
- ~ **Implementation Director**
 - Has overall accountability for the project and provides a point of escalation for the customer.
- ~ **Implementation Project Manager**
 - Has day-to-day accountability for the project.
 - Manages and coordinates all activities and resources associated with the project
 - Produces and maintains the Project Plan
 - Responsible for and leads the work associated with the development of the customer's new processes.
- ~ **Database Architect**
 - Responsible for and leads the work associated with the development of the customer's new databases.
- ~ **Trainer**
 - Responsible for and leads the cutover and delivery of the training.
- ~ **IT**
 - Assists with the extraction of test and production data from the customer's existing applications.
 - Responsible for the installation of the BS&A applications on the customer's production environment.
- ~ **Subject Matter Experts**
 - May assist as required.

Note: there may be a number of people fulfilling each role; i.e., trainers may only train on specific applications.

5.2 Change Control

This subsection describes the Change Control procedure that BS&A Software will use to support the delivery of projects.

Figure 3: Change Control Procedure



This diagram shows the Change Control Procedure and activities as follows:

- ~ Raise change request
- ~ Assess impact
- ~ Confirm outcome

The details of these activities are available in the Project Management Procedures document.

5.3 RAID Management

This subsection provides an overview of the RAID Management (Risk, Action, Issue, and Decision) procedures that will be used to support the delivery of this project.

ITEM	DEFINITION	ATTRIBUTES
Risk	Used to describe events that may occur and the impact on the project if they occur	<i>Creation</i> – can be raised at any point during the life of the project <i>Review</i> – risks will be reviewed at specific times during the project <i>Lifespan</i> – could remain open for the duration of the project
Action	Used to describe and control the specific tasks that are raised at management meetings. These tasks are outside of activities listed in the Project Plan and Statement of Work.	<i>Creation</i> – are raised at an appropriate management meeting, and can be raised at any point during the life of the project. <i>Review</i> – progress towards closure will be reviewed at each subsequent instance of the management meeting at which the action was raised. <i>Lifespan</i> – the expectation is that an action will be closed within two iterations of the management meeting at which they were raised.
Issue	Used to describe and bring focus to a situation where a task on the project plan has not been, or cannot be, delivered according to: schedule, specification, or budget.	<i>Creation</i> – can be raised at any point during the life of the project. <i>Review</i> – progress towards closure will be reviewed at the management meeting. <i>Lifespan</i> – an issue will remain open until it has been resolved to the satisfaction of all concerned.
Decision	Used to describe and record a decision made by the project; i.e., the outcome of a change request, or the approval of a milestone.	<i>Creation</i> – can be raised at any point during the life of the project. <i>Review</i> – decisions are presented to a management meeting that has the authority to make those decisions. <i>Lifespan</i> – a decision will be open up to the point that when it is presented to the meeting, it will be either accepted or rejected (a “no-decision” is equal to a rejection).

The details of the RAID Management procedure are available in the Project Management Procedures document.

6. Review and Approval

There will be various review points during the project (see Project Schedule Dates) when a formal review of progress will be marked by the confirmation of, and agreement to, specific deliverables.

You will receive a confirmation email at the completion of each of the following milestones in the implementation process. A return email will serve as your approval:

- ~ **Statement of Work.** At this point, we will ask you to acknowledge that you have received the Statement of Work and that it represents the agreed-upon scope of the project.
- ~ **BS&A Database and Conversion Approach.** At this point, we will ask you to acknowledge that you have received the BS&A Database and Conversion Approach, and that it represents an acceptable conversion plan for Cutover.
- ~ **Cutover Complete.** At this point, we will ask you to acknowledge that the Implementation Team has provided an agreed-upon BS&A Database and Conversion Approach.
- ~ **Training Complete.** At this point, we will ask you to acknowledge that the Training Team has delivered training consistent with the Statement of Work, or that some days were left unused and should not be billed.
- ~ **Deployment Complete.** At this point, we will ask you to acknowledge that BS&A has provided deliverables consistent with the Statement of Work, and that any outstanding issues from the Implementation and Training processes have been addressed or transferred to the Support Team.

7. Appendix

7.1 Change Request Form

7.1 Change Request Form

TITLE	
Owner Provide the name of the person who would like this Change Request to go forward for consideration.	
Date Raised Provide the date that this Change Request was raised	
Rationale <i>[tick most appropriate]</i> What is the primary reason for raising this Change Request?	☐ Unknown ☐ Resolve an issue ☐ Terminate or treat a risk ☐ Reduce project cost ☐ Improve the business case ☐ Increase capability ☐ Align with external environment ☐ Comply with legal or regulatory requirements
Description <i>[tick all appropriate]</i> What needs to change?	☐ Change scope ☐ Change specification ☐ Change design ☐ Change strategy or approach ☐ Change schedule
Description notes Provide a brief description of what needs to change, and include reference to the specific milestones that will be affected.	
Benefit <i>[tick most appropriate]</i> What is the expected scale of the benefit associated with this Change Request?	☐ Unknown ☐ Less than \$1,000 ☐ Between \$1,000 and \$5,000 ☐ Between \$5,000 and \$10,000 ☐ More than \$10,000
Impact on schedule <i>[tick most appropriate]</i> What is the estimated impact on the schedule of this Change Request?	☐ Unknown ☐ No impact ☐ One month ☐ Between one month and three months ☐ More than three months
Impact on cost <i>[tick most appropriate]</i> What is the estimated direct cost of implementing this Change Request?	☐ Unknown ☐ Less than \$1,000 ☐ Between \$1,000 and \$5,000 ☐ Between \$5,000 and \$10,000 ☐ More than \$10,000

EXHIBIT E

Vendor	ID	Business Area	Functional Area	Use Case	Requirement	Priority	Availability	Required Products	Cost	Comments
BS&A Software	1	Community Development	Address Management	Address administration and standardization	Establish procedures for GIS to position all addresses. Establishing a link between the Village's GIS master address database and its permitting solution to ensure all departments have the most accurate and timely access to current addressing records.	E - Essential	Y - Yes			
BS&A Software	2	Community Development	Address Management	Address management and administration	Create one master address repository in GIS that feeds core business functions with accurate addresses.	E - Essential	N - Not Available			Data can be imported, but BS&A Cloud does not maintain a GIS repository.
BS&A Software	3	Community Development	Address Management	Address management and administration	Establish address status for development projects (proposed, approved, under construction, historic, active, retired).	E - Essential	Y - Yes			Via custom user field.
BS&A Software	4	Community Development	Address Management	Address management and administration	Temporary / final addresses for new plats are created at the time of recording allowing for permitting activity to be tracked.	E - Essential	Y - Yes			Addresses are versioned and audited.
BS&A Software	5	Community Development	Address Management	Address management and	Provide the ability to create a workflow involving Engineering-Building staff within the LMS for adding	E - Essential	Y - Yes			Addresses can be set as active or inactive.

				administrati on	new addresses to an active listing of valid master addressing system so only valid addresses can be associated with the new or existing records.					
BS& A Soft ware	6	Commun ity Develop ment	Address Managem ent	Address managem ent and administrati on	Addressing workflow should also associate with the underlying geography for the record (e.g., structure footprint).	E - Essenti al	Y - Yes			A geometry can be assigned to individual locations and/or grouped to multiple locations.
BS& A Soft ware	7	Commun ity Develop ment	Address Managem ent	Address managem ent and administrati on	Provide the ability to retain address history and enforce parent-child relationships to provide historical lineage for both addresses and assessor's parcel ID numbers.	D - Desire d	Y - Yes			
BS& A Soft ware	8	Commun ity Develop ment	Address Managem ent	Address managem ent and administrati on	Provide the ability to route newly created addresses to a workflow for review and approval by land management staff.	D - Desire d	N - Not Available			
BS& A Soft ware	9	Commun ity Develop ment	Address Managem ent	Address managem ent and administrati on	Ability to use consistent address formatting in the system as the 911 dispatch center so data from emergency responses could be integrated and approved through workflow. Vendor – please provide comment on if/how this is possible.	D - Desire d	N - Not Available			Need additional information

BS&A Software	10	Community Development	Address Management	Address management and administration	Provide the ability to propagate address changes from the Village's master address layer in GIS so they can be validated within the permitting system's land management/address file.	E - Essential	Y - Yes		Custom Import Definitions can be set up and mapped to import/update property/parcel/owner data en masse from various sources, including GIS.
BS&A Software	11	Community Development	Business Licensing	Manage delinquent business license renewals.	Provide the means of capturing delinquencies for expired (non-renewed) business licenses that are past due so they can be flagged for immediate violation and prevented for operating in the Village.	E - Essential	Y - Yes		
BS&A Software	12	Community Development	Business Licensing	Manage the administration of renewal cycles for business licenses.	Provide an online application for all types of business licenses enabling new and renewals to be administered through a portal or online experience.	E - Essential	Y - Yes		Currently only renewals are possible through BSAOnline.com, though new applications will be added in a future update.

BS&A Software	13	Community Development	Business Licensing	Manage the administration of renewal cycles for business licenses.	Provide options to configure an approval workflow enabled multiple reviewers (departments) to coordinate their approvals for new licenses.	E - Essential	Y - Yes			
BS&A Software	14	Community Development	Business Licensing	Manage the administration of renewal cycles for business licenses.	Ability to provide multiple files of supporting information that can be used to accompany the application as required for approvals (e.g., site plan, business plan, menu, lease, insurance, basset training, etc.)	E - Essential	Y - Yes			
BS&A Software	15	Community Development	Business Licensing	Manage the administration of renewal cycles for business licenses.	Enable the system to generate annual renewal notifications for expiring licenses so they can provide notice of renewal via email and templated correspondence in MS Office.	E - Essential	Y - Yes			
BS&A Software	16	Community Development	Business Licensing	Manage transactional receipting of fees associated with all license types.	Fees are system calculated for all standard licenses with the option to prorate for a half year of licensing fees.	E - Essential	Y - Yes			
BS&A	17	Community	Cashiering	Receipting of fees at point of	POS capabilities are available for all permit/activity types for which payment can be	O - Optional	Y - Yes			

Soft ware		Develop ment		sale - online and over-the-counter.	receipted at the transactional level.					
BS& A Soft ware	18	Commun ity Develop ment	Cashiering	Receipting of fees at point of sale - online and over-the-counter.	POS capabilities provide an option for all forms of payment.	O - Option al	Y - Yes			
BS& A Soft ware	19	Commun ity Develop ment	Cashiering	Receipting of fees at point of sale - online and over-the-counter.	POS can include multiple types of permit activities for a single payment transaction. Online payments can be receipted for all activities that can be collected via POS system.	O - Option al	Y - Yes			
BS& A Soft ware	20	Commun ity Develop ment	Cashiering	Receipting of fees at point of sale - online and over-the-counter.	POS receipts are associated with specific GL codes and automatically create appropriate journal entries for each batch processed because the cashiering module is integrated with the GL in the ERP.	O - Option al	Y - Yes			GL distributions are setup on each billing Item and the activity is tracked when payment is receipted.
BS& A Soft ware	21	Commun ity Develop ment	Code Enforcem ent	Citizen reporting of possible code violations	Enable citizens to submit code violations and receive real-time case status information online.	O - Option al	N - Not Available			

BS&A Software	22	Community Development	Code Enforcement	Citizen reporting of possible code violations	Provide citizens with a means of reporting violations so they can be acted upon through a service request management system. This capability will allow staff to see the past histories of reports from an address, property, or individual.	O - Optional	N - Not Available			
BS&A Software	23	Community Development	Code Enforcement	Code inspection management and administration	Provides the means to configure workflows for violation inspections providing end-to-end communication with customers.	E - Essential	Y - Yes			
BS&A Software	24	Community Development	Code Enforcement	Field staff code case processing and administration	Enable field staff to create, access, and update code cases (incidents) from the field.	E - Essential	Y - Yes			
BS&A Software	25	Community Development	Code Enforcement	Field staff code case processing and administration	Enable code case violation histories to be associated with addresses or locations for efficient retrieval.	E - Essential	Y - Yes			
BS&A Software	26	Community Development	Code Enforcement	Code case notification processing and management	Generate official notifications that can be distributed via correspondence and email.	E - Essential	Y - Yes			

BS&A Software	27	Community Development	Code Enforcement	Code case adjudication and case management administration	Manage the lifecycle of the adjudication process, from notice of violation through to final judgement.	D - Desired	Y - Yes			
BS&A Software	28	Community Development	Code Enforcement	Code case management and administration	Ability to administer property code, building, zoning, and use violations within a central violation management system.	E - Essential	Y - Yes			
BS&A Software	29	Community Development	Code Enforcement	Code case management and administration	Provide a violation history review lookup capability by location, address, violation type, property, etc.	D - Desired	Y - Yes			
BS&A Software	30	Community Development	Code Enforcement	Code case notification processing and management	Review status transparency is automatically provided to staff.	E - Essential	Y - Yes			
BS&A Software	31	Community Development	Code Enforcement	Code case notification processing and management	Status transparency and permit history is available to staff.	E - Essential	Y - Yes			
BS&A Software	32	Community Development	Code Enforcement	Code case notification processing and	Status transparency and permit history is available to the public.	D - Desired	Y - Yes			via BSAOnline.com

				managem nt						
BS& A Soft ware	33	Commun ity Develop ment	Code Enforcem ent	Code case managem ent and administrati on	Provide the capability for the Village to automatically capture pending review time internally to represent its completion of tasks to its constituents.	O - Option al	Y - Yes			
BS& A Soft ware	34	Commun ity Develop ment	Code Enforcem ent	Code case adjudicatio n and case managem ent administrati on	Ability to assign individual cases to hearing dates, to generate hearing agendas grouped by case type, to generate a staff report summarizing cases for a given hearing date, and to capture the judgments resulting from hearings, including the ability to reassign to a future hearing date.	O - Option al	Y - Yes			
BS& A Soft ware	35	Commun ity Develop ment	Code Enforcem ent	Online public access to code case status and disposition	Provide online status transparency to all appropriate parties for building permit applications.	E - Essenti al	Y - Yes			via BSAOnline.co m
BS& A Soft ware	36	Commun ity Develop ment	Code Enforcem ent	Online public access to code case status and disposition	Provide automated follow-up notifications to citizen requestors.	O - Option al	Y - Yes			via custom workflows and/or BSAOnline.co m
BS& A	37	Commun ity	Contracto r Licensing	Contractor license managem e	Enable the tracking of active certificates of insurance so businesses are notified to	E - Essenti al	Y - Yes			

Soft ware		Develop ment		nt and administrati on	provide updates before or at expiration.					
BS& A Soft ware	38	Commun ity Develop ment	Contracto r Licensing	Manage occupation al license status as a condition of business license renewals.	Enable the Village to track professional licenses necessary to operate or perform business activities for business licensure or for construction permitting.	E - Essential	Y - Yes			
BS& A Soft ware	39	Commun ity Develop ment	Contracto r Licensing	Provide online access to resources promoting customer self-service for new or renewed business licenses.	Contractors submit their credentials through their own account via an online portals to represent their business contacts, staff, and associated trade licenses. This can relieve the community for maintaining these licenses on behalf of their contractors.	D - Desired	F - Future			Contractor/Li censee registration will be added to BSAOnline.c om in a future update.
BS& A Soft ware	40	Commun ity Develop ment	Electronic Plan Review	Site plan review and process managemen t	Conditions of approval established during the site plan review process can be automatically associated with final project approval (master permit) so they can be enforced prior to issuance of certificate of occupancy.	E - Essential	Y - Yes			
BS& A Soft ware	41	Commun ity Develop ment	Electronic Plan Review	Site plan review and process	Enable an end-to-end electronic plan review process within the solution, including markup of an attached PDF	E - Essential	Y - Yes			

				managem nt	and the addition and removal of specific external reviewers.					
BS& A Soft ware	42	Commun ity Develop ment	Electronic Plan Review	Site plan review and process managem nt	Enable the system to manage a resubmission process for electronic plan reviews such that reviewer comments and drawings objects can be easily identified for changes (additions, deletions, and revisions).	D - Desire d	Y - Yes			
BS& A Soft ware	43	Commun ity Develop ment	Electronic Plan Review	Site plan review and process managem nt	Provide electronic document management capabilities associated with plan reviews so that they can be linked to cases.	D - Desire d	T - Third Party			ePlanRevie w (EPR) from e- PlanSoft
BS& A Soft ware	44	Commun ity Develop ment	Electronic Plan Review	Site plan review and process managem nt	Associate all permits, cases, projects, etc. to a land management record.	D - Desire d	Y - Yes			
BS& A Soft ware	45	Commun ity Develop ment	Electronic Plan Review	Site plan review and process managem nt	Ability to associate plan review comments directly within the permitting system of record associated with plan reviews (e.g., e-plan reviews or for traditional, paper-based reviews so they are visible to appropriate staff).	E - Essenti al	Y - Yes			
BS& A Soft ware	46	Commun ity Develop ment	Electronic Plan Review	Site plan review and process managem nt	Ability to accommodate hierarchical reviews, so that one division can act as an intermediary to roll up comments from other external reviewers prior to	E - Essenti al	Y - Yes			

					consolidating and representing to the applicant.					
BS&A Software	47	Community Development	Fee Management	Receipting of fees at point of sale - online and over-the-counter.	All fees are calculated, receipted, and recorded at the individual activity transactions in the permitting system record by case number.	E - Essential	Y - Yes			
BS&A Software	48	Community Development	Fee Management	Support the submission of partial payments for fees	Partial payments can be supported for balances that are due and owing at different stages of the application submission lifecycle.	D - Desired	Y - Yes			
BS&A Software	49	Community Development	Inspections	Online access for customer self-service	Inspections can be scheduled online and other channels not requiring staff intervention.	E - Essential	Y - Yes			When using BSAOnline.com
BS&A Software	50	Community Development	Inspections	Inspection management and administration	Implementing inspection lists (e.g., checklists) as part of a new system implementation would allow for inspectors to report on results consistently and provide applicants an understanding of the outstanding reviews necessary for permit closure.	D - Desired	Y - Yes			
BS&A Software	51	Community Development	Inspections	Inspection management and administration	Provide the capability to schedule inspectors for inspections directly in the system and interface with	E - Essential	Y - Yes			Interfaces with Microsoft Outlook 365

					Microsoft Outlook calendar for inspectors.					
BS&A Software	52	Community Development	Inspections	Inspection management and administration	Provide the ability for applicants to initiate online inspection requests, and represent the ability to assign the inspection date and time range automatically.	O - Optional	Y - Yes			
BS&A Software	53	Community Development	Inspections	Inspection management and administration	Provide the ability to automate recurring inspections for situations involving time based events (e.g., occupancy inspections for fire).	O - Optional	N - Not Available			
BS&A Software	54	Community Development	Inspections	Inspection management and administration	Provide capability to bill for time involved for inspections, plan reviews, or code enforcement activities (e.g., overtime inspection, violations).	O - Optional	Y - Yes			
BS&A Software	55	Community Development	Inspections	Inspection management and administration	Provide the ability for inspections to be cancelled online, within the mobile application, and/or within the permitting system. Ability to apply fees if inspections are cancelled within a defined timeframe prior to the scheduled inspection time.	D - Desired	Y - Yes			
BS&A Software	56	Community Development	Inspections	Inspection management and administration	Provide the ability for inspectors to automatically notify the next inspection to be performed via text or email the moment the	D - Desired	Y - Yes			

					previous scheduled inspection is completed.					
BS&A Software	57	Community Development	Inspections	Inspection management and administration	Ability to freeze all inspection activity (scheduling/conducting inspections) for a case tied to the payment of a specific fee type or noncompliance of a specific request.	D - Desired	Y - Yes			
BS&A Software	58	Community Development	Inspections	Permit notification processing and management	Integrate notifications for inspection results using integrations with messaging systems including email, text, mobile applications, etc. so they can be immediately pushed out.	E - Essential	Y - Yes			
BS&A Software	59	Community Development	Inspections	Inspection management and administration	Provide the ability to assign inspectors to inspections automatically using defined geographic regions and specific case types/parameters.	O - Optional	Y - Yes			With integration to an ArcGIS site.
BS&A Software	60	Community Development	Inspections	Field staff permit processing and administration	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email, txt, etc.	E - Essential	Y - Yes			
BS&A Software	61	Community Development	Inspections	Inspection management and	Provide the ability to represent, and allow for automatic and manual	O - Optional	Y - Yes			

				administrati on	distribution of workloads for individual inspectors.					
BS& A Soft ware	62	Commun ity Develop ment	Inspection s	Inspection manageme nt and administrati on	Provide automated routing capabilities available in the vendor's mobile application or mobile-facing website.	E - Essenti al	Y - Yes			
BS& A Soft ware	63	Commun ity Develop ment	Inspection s	Inspection manageme nt and administrati on	Provide the ability to document inspection results, upload photos, access related permit and property records, print and email results, and initiate reinspection scheduling using a mobile application or mobile- accessible web platform, with a real-time interface to the system database.	E - Essenti al	Y - Yes			
BS& A Soft ware	64	Commun ity Develop ment	Inspection s	Inspection manageme nt and administrati on	Provide speech-to-text capability for entering inspection notes.	O - Option al	T - Third Party			Possible through third party apps.
BS& A Soft ware	65	Commun ity Develop ment	Inspection s	Inspection manageme nt and administrati on	Provide the ability for staff to be notified for permit cases approaching expiration and to automatically generate emails to permit holders and expire permits without any activity.	D - Desire d	Y - Yes			
BS& A Soft ware	66	Commun ity Develop ment	Inspection s	Inspection manageme nt and administrati on	Provide the ability for external notifications through notice of compliance letters (report, report converted to a form	O - Option al	Y - Yes			

					letter, report converted to an email, etc.).					
BS&A Software	67	Community Development	Meetings Boards Hearings	Boards and Hearings	Provide the ability to assign a case to a scheduled hearing date, and represent the ability to export case information to include with hearing agendas. This functionality should be available for multiple hearing events per case.	O - Optional	Y - Yes			
BS&A Software	68	Community Development	Meetings Boards Hearings	Boards and Hearings	Provide the ability to include conditions of approval on subsequent linked records in the system.	D - Desired	Y - Yes			
BS&A Software	69	Community Development	Meetings Boards Hearings	Boards and Hearings	An applicant should have the ability to mark up plans and communicate written comments, which can be visible in electronic plans in conjunction with Village reviewer's comments.	E - Essential	Y - Yes			via BSAOnline.com
BS&A Software	70	Community Development	Mobile Access	Field staff permit processing and administration	Mobile access to the permit activities associated with one or more inspections can be provided to inspectors and the public to provide real-time information (e.g., including inspector field notes, inspector's comments, remaining conditions for approval, etc.).	E - Essential	Y - Yes			

BS&A Software	71	Community Development	Online Applicant Portal	Online applicant self-service for permit application submission	Allow users to set up online accounts in the role of: • Organization • Applicant Contact (Property Owner, Business Owner) • Contractor	E - Essential	Y - Yes				
BS&A Software	72	Community Development	Online Applicant Portal	Online applicant self-service for permit application submission	Ability for organizational accounts to designate authorized contact accounts to perform tasks within the online system on their behalf.	O - Optional	Y - Yes				
BS&A Software	73	Community Development	Online Applicant Portal	Online applicant self-service for permit application submission	Provide an ability for users with relevant contractor licenses to update the system's contractor license database by uploading renewals as appropriate, including the ability to receive automated notifications when licenses are set to expire.	E - Essential	Y - Yes				
BS&A Software	74	Community Development	Online Applicant Portal	Online applicant self-service for permit application submission	Ability to submit applications for all record types online, including the ability to submit information for multiple related cases (e.g., prime and sub-permits) with a single online form submission. Represent the ability to provide for applications requiring plan review and those not requiring plan review (web permits).	D - Desired	Y - Yes				

BS&A Software	75	Community Development	Online Applicant Portal	Online applicant self-service for permit application submission	Ability to print approve records once all approvals have been processed and relevant fees paid.	E - Essential	Y - Yes			
BS&A Software	76	Community Development	Online Applicant Portal	Online applicant self-service for permit application submission	Ability to track the status of a case review based on defined process review steps configurable by the Village.	E - Essential	Y - Yes			
BS&A Software	77	Community Development	Online Applicant Portal	Online applicant self-service for permit application submission	Ability to display a map in the online applicant portal after the applicant enters an address or location to allow applicants to confirm accuracy	D - Desired	N - Not Available			
BS&A Software	78	Community Development	Online Applicant Portal	Online applicant self-service for permit application submission	Provide an online map interface allowing users and citizens to run geographic queries on the Village's development activity and review details related to specific cases the Village designates as visible to the public.	O - Optional	Y - Yes			Requires GIS integration.
BS&A Software	79	Community Development	Online Applicant Portal	Online applicant self-service for permit application submission	Ability to provide applicants with opportunities to save and update their online application over multiple sessions.	E - Essential	N - Not Available			

BS&A Software	80	Community Development	Online Applicant Portal	Online applicant self-service for permit application submission	Enforce mandatory application submission requirements to eliminate or significantly reduce the number of incomplete applications submitted by the applicant.	E - Essential	Y - Yes			
BS&A Software	81	Community Development	Online Applicant Portal	Online applicant self-service for permit application submission	Ability to enforce address standardization for all applications (BTRs, land development applications, building permits, engineering, etc.) involving an existing structure or property against a master address file. Non-matching addresses are automatically flagged for validation via an address review workflow.	E - Essential	Y - Yes			
BS&A Software	82	Community Development	Online Applicant Portal	Online applicant self-service for permit application submission	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	E - Essential	Y - Yes			
BS&A Software	83	Community Development	Online Applicant Portal	Online applicant self-service for permit application submission	Provide real-time status of application submissions.	E - Essential	Y - Yes			

BS&A Software	84	Community Development	Online Applicant Portal	Online applicant self-service for permit application submission	The online applicant portal is configurable to prompt the user for required information based application type: including fees, attachments, signatures, and notices for additional information.	E - Essential	Y - Yes			
BS&A Software	85	Community Development	Permitting	Application, case, and project identification coding and indexing.	All approved cases and conditions of approval are associated with applications tied to specific projects, properties (tax ID), addresses, and geographic coordinates.	E - Essential	Y - Yes			
BS&A Software	86	Community Development	Permitting	Application, case, and project identification coding and indexing.	Store the geographic position of all addresses independent of parcel tax ID. - Confirm geographic locations (X,Y,Z) can be associated for all addresses and sub addresses.	D - Desired	Y - Yes			With integration to an ArcGIS site.
BS&A Software	87	Community Development	Permitting	Building structure indexing and management	A structure inventory provides the means to tie specific activities to unique indexes when multiple structures exist at an address or given property. Structures are associated with polygons in GIS so their positions relative to other features like parcels	D - Desired	Y - Yes			With integration to an ArcGIS site.
BS&A	88	Community	Permitting	Application, case, and project	Changes to project names can be supported and lineage	D - Desired	Y - Yes			

Soft ware		Develop ment		identificatio n coding and indexing.	maintained for any previous project names.					
BS& A Soft ware	89	Commun ity Develop ment	Permitting	Field staff permit processing and administrati on	Enable mobile staff workflows to capture the necessary information in the field can be readily represented in the system of record to enforce all conditions of approval.	E - Essenti al	Y - Yes			
BS& A Soft ware	90	Commun ity Develop ment	Permitting	Final permit approval and closeout	Closeout open permits as quickly as possible by implementing triggers/notifications so permits can be finalized.	E - Essenti al	Y - Yes			
BS& A Soft ware	91	Commun ity Develop ment	Permitting	Final permit closeout and managem ent	Certificate of occupancy workflows can be configured for appropriate review disciplines at the permit issuance stage to ensure conditions of approval can be enforced at the permit closeout stage.	D - Desire d	Y - Yes			
BS& A Soft ware	92	Commun ity Develop ment	Permitting	Final permit approval and closeout	Performance guarantees are confirmed for release in a workflow that determines when these guarantees can be released.	D - Desire d	Y - Yes			
BS& A Soft ware	93	Commun ity Develop ment	Permitting	Final permit approval and closeout	Notification of a certificate of occupancy inspection can be provided in real-time to applicants, owners, and staff.	D - Desire d	Y - Yes			

BS&A Software	94	Community Development	Permitting	Permit notification processing and management	Buffer notifications for the given case can be supported using the community's GIS geometry to select active addresses, parcels, and/or occupant structures within the permitting system of record.	E - Essential	N - Not Available			
BS&A Software	95	Community Development	Permitting	Permit processing and administration	Permitting system workflows should be configurable based upon the type of application and the review authorities to be involved.	E - Essential	Y - Yes			
BS&A Software	96	Community Development	Permitting	Permit processing and administration	All correspondence and conditions of approval are regarding the evidence of approval are associated with the case in the permitting system of record.	D - Desired	Y - Yes			
BS&A Software	97	Community Development	Permitting	Permit processing and administration	Ensure all reasons for a "hold" on a permit are enforced and can be independently verified by staff, public, and applicants through the permitting system of record via online and other applicable channels.	D - Desired	Y - Yes			
BS&A Software	98	Community Development	Permitting	Right-of-way permit processing and administration	The management of right-of-way permits is fully integrated with all entitlement, permitting, and acceptance processes.	D - Desired	Y - Yes			

BS&A Software	99	Community Development	Permitting	Right-of-way permit processing and administration	The extent of the right-of-way impact is defined by a geographic area (polygon) and saved with each ROW permit. The ability to create spatial queries to identify future ROW permitting activities can identify conflicts before they occur. Index special event planning cases or permitting records using geographic (x,y,z) location as a primary index without association to physical addresses or parcel ID.	D - Desired	Y - Yes			With integration to an ArcGIS site.
BS&A Software	100	Community Development	Permitting	Right-of-way permit processing and administration	Capture the locations of utilities in the permitting system of record based upon geographic position in the right-of-way so potential conflicts can be identified.	D - Desired	Y - Yes			With integration to an ArcGIS site.
BS&A Software	101	Community Development	Permitting	Special event planning and permitting	Special events are managed by geographic location of impact area for defining extent of boundary area (e.g., polygon, point, line, etc.). Index special event permitting records using geographic (x,y,z) location as a primary index without association to physical addresses or parcel ID.	O - Optional	N - Not Available			

BS&A Software	102	Community Development	Permitting	Special event planning and permitting	Special events are timebound and transparent to users so they can identify possible conflicts with existing permitting activity in progress	D - Desired	N - Not Available			
BS&A Software	103	Community Development	Permitting	Special event planning and permitting	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	E - Essential	Y - Yes			
BS&A Software	104	Community Development	Permitting	Special event planning and permitting	E-plan submissions can facilitate approval workflows in the permitting system of record in addition to capturing time involved in the application review process.	O - Optional	Y - Yes			
BS&A Software	105	Community Development	Permitting	Special event planning and permitting	Support versioning of the plan submission can be associated with each plan review iteration.	O - Optional	Y - Yes			
BS&A Software	106	Community Development	Permitting	Special event planning and permitting	Enable multiple reviewers can be reviewing a set of plans concurrently.	E - Essential	Y - Yes			
BS&A Software	107	Community Development	Permitting	Special event planning and permitting	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	E - Essential	Y - Yes			

BS&A Software	108	Community Development	Permitting	Special event planning and permitting	Enable reviewers to see the status of comments in real-time that can be consolidated in the system of record to provide status information online back to the applicant.	E - Essential	Y - Yes			
BS&A Software	109	Community Development	Permitting	Site plan review and process management	Ability to save sections of the Village's municipal code as standard comments available in the plan review application, including the ability to users to select frequent or "favorite" plan comments; ability to save checklists for building plan review activities.	D - Desired	Y - Yes			
BS&A Software	110	Community Development	Permitting	Site plan review and process management	Ability to associate building characteristics with location rather than with individual permit records.	O - Optional	Y - Yes			
BS&A Software	111	Community Development	Permitting	Site plan review and process management	Ability to retain digitally signed submissions.	E - Essential	Y - Yes			
BS&A Software	112	Community Development	Permitting	Inspection management and administration	Checklists for all types of permitting applications can be enforced consistently to enforce a standard procedures.	D - Desired	Y - Yes			
BS&A Software	113	Community Development	Planning & Zoning	Permit processing and	All approved planning cases are linked to subsequent or concurrent building, engineering, fire, and other	E - Essential	Y - Yes			

				administrati on	disciplines through a master project to master permit association (or similar hierarchical association).					
BS&A Soft ware	11 4	Commun ity Develop ment	Planning & Zoning	Application, case, and project identificatio n coding and indexing	Index building and site development plans to permitting system records / cases when an application is accepted as "complete".	D - Desire d	Y - Yes			
BS&A Soft ware	11 5	Commun ity Develop ment	Planning & Zoning	Application, case, and project identificatio n coding and indexing.	Use geographic areas to define primary location as another index in addition to address & parcel ID. Index planning cases or permitting records using geographic (x,y,z) location as a primary index.	O - Option al	N - Not Available			
BS&A Soft ware	11 6	Commun ity Develop ment	Planning & Zoning	Application, case, and project identificatio n coding and indexing.	Set requirements for replacement permitting system to allow places/events to be recognized independent of parcel ID (e.g., by geographic location). Index special event planning cases or permitting records using geographic (x,y,z) location as a primary index without association to physical addresses or parcel ID.	O - Option al	N - Not Available			
BS&A	11 7	Commun ity	Planning & Zoning	Land use (entitlemen t)	The disposition ZBA case reviews, findings, and/or judgments are documented	E - Essenti al	Y - Yes			

Soft ware		Develop ment		adjudication and case management administration	with the case, agenda management system, and associated with the tax parcel ID, property address(es), and geographic coordinate location.					
BS& A Soft ware	11 8	Commun ity Develop ment	Planning & Zoning	Land use (zoning) entitlement reviews	Zoning determination of an application is maintained in the permitting system of record and associated with the property tax ID, address, and location.	E - Essenti al	Y - Yes			
BS& A Soft ware	11 9	Commun ity Develop ment	Planning & Zoning	Land use (zoning) entitlement reviews	Zoning determinations are linked to projects which can be linked to planning, building, engineering, fire, or any other review discipline.	E - Essenti al	Y - Yes			
BS& A Soft ware	12 0	Commun ity Develop ment	Planning & Zoning	Land use (zoning) entitlement reviews	Cases represented to appellate or review boards (ZBA, Planning and Zoning Commission, Committee Meetings, etc.) are documented in the permitting system of record including agendas, minutes, and decisions.	E - Essenti al	Y - Yes			
BS& A Soft ware	12 1	Commun ity Develop ment	Planning & Zoning	Notification processing and managemen t	ZBA notifications can support automated generation of mailers (mail merge).	E - Essenti al	Y - Yes			
BS& A	12 2	Finance	Accounts Payable	Allow employees to submit	Employees can submit an expense reimbursement request that is automatically	E - Essenti al	Y - Yes			

Soft ware				expense reimbursements requests	routed for approval based on the department.					
BS&A Soft ware	123	Finance	Accounts Payable	Allow employees to submit expense reimbursements requests	Expense requests can be approved in advance, with the payment made to the employee.	E - Essential	Y - Yes			
BS&A Soft ware	124	Finance	Accounts Payable	Allow employees to submit expense reimbursements requests	System allows users to submit receipts after expenses have occurred for final approval of the transactions.	E - Essential	Y - Yes			
BS&A Soft ware	125	Finance	Accounts Payable	Create a recurring payment	System can create a recurring payment for a set amount to a vendor (e.g., monthly lease payment).	D - Desired	Y - Yes			
BS&A Soft ware	126	Finance	Accounts Payable	Create AP reports	Ability to automatically generate performance measures on the AP process (e.g., number of errors on invoice entry, time to process an invoice, etc.).	O - Optional	N - Not Available			Some of this data could be generated, but it is not clear how we could calculate the number of errors on an invoice as indicated in the example.

BS&A Software	127	Finance	Accounts Payable	Create AP reports	Ability to define specific search criteria (summary and detail) and limits while performing an inquiry.	E - Essential	Y - Yes			
BS&A Software	128	Finance	Accounts Payable	Create AP reports	Ability to drill-down from summary level reports to detail levels for vendor, encumbrance and invoice/payment information.	E - Essential	Y - Yes			
BS&A Software	129	Finance	Accounts Payable	Create AP reports	Ability to provide document history retrieval linking requisitions to purchase orders, invoices, and checks.	E - Essential	Y - Yes			
BS&A Software	130	Finance	Accounts Payable	Create AP reports	Ability to track and report payments by department, vendor, account distribution, check or ACH number, date and amount.	E - Essential	Y - Yes			
BS&A Software	131	Finance	Accounts Payable	Create AP reports	Ability to view a check register for multiple payment methods (e.g., garnishments, welfare, with the option to print by payment type).	E - Essential	Y - Yes			
BS&A Software	132	Finance	Accounts Payable	Create AP reports	Ability to view check register daily to certify check funds.	E - Essential	Y - Yes			
BS&A Software	133	Finance	Accounts Payable	Create Payment File	Ability for the system to have an option of printing or not printing checks that are below a defined threshold (e.g., does not print zero-dollar checks).	E - Essential	Y - Yes			

BS&A Software	134	Finance	Accounts Payable	Create Payment File	Ability for user-defined check and check stub formatting, including ability to modify without requiring assistance from the software vendor.	D - Desired	Y - Yes			
BS&A Software	135	Finance	Accounts Payable	Create Payment File	Ability to allow selected items to be paid and items to be withheld or deleted from payment for a particular check run.	D - Desired	Y - Yes			
BS&A Software	136	Finance	Accounts Payable	Create Payment File	Ability to generate manual checks on-demand locally.	E - Essential	Y - Yes			
BS&A Software	137	Finance	Accounts Payable	Create Payment File	Ability to have check stock control numbers included with check data.	D - Desired	Y - Yes			
BS&A Software	138	Finance	Accounts Payable	Create Payment File	Ability to issue checks or EFT payments out of various bank accounts, including providing detailed email notification (include information which would have been on check stub) to vendor of EFT transmittal.	E - Essential	Y - Yes			
BS&A Software	139	Finance	Accounts Payable	Create Payment File	Ability to notify the user when a check is to be printed that exceeds a user-defined maximum check amount.	E - Essential	Y - Yes			
BS&A Software	140	Finance	Accounts Payable	Create Payment File	Ability to print checks on plain paper stock.	D - Desired	Y - Yes			

BS&A Software	141	Finance	Accounts Payable	Create Payment File	Ability to print from multiple bank accounts in the same check run.	D - Desired	N - Not Available			Each Bank Account gets it's own check run
BS&A Software	142	Finance	Accounts Payable	Create Payment File	Ability to process check runs at any time.	D - Desired	Y - Yes			
BS&A Software	143	Finance	Accounts Payable	Create Payment File	Ability to produce, through secure printers, checks with MICR encoding and electronic signatures.	E - Essential	Y - Yes			
BS&A Software	144	Finance	Accounts Payable	Create Payment File	Ability to restrict the reuse of a check number.	D - Desired	Y - Yes			
BS&A Software	145	Finance	Accounts Payable	Create Payment File	Ability to select vouchers for check processing (EFT vs. printed check).	E - Essential	Y - Yes			
BS&A Software	146	Finance	Accounts Payable	Create Payment File	Ability to store and use the next sequential check number to be used for each bank's checking account.	E - Essential	Y - Yes			
BS&A Software	147	Finance	Accounts Payable	Create Payment File	System allows for at least 8 digits for the check number.	E - Essential	Y - Yes			
BS&A Software	148	Finance	Accounts Payable	Create Payment File	System can automatically add payments to check run based on payment due date.	D - Desired	Y - Yes			

BS&A Software	149	Finance	Accounts Payable	Create Payment File	System detects fraudulent activities using Positive Pay security, ACH Positive Pay, Reverse Positive Pay, and ACH Debit Block.	E - Essential	Y - Yes			
BS&A Software	150	Finance	Accounts Payable	Create Payment File	System monitors available cash balance to see available funds for paying invoices.	D - Desired	Y - Yes			
BS&A Software	151	Finance	Accounts Payable	Enter invoices	Ability for a user to make a correction to an invoice entry while it is in the approval queue. The corrected amount can go through the approval queue without re-entering the entire invoice.	D - Desired	Y - Yes			
BS&A Software	152	Finance	Accounts Payable	Enter invoices	Ability for authorized users to make edits and revisions to unposted invoice transactions prior to posting with appropriate workflow.	D - Desired	Y - Yes			
BS&A Software	153	Finance	Accounts Payable	Enter invoices	Ability to access information, including attached documents, from the referenced purchase order line item(s) during invoice entry.	D - Desired	Y - Yes			
BS&A Software	154	Finance	Accounts Payable	Enter invoices	Ability to default purchase order information on the invoice during invoice entry with source transaction information.	D - Desired	Y - Yes			

BS&A Software	155	Finance	Accounts Payable	Enter invoices	Ability to designate "separate check" on an invoice transaction, so this payment is not combined with other payments to the same vendor.	E - Essential	Y - Yes				
BS&A Software	156	Finance	Accounts Payable	Enter invoices	Ability to distribute invoice payments by item or total into multiple general ledger accounts, department, activities, funds and cost categories, project codes, etc.	E - Essential	Y - Yes				
BS&A Software	157	Finance	Accounts Payable	Enter invoices	Ability to enter credit amount against a PO.	E - Essential	Y - Yes				
BS&A Software	158	Finance	Accounts Payable	Enter invoices	Ability to hold/repeat vendor information when keying multiple invoices into a batch.	D - Desired	Y - Yes				
BS&A Software	159	Finance	Accounts Payable	Enter invoices	Ability to identify capitalized items, based on account and dollar amount, as invoices are processed and prompt user to enter fixed assets related details.	D - Desired	Y - Yes				
BS&A Software	160	Finance	Accounts Payable	Enter invoices	Ability to process one invoice or multiple invoices from one purchase order (or encumbrance) and/or for one purchase order line item.	D - Desired	Y - Yes				

BS&A Software	161	Finance	Accounts Payable	Enter invoices	Ability to require follow-up actions before processing payments if the amount due on the vendor invoice exceeds the current encumbrance by more than a tolerable threshold (e.g., contact vendor, determine reason for difference, and obtain necessary workflow approvals).	D - Desired	Y - Yes			
BS&A Software	162	Finance	Accounts Payable	Enter invoices	Ability to support creation of templates for recurring invoices.	D - Desired	Y - Yes			
BS&A Software	163	Finance	Accounts Payable	Enter invoices	An electronic copy of the invoice can be attached to the invoice record.	E - Essential	Y - Yes			
BS&A Software	164	Finance	Accounts Payable	Enter invoices	Invoice data can be added via scanning an invoice and the system scrapping data from the scan via OCR or similar method.	D - Desired	N - Not Available			
BS&A Software	165	Finance	Accounts Payable	Enter invoices	System allows invoice date to be different than the transaction date when entering an invoice.	D - Desired	Y - Yes			
BS&A Software	166	Finance	Accounts Payable	Enter invoices	System automatically detects potential duplicate invoices and notifies the user when this occurs.	E - Essential	Y - Yes			

BS&A Software	167	Finance	Accounts Payable	Generate 1099 forms	Ability to access at least five calendar years of 1099 information in the system.	D - Desired	Y - Yes			
BS&A Software	168	Finance	Accounts Payable	Generate 1099 forms	Ability to calculate and deduct backup withholding for vendors that are subject to backup withholding.	D - Desired	N - Not Available			
BS&A Software	169	Finance	Accounts Payable	Generate 1099 forms	Ability to default 1099 codes based on the general ledger account code.	O - Optional	N - Not Available			
BS&A Software	170	Finance	Accounts Payable	Generate 1099 forms	Ability to generate necessary analysis reporting for 1099 generation purposes (summary and invoice detail history sorted by tax ID, report combining multiple vendors with same tax ID).	E - Essential	Y - Yes			
BS&A Software	171	Finance	Accounts Payable	Generate 1099 forms	Ability to identify specific invoices and payments for vendors as 1099 transactions or non-1099 transactions.	E - Essential	Y - Yes			
BS&A Software	172	Finance	Accounts Payable	Generate 1099 forms	Ability to print 1099 information and the related forms only for vendors with payments in excess of the designated IRS amount.	E - Essential	Y - Yes			
BS&A Software	173	Finance	Accounts Payable	Generate 1099 forms	Ability to process different types of 1099 forms.	D - Desired	Y - Yes			

BS&A Software	174	Finance	Accounts Payable	Generate 1099 forms	Ability to prohibit or provide warnings when a vendor without a TIN or SSN is entered, when it is required.	E - Essential	Y - Yes			
BS&A Software	175	Finance	Accounts Payable	Generate 1099 forms	Ability to track all required information for 1099 reporting purposes with ability to make corrections (e.g., 1099 payments versus non-1099 payments, vendor information, etc.) and electronically transmit to the IRS for reporting purposes.	E - Essential	Y - Yes			
BS&A Software	176	Finance	Accounts Payable	Generate 1099 forms	Ability to view a 1099 report that identifies vendors that have been associated with a 1099 status but do not have complete 1099 information.	E - Essential	R - Reporting			
BS&A Software	177	Finance	Accounts Payable	Generate 1099 forms	System can automatically generate 1099 forms for vendors that are designated as 1099 vendors.	E - Essential	Y - Yes			
BS&A Software	178	Finance	Accounts Payable	Generate 1099 forms	Vendor provides updates to annual 1099 forms, IRS file formats, etc. with the annual software maintenance agreement at no additional cost.	E - Essential	Y - Yes			
BS&A Software	179	Finance	Accounts Payable	Maintain a vendor file	Ability to allow vendor data changes without affecting the vendor information on historical transactions.	E - Essential	Y - Yes			

BS&A Software	180	Finance	Accounts Payable	Maintain a vendor file	Ability to annually archive inactive vendors based upon flexible, user-generated parameters.	D - Desired	Y - Yes			There is a tool that allows users to inactivate vendors with not activity for a date range, but no other parameters are supported.
BS&A Software	181	Finance	Accounts Payable	Maintain a vendor file	Ability to assign classifications to vendors (e.g., Regular, One-Time, Employee, EFT, Payroll, etc.) and the ability to limit access for updating vendor information based on vendor classification.	D - Desired	Y - Yes			
BS&A Software	182	Finance	Accounts Payable	Maintain a vendor file	Ability to change 1099 status without losing prior history.	E - Essential	Y - Yes			
BS&A Software	183	Finance	Accounts Payable	Maintain a vendor file	Ability to configure the customer database as one combined system database or separate by module/area (AP/AR).	D - Desired	Y - Yes			A 'Person' record can be used as a vendor in AP and as a Customer Account in AR
BS&A Software	184	Finance	Accounts Payable	Maintain a vendor file	Ability to create foreign address with a minimum of 6 lines.	E - Essential	Y - Yes			

BS&A Software	185	Finance	Accounts Payable	Maintain a vendor file	Ability to create multiple vendor names per vendor with the ability to assign each address as appropriate (e.g., invoicing, remittance, ordering, 1099, etc.); and the ability to select different remit addresses during the voucher payment process.	E - Essential	Y - Yes			
BS&A Software	186	Finance	Accounts Payable	Maintain a vendor file	Ability to enter all needed vendor bank information for EFT payments (ABA number, bank account number, bank name, etc.) with necessary security provided.	E - Essential	Y - Yes			
BS&A Software	187	Finance	Accounts Payable	Maintain a vendor file	Ability to establish a control to avoid vendor profile duplication; but allow multiple physical locations.	E - Essential	Y - Yes			
BS&A Software	188	Finance	Accounts Payable	Maintain a vendor file	Ability to establish security for limited access to social security numbers/FEIN on vendor file.	E - Essential	Y - Yes			
BS&A Software	189	Finance	Accounts Payable	Maintain a vendor file	Ability to have a free text area where comments about a vendor may be attached to the vendor file record.	D - Desired	Y - Yes			
BS&A Software	190	Finance	Accounts Payable	Maintain a vendor file	Ability to notify requestor when a vendor is setup.	D - Desired	Y - Yes			
BS&A	191	Finance	Accounts Payable	Maintain a vendor file	Ability to search one-time payments by classification.	D - Desired	Y - Yes			MISCELANEO US Vendor

Soft ware										code designation
BS& A Soft ware	19 2	Finance	Accounts Payable	Maintain a vendor file	Ability to search one-time payments by vendor name/tax id.	D - Desire d	Y - Yes			
BS& A Soft ware	19 3	Finance	Accounts Payable	Maintain a vendor file	Ability to set a vendor preference for separate checks (not combining invoices into a single payment), and system will automatically generate the separate checks when processing payments to that vendor.	D - Desire d	N - Not Available			
BS& A Soft ware	19 4	Finance	Accounts Payable	Maintain a vendor file	Ability to set up alternate or multiple remit to vendors for payment (e.g., payment to IRS rather than vendor).	D - Desire d	Y - Yes			
BS& A Soft ware	19 5	Finance	Accounts Payable	Maintain a vendor file	Ability to track and report on all changes to the vendor master record.	E - Essenti al	Y - Yes			
BS& A Soft ware	19 6	Finance	Accounts Payable	Maintain a vendor file	Ability to track and search on vendor file address fields including name, address (multiple), phone (multiple), fax and email, contact info, number, type, status (active/inactive), tax ID & type, commodity code (multiple).	E - Essenti al	Y - Yes			

BS&A Software	197	Finance	Accounts Payable	Maintain a vendor file	System allows authorized users to enter a one-time vendor that will not be accessible as a normal vendor for future purchases.	D - Desired	Y - Yes			Based on security access
BS&A Software	198	Finance	Accounts Payable	Maintain a vendor file	System allows users to submit a request for adding a new vendor that goes through an electronic approval workflow.	E - Essential	N - Not Available			A user could create an internal message to add a new vendor, but the system does not allow for adding a vendor with a status or state of "Unapproved.
BS&A Software	199	Finance	Accounts Payable	Maintain a vendor file	System can automatically assign a unique vendor ID number.	E - Essential	Y - Yes			
BS&A Software	200	Finance	Accounts Payable	Maintain a vendor file	System can create and maintain vendor registration files with the following information: Name(s) and Address(es) including dba's.	E - Essential	N - Not Available			
BS&A Software	201	Finance	Accounts Payable	Maintain a vendor file	System can detect and prevent potential duplicate vendors before they are added to the vendor file.	E - Essential	Y - Yes			Based on FED ID # only

BS&A Software	202	Finance	Accounts Payable	Maintain a vendor file	System can mark vendor data fields as restricted, which only allows authorized users to view those fields.	D - Desired	Y - Yes			Security based on field access
BS&A Software	203	Finance	Accounts Payable	Maintain a vendor file	System can require sales tax on items purchased with a vendor designated as a taxable vendor.	O - Optional	Y - Yes			
BS&A Software	204	Finance	Accounts Payable	Maintain a vendor file	System can store discount information (fixed amount or percentage) based on payment type, payment terms, etc. by vendor or invoice.	O - Optional	Y - Yes			
BS&A Software	205	Finance	Accounts Payable	Maintain a vendor file	System can store insurance information for vendors, including expiration date of coverage.	D - Desired	Y - Yes			
BS&A Software	206	Finance	Accounts Payable	Maintain a vendor file	System can store preferred payment method for each vendor (ACH, check, etc.).	E - Essential	Y - Yes			
BS&A Software	207	Finance	Accounts Payable	Maintain a vendor file	System can verify TIN matches IRS database.	D - Desired	N - Not Available			
BS&A Software	208	Finance	Accounts Payable	Maintain a vendor file	System maintains history of all vendor information changes (e.g., when an address is updated, users can see effective date of new address and still see old address details).	E - Essential	Y - Yes			

BS&A Software	209	Finance	Accounts Payable	Maintain a vendor file	System tracks KPIs of vendor performance including complaints and resolution.	D - Desired	Y - Yes			Custom Fields/Notes
BS&A Software	210	Finance	Accounts Payable	Maintain a vendor file	Users can attach files to a vendor record.	E - Essential	Y - Yes			
BS&A Software	211	Finance	Accounts Payable	Maintain a vendor file	Users can combine multiple vendors into a single record while maintaining the complete history of all vendors.	D - Desired	Y - Yes			
BS&A Software	212	Finance	Accounts Payable	Maintain a vendor file	Vendors can be designated as a 1099 vendor.	E - Essential	Y - Yes			
BS&A Software	213	Finance	Accounts Payable	Maintain a vendor file	Vendors can be designated as a local vendor.	E - Essential	Y - Yes			
BS&A Software	214	Finance	Accounts Payable	Maintain a vendor file	Vendors can be designated as a minority owned business.	E - Essential	Y - Yes			
BS&A Software	215	Finance	Accounts Payable	Pay an invoice	Ability to configure a price tolerance for PO matching, based on set dollar amount or percentage of purchase order.	D - Desired	Y - Yes			
BS&A Software	216	Finance	Accounts Payable	Pay an invoice	Ability to search for an invoice by searching for an address and seeing invoices associated with that address.	D - Desired	Y - Yes			

BS&A Software	217	Finance	Accounts Payable	Pay an invoice	Ability to enter multiple invoices against a blanket purchase order.	E - Essential	Y - Yes			
BS&A Software	218	Finance	Accounts Payable	Pay an invoice	System allows for 2 way or 3 way matching.	D - Desired	Y - Yes			
BS&A Software	219	Finance	Accounts Payable	Pay an invoice	System allows partial completion of purchase order if the quantity received is less than the total quantity of the purchase order.	D - Desired	Y - Yes			
BS&A Software	220	Finance	Accounts Payable	Pay an invoice	System automatically routes invoice for approval based on combination of department and dollar amount.	E - Essential	Y - Yes			
BS&A Software	221	Finance	Accounts Payable	Pay an invoice	System automatically verifies if invoice details (vendor information, price, quantity) match purchase order.	E - Essential	Y - Yes			
BS&A Software	222	Finance	Accounts Payable	Process a payment	Ability to automatically produce payments for garnishments from Payroll data.	E - Essential	Y - Yes			
BS&A Software	223	Finance	Accounts Payable	Process a payment	Ability to insert/apply a code to payables prior to printing checks that must be grouped/printed together for special mailing/distribution.	D - Desired	Y - Yes			
BS&A Software	224	Finance	Accounts Payable	Process a payment	Ability to maintain unique identifiers for individual ACH payments.	E - Essential	Y - Yes			

BS&A Software	225	Finance	Accounts Payable	Process a payment	Ability to pre-note when establishing a new bank account on a new Supplier or the Supplier request a change to the existing account.	E - Essential	Y - Yes			
BS&A Software	226	Finance	Accounts Payable	Process a payment	System allows users to withhold retainage from an invoice payment, and tracks the withheld amount for future reporting.	D - Desired	Y - Yes			
BS&A Software	227	Finance	Accounts Payable	Process a payment	System can automatically add retainage amounts to GL holding account.	D - Desired	N - Not Available			This could be accomplished , but it is a manual task, not automatic.
BS&A Software	228	Finance	Accounts Payable	Process a payment	System generates payment of correct type (check, EFT, wire) based on defined vendor settings stored in the vendor file.	E - Essential	Y - Yes			
BS&A Software	229	Finance	Accounts Payable	Provide vendor self-service functionality	System allows users to easily enter and update all vendor information in one place (e.g., Payment Method, Local Preference, Tax Identification/Social Security Number, Exempt/Non-Exempt, License Type, License Number (if applicable), NIGP Commodity Code(s), Independent Contractor Status, etc.).	D - Desired	Y - Yes			

BS&A Software	230	Finance	Accounts Payable	Void a payment	Ability for check cancellation to provide the option of restoring funds back to the appropriate encumbering document, or back into the appropriate account's available budget balance, and provides the tracking of the check void on the Purchase Order transaction.	E - Essential	Y - Yes			
BS&A Software	231	Finance	Accounts Payable	Void a payment	Ability to cancel a prior year check.	E - Essential	Y - Yes			
BS&A Software	232	Finance	Accounts Payable	Void a payment	Ability to provide full check cancellation, where the vendor master file, general ledger distributions, outstanding checks, and accounts payable detail files are reversed in the general ledger to accommodate cancelled check.	E - Essential	Y - Yes			
BS&A Software	233	Finance	Accounts Payable	Void a payment	Ability to enter a reason when canceling any payment.	E - Essential	Y - Yes			
BS&A Software	234	Finance	Accounts Payable	Void a payment	Ability to void and replace checks by: individual check, block of checks or entire check run.	E - Essential	Y - Yes			
BS&A	235	Finance	Accounts Payable	Void a payment	Ability, on cancelled checks, to either issue a replacement check or cancel the check	E - Essential	Y - Yes			

Soft ware					with no replacement with a comment field.					
BS&A Soft ware	236	Finance	Accounts Payable	Void a payment	System has the ability to generate a notification when payments have been reversed. The workflow notification process must provide an audit trail of approvals that are stored with the transaction.	D - Desired	Y - Yes			
BS&A Soft ware	237	Finance	Accounts Receivable	Adjust invoices	System allows to existing invoice to add additional changes.	D - Desired	Y - Yes			
BS&A Soft ware	238	Finance	Accounts Receivable	Apply late fees and penalties	System can calculate interest and penalties using a flat fee.	D - Desired	Y - Yes			
BS&A Soft ware	239	Finance	Accounts Receivable	Apply late fees and penalties	System can calculate interest and penalties using a percentage of bill amount.	D - Desired	Y - Yes			
BS&A Soft ware	240	Finance	Accounts Receivable	Create an invoice	Ability to accommodate various bill calculation methods using rate tables (e.g., flat rate, unit charge, flat rate plus a unit charge, etc.).	D - Desired	Y - Yes			
BS&A Soft ware	241	Finance	Accounts Receivable	Create an Invoice	Ability to create one-time invoices (e.g., one-time customers for miscellaneous sales).	E - Essential	Y - Yes			
BS&A	242	Finance	Accounts Receivable	Create an invoice	Ability to establish a series of department specific bill types for various charges.	D - Desired	Y - Yes			

Soft ware										
BS& A Soft ware	24 3	Finance	Accounts Receivabl e	Create an invoice	Ability to establish bill types and rate tables and schedules for each with the ability for authorized users to change these default rates on invoices.	D - Desire d	Y - Yes			
BS& A Soft ware	24 4	Finance	Accounts Receivabl e	Create an invoice	Ability to establish payment terms (number of days until due) based on bill type.	D - Desire d	Y - Yes			
BS& A Soft ware	24 5	Finance	Accounts Receivabl e	Create an Invoice	Ability to have larger character limit in the invoice creation, for a description of invoice, like 180 characters	D - Desire d	Y - Yes			Using the 'Notes' field will allow for more characters
BS& A Soft ware	24 6	Finance	Accounts Receivabl e	Create an Invoice	Ability to import a CSV file or excel into the AR system to create invoices.	O - Option al	Y - Yes			
BS& A Soft ware	24 7	Finance	Accounts Receivabl e	Create an invoice	Ability to record billing line items as deferred revenue.	D - Desire d	Y - Yes			
BS& A Soft ware	24 8	Finance	Accounts Receivabl e	Create an Invoice	System allows for decentralized invoice entry that will be sent to finance for final approval of the invoice before it's sent to the customer.	D - Desire d	Y - Yes			
BS& A	24 9	Finance	Accounts Receivabl e	Create an invoice	System allows user to configure AR Invoice templates.	D - Desire d	Y - Yes			

Soft ware										
BS& A Soft ware	25 0	Finance	Accounts Receivabl e	Create an invoice	System can track receivables and generate statements that aggregate all outstanding charges for a customer.	E - Essenti al	Y - Yes			
BS& A Soft ware	25 1	Finance	Accounts Receivabl e	Create an invoice	System has the ability to set up charge codes for common items, with specific dollar amounts and GL accounts tied to each code.	D - Desire d	Y - Yes			
BS& A Soft ware	25 2	Finance	Accounts Receivabl e	Create an invoice	Users can configure whether attachments print with an invoice or are stored internally.	D - Desire d	Y - Yes			
BS& A Soft ware	25 3	Finance	Accounts Receivabl e	Create an invoice	Users can create recurring invoice that will be automatically sent at user defined intervals.	D - Desire d	Y - Yes			
BS& A Soft ware	25 4	Finance	Accounts Receivabl e	Generate Receivables based on grant reimburse ments	System can generate a receivable based on pending reimbursements from the grants module.	D - Desire d	Y - Yes			
BS& A Soft ware	25 5	Finance	Accounts Receivabl e	Maintain customer file	System allows users to enter notes in customer file that other users can view when pulling up the customer record.	D - Desire d	Y - Yes			
BS& A Soft ware	25 6	Finance	Accounts Receivabl e	Maintain customer file	System allows users to view payment history and all outstanding charges for a customer.	D - Desire d	Y - Yes			

BS&A Software	257	Finance	Accounts Receivable	Maintain customer file	System can create a user-friendly audit trail of changes to the AR customer record (if different than AP record).	D - Desired	Y - Yes			
BS&A Software	258	Finance	Accounts Receivable	Maintain customer file	System can detect and prevents potential duplicate entries when a user attempts to create a new customer record, with the option to override in certain circumstances.	E - Essential	Y - Yes			
BS&A Software	259	Finance	Accounts Receivable	Maintain customer file	System can have parent/child relationships between customer records (e.g., link owner of building to tenants).	D - Desired	Y - Yes			
BS&A Software	260	Finance	Accounts Receivable	Maintain customer file	System can restrict access to who can view certain data fields.	D - Desired	Y - Yes			
BS&A Software	261	Finance	Accounts Receivable	Maintain customer file	System can track physical address and mailing address separately.	D - Desired	Y - Yes			
BS&A Software	262	Finance	Accounts Receivable	Maintain customer file	System stores customer data such as account number, name, payment history, etc.	E - Essential	Y - Yes			
BS&A Software	263	Finance	Accounts Receivable	Maintain customer file	Users can inactivate a customer account, which restricts transactions from being posted to that account.	D - Desired	Y - Yes			
BS&A	264	Finance	Accounts Receivable	Manage customer accounts	Ability to view customer's unpaid balance for all outstanding receivables.	E - Essential	Y - Yes			

Soft ware										
BS&A Soft ware	265	Finance	Accounts Receivable	Manage customer accounts	System supports tracking of customer deposits.	E - Essential	Y - Yes			
BS&A Soft ware	266	Finance	Accounts Receivable	Manage outstanding receivables	Ability to flag if an invoice is being disputed on the customer record.	D - Desired	Y - Yes			
BS&A Soft ware	267	Finance	Accounts Receivable	Manage outstanding receivables	System allows users to create a list of invoices to be written off, and send list for approval via a workflow.	D - Desired	Y - Yes			Using workflow it would be possible to create and email th list, but not approval.
BS&A Soft ware	268	Finance	Accounts Receivable	Manage outstanding receivables	System can automatically generate listing of overdue receivables once they have passed a certain threshold (e.g., list of all invoices over 30 days past due), and send list to a designated user.	D - Desired	Y - Yes			
BS&A Soft ware	269	Finance	Accounts Receivable	Manage outstanding receivables	System can generate an accounts receivable aging based on user criteria.	D - Desired	Y - Yes			
BS&A Soft ware	270	Finance	Accounts Receivable	Manage outstanding receivables	System can send a file export to a collection agency.	D - Desired	Y - Yes			

BS&A Software	271	Finance	Accounts Receivable	Process a customer payment	Ability to apply overpayment amounts to other invoices for a customer.	D - Desired	Y - Yes			
BS&A Software	272	Finance	Accounts Receivable	Process a customer payment	Ability to process refunds against customer credit balance from overpayment.	D - Desired	Y - Yes			
BS&A Software	273	Finance	Accounts Receivable	Process a customer payment	Cashier can scan customer invoice, so system will automatically associate the payment with that invoice.	D - Desired	Y - Yes			
BS&A Software	274	Finance	Accounts Receivable	Process a customer payment	System can generate a payment plan for an outstanding receivable and track the status of individual payments.	D - Desired	N - Not Available			
BS&A Software	275	Finance	Accounts Receivable	Process a customer payment	System can identify returned or non-sufficient funds checks and create an associated fee.	D - Desired	Y - Yes			
BS&A Software	276	Finance	Accounts Receivable	Process a customer payment	System can prevent duplicate payments from being applied to an invoice after it has been fully paid.	D - Desired	N - Not Available			
BS&A Software	277	Finance	Accounts Receivable	Process a customer payment	System supports direct debit functionality, so customers can sign up for auto-payments of invoices.	D - Desired	Y - Yes			
BS&A Software	278	Finance	Accounts Receivable	Process Cash Receipts	Ability to record cash receipts without referencing an accounts receivable invoice but with referencing a Customer.	D - Desired	Y - Yes			

BS&A Software	279	Finance	Accounts Receivable	Process Cash Receipts	Ability to record cash receipts without referencing an accounts receivable invoice.	D - Desired	Y - Yes			
BS&A Software	280	Finance	Accounts Receivable	Process payments	System allows imported payments to be applied to more than one outstanding receivable.	D - Desired	Y - Yes			
BS&A Software	281	Finance	Accounts Receivable	Process payments	System identifies/flags duplicate payments for AR transactions at time of entry.	D - Desired	Y - Yes			Only when original receipt is not yet posted
BS&A Software	282	Finance	Accounts Receivable	Process write-offs	System can write-off all line items on an invoice at one time.	D - Desired	Y - Yes			
BS&A Software	283	Finance	Accounts Receivable	Report on outstanding receivables	Users can run an aging report to view outstanding receivables, by due date, by department.	D - Desired	Y - Yes			
BS&A Software	284	Finance	Accounts Receivable	Report on outstanding receivables	Users can specify a date range and system will show them all outstanding invoices created during that time.	D - Desired	Y - Yes			
BS&A Software	285	Finance	Accounts Receivable	Send invoices to customers	Ability to email invoices to a customer.	E - Essential	Y - Yes			
BS&A Software	286	Finance	Accounts Receivable	Send invoices to customers	Ability to generate one statement for all bill types being billed to same customer.	D - Desired	Y - Yes			

BS&A Software	287	Finance	Accounts Receivable	Send invoices to customers	Ability to print invoices.	E - Essential	Y - Yes			
BS&A Software	288	Finance	Accounts Receivable	Send invoices to customers	Ability to reprint billings/invoices.	E - Essential	Y - Yes			
BS&A Software	289	Finance	Accounts Receivable	Send invoices to customers	System can automatically print or email an invoice based on preference defined in the customer file.	D - Desired	Y - Yes			
BS&A Software	290	Finance	Accounts Receivable	Send invoices to customers	Ability to search for an invoice by searching for a service address and seeing invoices associated with that address.	D - Desired	Y - Yes			
BS&A Software	291	Finance	Banking	Bank Reconciliation	Ability for a reconciliation to be completed by one user and sent for approval to another user via workflow.	E - Essential	Y - Yes			
BS&A Software	292	Finance	Banking	Bank Reconciliation	Ability to accept paid check image file from bank which will update the appropriate sub-system (check register) in the relevant area.	E - Essential	N - Not Available			More information about desired functionality would be necessary to appropriately answer this question
BS&A Software	293	Finance	Banking	Bank Reconciliation	Ability to automatically detect matching transactions from the bank and provide list of exceptions to the user performing the reconciliation.	E - Essential	Y - Yes			Cleared Check Import

BS&A Software	294	Finance	Banking	Bank Reconciliation	Ability to download bank activity and balances and reconcile to recorded receipts and disbursements and cash flow forecast.	E - Essential	Y - Yes			Has ability to import a file of cleared checks provided by the bank. System does not download file to be imported
BS&A Software	295	Finance	Banking	Bank Reconciliation	Ability to execute a process to remove stale dated checks from the list of outstanding checks and create the corresponding journal entry.	E - Essential	Y - Yes			
BS&A Software	296	Finance	Banking	Bank Reconciliation	Ability to import a list of cleared checks from the bank for each account.	E - Essential	Y - Yes			
BS&A Software	297	Finance	Banking	Bank Reconciliation	Ability to manually indicate that a check has been cashed.	E - Essential	Y - Yes			
BS&A Software	298	Finance	Banking	Bank Reconciliation	Ability to notify, track, and monitor the resolution of adjustments that need to be made as a result of an error identified within bank reconciliation.	E - Essential	Y - Yes			
BS&A	299	Finance	Banking	Bank Reconciliation	Ability to reconcile multiple bank accounts.	E - Essential	Y - Yes			

Soft ware										
BS&A Soft ware	300	Finance	Banking	Bank Reconciliati on	Ability to separately deposit and reconcile credit cards by Visa, MasterCard, Discover, and American Express.	E - Essenti al	Y - Yes			Separate Bank Codes in the system
BS&A Soft ware	301	Finance	Banking	Bank Reconciliati on	Ability to track check status including outstanding, cleared, stale-dated, replaced, returned, and voided.	E - Essenti al	Y - Yes			
BS&A Soft ware	302	Finance	Banking	Bank Reconciliati on	Ability to track manual check issues, voids, and replacements and original dollar amount of voided check.	E - Essenti al	Y - Yes			
BS&A Soft ware	303	Finance	Banking	Bank Reconciliati on	System can automatically detect matching transactions from the bank and provide list of exceptions to the user performing the reconciliation.	E - Essenti al	Y - Yes			Cleared Check Import
BS&A Soft ware	304	Finance	Banking	Bank Reconciliati on	System will accommodate an automatic posting of cash and/or investment accounts from data file sent by bank on a daily or other user defined schedule (example: wire transfers in/out, ACH transfers in/out, bank charges, interest, investment earnings, etc.).	D - Desire d	Y - Yes			Has ability to import Journal Entries from a file provided by bank. Most cases can use generic importing capability, although some require a customization

										to match file specifications
BS&A Software	305	Finance	Banking	Bank Reconciliation	System will provide detail on outstanding checks and reconcile to bank activity.	E - Essential	Y - Yes			
BS&A Software	306	Finance	Banking	Bank Reconciliation	Users can drill down from entry in reconciliation screen to corresponding transaction in the sub-ledger to see transaction details.	E - Essential	Y - Yes			
BS&A Software	307	Finance	Banking	Manage cash deposits	System imports-automated cash receipts and collections data from remote sites/third party systems (credit card processor, online banking, etc.).	E - Essential	Y - Yes			
BS&A Software	308	Finance	Banking	Manage cash flow	Ability to compare forecasted cash position to actual cash position, with ability to change forecasted cash position each day.	D - Desired	N - Not Available			
BS&A Software	309	Finance	Banking	Manage cash flow	Ability to manage and forecast cash flow based on projections and historical trends, with ability to manually override information.	D - Desired	N - Not Available			
BS&A Software	310	Finance	Banking	Manage cash flow	Ability to obtain detailed/drilled down information of daily bank BAI	E - Essential	Y - Yes			

					data from summary level to specific transaction detail.					
BS&A Software	311	Finance	Banking	Manage cash flow	Ability to perform trend analysis for actual versus forecast.	D - Desired	Y - Yes			
BS&A Software	312	Finance	Banking	Manage cash flow	Ability to track daily accumulated balances and cash flows by fund, and compute an average balance based on user defined dates.	D - Desired	Y - Yes			
BS&A Software	313	Finance	Banking	Manage cash flow	System will execute electronic transfers (e.g., wires, EFTs and ACH), from within the system.	D - Desired	Y - Yes			
BS&A Software	314	Finance	Banking	Manage cash flow	System will show on a dashboard daily cash balances by bank account.	E - Essential	Y - Yes			
BS&A Software	315	Finance	Banking	Process payments	Payments files can be imported from multiple 3rd party payment organizations (e.g., lockbox, online payments, etc.).	E - Essential	Y - Yes			Depending on exact import specifications, customization may be necessary.
BS&A Software	316	Finance	Banking	Process payments	System can process direct debit transactions.	E - Essential	Y - Yes			
BS&A Software	317	Finance	Banking	Run cash receipting reports	System can generate a cash flow report, including the ability for users to define time period.	D - Desired	Y - Yes			

BS&A Software	318	Finance	Banking	Run cash receipting reports	System can generate report showing all transactions by payment type by day.	E - Essential	Y - Yes			
BS&A Software	319	Finance	Banking	Run cash receipting reports	System can generate report showing transactions by source by day.	E - Essential	Y - Yes			
BS&A Software	320	Finance	Budgeting	Control expenditures to remain within budget	Ability to restrict budget transfer requests to specific accounts by user or department.	D - Desired	Y - Yes			
BS&A Software	321	Finance	Budgeting	Control expenditures to remain within budget	Ability to restrict transfers to/from specific accounts (e.g., Payroll).	D - Desired	N - Not Available			
BS&A Software	322	Finance	Budgeting	Control expenditures to remain within budget	Ability to support budget checking and warnings performed on all system transactions (requisitions, purchase orders, journal entries, budget change requests, etc.).	E - Essential	Y - Yes			
BS&A Software	323	Finance	Budgeting	Control expenditures to remain within budget	Ability to support budget control rules by account (e.g., payroll accounts can be overspent).	D - Desired	Y - Yes			

BS&A Software	324	Finance	Budgeting	Control expenditures to remain within budget	Ability to support budget control rules by user defined account segment within the chart of accounts.	D - Desired	Y - Yes			
BS&A Software	325	Finance	Budgeting	Control expenditures to remain within budget	Ability to view available budget during requisition/purchase order entry for any type of purchase order, journal entry, or accounts payable invoice transaction.	E - Essential	Y - Yes			
BS&A Software	326	Finance	Budgeting	Control expenditures to remain within budget	System can control the budget by department by fund (e.g., department A can spend a total of \$100,000 in fund 1 and \$200,000 in fund 2).	D - Desired	Y - Yes			
BS&A Software	327	Finance	Budgeting	Control expenditures to remain within budget	System can create alerts when a user will exceed a budgeted line item amount, but allow a transaction if it is under the budget control level threshold.	D - Desired	Y - Yes			
BS&A Software	328	Finance	Budgeting	Control expenditures to remain within budget	System will allow budget control at varying levels and combinations of the chart of accounts (e.g., 3rd level of fund; 2nd level of organization, 1st level of general ledger account).	D - Desired	Y - Yes			

BS&A Software	329	Finance	Budgeting	Create a budget	Ability for each department to customize their budget entry view, including the option to show previous five years actuals, current year estimated to date, current year actuals to date, and budget to actual variances.	D - Desired	Y - Yes			
BS&A Software	330	Finance	Budgeting	Create a budget	Ability for users to choose to enter a budget by month for a particular line item or allow the system to automatically spread the annual line item budget across all months.	D - Desired	Y - Yes			
BS&A Software	331	Finance	Budgeting	Create a budget	Ability for users to directly inquire by account on current and prior years actual activity during budget entry (e.g., drilldown on financial detail).	D - Desired	Y - Yes			
BS&A Software	332	Finance	Budgeting	Create a budget	Ability to allocate costs globally or to individual departments based upon percentage increase/decrease.	D - Desired	Y - Yes			
BS&A Software	333	Finance	Budgeting	Create a budget	Ability to allow for configuration of which accounts require line item detail with the budget request.	E - Essential	Y - Yes			
BS&A Software	334	Finance	Budgeting	Create a budget	Ability to allow for departmental budget entry in an account listing style, such as by account, functional area, etc.	D - Desired	Y - Yes			

BS&A Software	335	Finance	Budgeting	Create a budget	Ability to allow for users to input and view internal review comments per budget item/line.	D - Desired	Y - Yes			
BS&A Software	336	Finance	Budgeting	Create a budget	Ability to approve all requested budget amounts at the same time, or all requests for a defined department or account range.	D - Desired	Y - Yes			
BS&A Software	337	Finance	Budgeting	Create a budget	Ability to configure security access to budget development and view based on department and organization.	E - Essential	Y - Yes			
BS&A Software	338	Finance	Budgeting	Create a budget	Ability to copy budget from previous year.	E - Essential	Y - Yes			
BS&A Software	339	Finance	Budgeting	Create a budget	Ability to customize budget scenarios based on specific department scenarios and global scenarios.	E - Essential	Y - Yes			
BS&A Software	340	Finance	Budgeting	Create a budget	Ability to enter a total budget amount and designate a method for the system to spread (e.g., equal amounts over 12 months).	E - Essential	Y - Yes			
BS&A Software	341	Finance	Budgeting	Create a budget	Ability to generate budget schedules from the system, with support for multiple groupings (e.g., Function, activities, revenue source).	E - Essential	Y - Yes			

BS&A Software	342	Finance	Budgeting	Create a budget	Ability to generate proposed budget data by extrapolating multi-year historical financial data using user-defined criteria/specifications.	D - Desired	Y - Yes			
BS&A Software	343	Finance	Budgeting	Create a budget	Ability to identify capital items in the budget with a capital item descriptor, specific to accounts.	E - Essential	Y - Yes			
BS&A Software	344	Finance	Budgeting	Create a budget	Ability to import developed budget information, developed in Excel, into the budget planning system. Users can use the upload process for some line items and enter other line items via budget entry screen.	D - Desired	Y - Yes			
BS&A Software	345	Finance	Budgeting	Create a budget	Ability to limit changes within the unadopted budget after a certain point in the budget process has been reached, and require appropriate user authorization to implement any changes.	E - Essential	Y - Yes			
BS&A Software	346	Finance	Budgeting	Create a budget	Ability to limit user entry of specific accounts vs. central office budget planning (salaries).	E - Essential	Y - Yes			
BS&A Software	347	Finance	Budgeting	Create a budget	Ability to maintain multiple stages of budget development before the final recommended version. (e.g., Department requested, reduction scenarios, etc.).	E - Essential	Y - Yes			

BS&A Software	348	Finance	Budgeting	Create a budget	Ability to maintain multiple versions per fiscal year: (e.g., requested, proposed, current, approved, amended, projected/forecast).	E - Essential	Y - Yes			
BS&A Software	349	Finance	Budgeting	Create a budget	Ability to maintain, track, and report multiple discrete budget request types per fiscal year: (department recurring, department non-recurring, etc.).	D - Desired	Y - Yes			
BS&A Software	350	Finance	Budgeting	Create a budget	Ability to perform budget preparation global changes (e.g., fringe benefits, merit increases, inflation).	E - Essential	Y - Yes			
BS&A Software	351	Finance	Budgeting	Create a budget	Ability to perform multiple methods of departmental budget entry (e.g., departmental account listing, one account at a time, etc.).	D - Desired	Y - Yes			
BS&A Software	352	Finance	Budgeting	Create a budget	Ability to plan future-dated transfers or change of positions between departments/funds.	D - Desired	Y - Yes			
BS&A Software	353	Finance	Budgeting	Create a budget	Ability to require budgets made at the object level of the COA.	O - Optional	Y - Yes			
BS&A Software	354	Finance	Budgeting	Create a budget	Ability to set a default budget entry view.	D - Desired	Y - Yes			

BS&A Software	355	Finance	Budgeting	Create a budget	Ability to view progress by departments in budget preparation, as defined in user setup.	D - Desired	Y - Yes				
BS&A Software	356	Finance	Budgeting	Create a budget	Budget requests can be zero based or based on prior year budget, actuals, or forecast.	E - Essential	Y - Yes				
BS&A Software	357	Finance	Budgeting	Create a budget	Decision packages can include a description, funding amount by GL account, and labor distributions.	D - Desired	Y - Yes				
BS&A Software	358	Finance	Budgeting	Create a budget	System allows users to calculate line item request by taking a percentage of the previous year's budget.	O - Optional	Y - Yes				
BS&A Software	359	Finance	Budgeting	Create a budget	System allows users to choose to copy previous year's budget request into the new request by each line item.	E - Essential	Y - Yes				
BS&A Software	360	Finance	Budgeting	Create a budget	System can maintain a requested, recommended, and approved budget.	E - Essential	Y - Yes				
BS&A Software	361	Finance	Budgeting	Create a budget	System copies notes associated with line items copied from the previous budget.	E - Essential	Y - Yes				
BS&A Software	362	Finance	Budgeting	Create a budget	The system sends reminders to departments to submit their budget ahead of a deadline.	D - Desired	Y - Yes				

BS&A Software	363	Finance	Budgeting	Create a budget	Users can attach supporting documentation to budget requests.	D - Desired	Y - Yes			
BS&A Software	364	Finance	Budgeting	Create a budget	Users can create detailed line item descriptions for each budget line.	E - Essential	Y - Yes			
BS&A Software	365	Finance	Budgeting	Create a budget	Users can link specific expenditures to specific revenue sources in their budget requests.	E - Essential	N - Not Available			You could enter a budget footnote that indicates where the revenue came from, but no physical link is possible.
BS&A Software	366	Finance	Budgeting	Create a budget	Users can submit "decision packages," that contain multiple expense/revenue line items, as part of their budget request. The system will allow the approver to accept or deny each package separately as part of the budget approval process.	D - Desired	Y - Yes			
BS&A Software	367	Finance	Budgeting	Create a budget	Users can submit budget requests for approval.	E - Essential	Y - Yes			
BS&A	368	Finance	Budgeting	Create a budget	Users can view their previously denied budget requests.	E - Essential	Y - Yes			

Soft ware										
BS&A Soft ware	369	Finance	Budgeting	Create a capital budget	Ability to apply inflation factors to costs of CIP projects in years beyond the budget years.	D - Desired	Y - Yes			
BS&A Soft ware	370	Finance	Budgeting	Create a capital budget	Ability to classify capital project requests and provide reporting by classification or type (Organization can configure the categories).	D - Desired	Y - Yes			
BS&A Soft ware	371	Finance	Budgeting	Create a capital budget	Ability to enter CIP general information and project categorization (e.g., description, map reference, notes).	E - Essential	Y - Yes			
BS&A Soft ware	372	Finance	Budgeting	Create a capital budget	Ability to generate a project charter / scope document from the capital project budget data, similar to a budget book but for CIP budgets.	D - Desired	Y - Yes			
BS&A Soft ware	373	Finance	Budgeting	Create a capital budget	Ability to rank CIP projects based on selected criteria and score against this criteria.	D - Desired	N - Not Available			
BS&A Soft ware	374	Finance	Budgeting	Create a capital budget	Ability to track budget, revenue, and expenditures for CIP projects over multiples years.	E - Essential	Y - Yes			Projects can use the option to roll budget year to year
BS&A	375	Finance	Budgeting	Create a capital budget	Capital budgets can be prepared on a 10-year rolling basis.	D - Desired	Y - Yes			

Soft ware										
BS&A Soft ware	376	Finance	Budgeting	Create a capital budget	Users can specify expected funded sources when submitting capital project requests.	E - Essential	Y - Yes			
BS&A Soft ware	377	Finance	Budgeting	Create a capital budget	Users can submit requests for capital projects to be included in the 10-year CIP.	E - Essential	Y - Yes			
BS&A Soft ware	378	Finance	Budgeting	Create budget book	System can create a budget book document using the approved budget data and historical data.	E - Essential	Y - Yes			
BS&A Soft ware	379	Finance	Budgeting	Create budget book	System can create charts and graphs for the budget book using a connection to system data. If the data in the system is updated, the charts and graphs will automatically update.	E - Essential	Y - Yes			
BS&A Soft ware	380	Finance	Budgeting	Create budget book	System can store multiple versions of the budget book.	E - Essential	Y - Yes			
BS&A Soft ware	381	Finance	Budgeting	Create budget forecast	Ability to perform budget forecasting that incorporates planned salary and benefit adjustments at an employee, position, or organization-wide level.	D - Desired	Y - Yes			
BS&A	382	Finance	Budgeting	Create budget forecast	Ability to perform budget forecasting that incorporates planned salary and benefit	D - Desired	Y - Yes			

Soft ware					adjustments by either percentage, flat rate, or other variable to salaries and/or benefits provided by position, department, start and end date, or for other groups/all employees.					
BS&A Soft ware	383	Finance	Budgeting	Create budget forecast	Ability to prepare the budget for multiple years concurrently.	D - Desired	Y - Yes			
BS&A Soft ware	384	Finance	Budgeting	Create budget forecast	Ability to provide forecast intervals for short-term (1-2 years), intermediate (3-4 years), and long-term (5 years) for the entire Organization as well as by object and department.	D - Desired	Y - Yes			
BS&A Soft ware	385	Finance	Budgeting	Create budget forecast	System can generate multi-year expenditure forecasts based on budget data and user inputs (e.g., percentage increase from previous year, flat increase, etc.).	D - Desired	Y - Yes			
BS&A Soft ware	386	Finance	Budgeting	Create budget forecast	System can store multiple budget forecasts.	D - Desired	Y - Yes			
BS&A Soft ware	387	Finance	Budgeting	Create budget forecast	System maintains history of previous years' budget forecasts to facilitate comparisons between forecasted amounts and	D - Desired	Y - Yes			

					actual expenditures/revenues.					
BS&A Software	388	Finance	Budgeting	Create budget forecast	Users can create revenue estimates based on prior year actuals and percentage change.	E - Essential	Y - Yes			
BS&A Software	389	Finance	Budgeting	Create non-financial performance measures	Ability to associate performance indicators and metrics to chart of accounts segments.	D - Desired	N - Not Available			
BS&A Software	390	Finance	Budgeting	Create non-financial performance measures	Ability to develop tables to accommodate input of performance measures (e.g., transactions per, number of staff/customer, etc.).	D - Desired	N - Not Available			
BS&A Software	391	Finance	Budgeting	Create non-financial performance measures	Ability to establish non-financial strategic objectives and track actual performance against these objectives.	D - Desired	N - Not Available			
BS&A Software	392	Finance	Budgeting	Create non-financial performance measures	Ability to import files with defined file formats from other external systems into the performance budgeting system to reflect actual performance tracked in other external systems.	D - Desired	N - Not Available			
BS&A Software	393	Finance	Budgeting	Create Personnel Budget	Ability to budget for fixed term and limited term positions.	E - Essential	Y - Yes			
BS&A Software	394	Finance	Budgeting	Create Personnel Budget	Ability to budget for hourly and seasonal partial-year positions and other non-full-time positions.	E - Essential	Y - Yes			

BS&A Software	395	Finance	Budgeting	Create Personnel Budget	Ability to calculate preliminary salary and benefits for unapproved/requested positions.	E - Essential	Y - Yes			
BS&A Software	396	Finance	Budgeting	Create Personnel Budget	Ability to enter globally or provide calculation-only fields for: health insurance costs.	E - Essential	N - Not Available			
BS&A Software	397	Finance	Budgeting	Create Personnel Budget	Ability to enter globally or provide calculation-only fields for: Medicare calculation based on wages.	E - Essential	Y - Yes			
BS&A Software	398	Finance	Budgeting	Create Personnel Budget	Ability to enter globally or provide calculation-only fields for: other pay factors as identified by Organization.	E - Essential	N - Not Available			
BS&A Software	399	Finance	Budgeting	Create Personnel Budget	Ability to enter globally or provide calculation-only fields for: retirement system calculation based on wages.	E - Essential	Y - Yes			
BS&A Software	400	Finance	Budgeting	Create Personnel Budget	Ability to enter globally or provide calculation-only fields for: scheduled cost of living adjustment (COLA).	E - Essential	Y - Yes			
BS&A Software	401	Finance	Budgeting	Create Personnel Budget	Ability to enter globally or provide calculation-only fields for: scheduled merit increases.	E - Essential	Y - Yes			
BS&A Software	402	Finance	Budgeting	Create Personnel Budget	Ability to enter globally or provide calculation-only fields for: workers' comp based on a calculation.	E - Essential	Y - Yes			

BS&A Software	403	Finance	Budgeting	Create Personnel Budget	Ability to perform position budgeting that includes the calculation of benefits specific to the type of position being budgeted. (e.g., benefits for new hire over 30 hours per week).	E - Essential	N - Not Available			
BS&A Software	404	Finance	Budgeting	Create Personnel Budget	System allows positions to be budgeted by a total dollar amount, FTE percentage, or total number of hours.	E - Essential	Y - Yes			
BS&A Software	405	Finance	Budgeting	Create Personnel Budget	System can calculate expected cost of new position based on position range, step, and bargaining unit.	E - Essential	N - Not Available			The system could calculate expected costs based on position, but does not have capability to apply position premium factor.
BS&A Software	406	Finance	Budgeting	Create Personnel Budget	System can calculate position cost for employee that is moving to a new position by including the salary of the new position and maintaining the employee's current benefit election costs.	E - Essential	Y - Yes			
BS&A Software	407	Finance	Budgeting	Create Personnel Budget	System can calculate position costs (wages and benefits) based on incumbent.	E - Essential	Y - Yes			

BS&A Software	408	Finance	Budgeting	Create Personnel Budget	System can develop an estimate of new budget implications of live payroll changes (e.g., raises & transfers) performed during the budget development cycle.	E - Essential	Y - Yes			
BS&A Software	409	Finance	Budgeting	Create Personnel Budget	System can maintain record of positions that are currently vacant and allow for these positions to be included in the budget without assigning a person.	E - Essential	Y - Yes			
BS&A Software	410	Finance	Budgeting	Create Personnel Budget	System has integrated position budgeting functionality with the Payroll and HR modules.	E - Essential	Y - Yes			
BS&A Software	411	Finance	Budgeting	Create Personnel Budget	System will allow one or more funding sources to be identified to cover the cost of an individual position and allow for a user-defined allocation by each funding source.	E - Essential	N - Not Available			
BS&A Software	412	Finance	Budgeting	Create Personnel Budget	Users can submit new position requests as part of the budget process.	E - Essential	N - Not Available			
BS&A Software	413	Finance	Budgeting	Process Budget Adjustments	Ability to enter budget amendments during the fiscal year (appropriations or revenue estimates).	E - Essential	Y - Yes			

BS&A Software	414	Finance	Budgeting	Process Budget Adjustments	Ability to have multi-level budget approvals for establishing budgets, line item transfers, budget adjustments (e.g., workflow).	E - Essential	Y - Yes			
BS&A Software	415	Finance	Budgeting	Process Budget Adjustments	Ability to identify a budget adjustment as one-time (this year only) or permanent (affect future base budgets).	D - Desired	N - Not Available			
BS&A Software	416	Finance	Budgeting	Process Budget Adjustments	Ability to maintain a history for all budget adjustments, so users can see the original budget and all amended budgets.	E - Essential	Y - Yes			
BS&A Software	417	Finance	Budgeting	Process Budget Adjustments	Ability to provide extended comments with budget revision requests. Define the maximum character count in comments.	E - Essential	Y - Yes			No max on budget footnotes
BS&A Software	418	Finance	Budgeting	Create a budget	Ability to submit and track budgets at a sub-line item level. For example, if there is a \$1000 budget for janitorial supplies, there could be a \$200 sub line item for paper towels, \$200 for soap, \$600 for cleaning chemicals.	E - Essential	N - Not Available			
BS&A Software	419	Finance	Budgeting	Process Budget Adjustments	Ability to record and track multiple different budget amendment types during the year and inquire on the adjustments after the fact (one-time vs. recurring, Board Letter, etc.).	D - Desired	Y - Yes			By Journal Code

BS&A Software	420	Finance	Budgeting	Process Budget Adjustments	Ability to request a budget adjustment or transfer, with workflow approval.	E - Essential	Y - Yes			
BS&A Software	421	Finance	Budgeting	Report on the budget	A report that shows each employee's salaries, benefits, and total cost for all employee types (per diem, full-time, etc.).	E - Essential	R - Reporting			
BS&A Software	422	Finance	Budgeting	Report on the budget	Ability to drill down from an expenditure or revenue to the associated budget assumption.	E - Essential	Y - Yes			
BS&A Software	423	Finance	Budgeting	Report on the budget	Ability to estimate revenue for a defined period of time and include in the forecast.	E - Essential	Y - Yes			
BS&A Software	424	Finance	Budgeting	Report on the budget	Ability to export budget data out of system into Excel.	E - Essential	Y - Yes			
BS&A Software	425	Finance	Budgeting	Report on the budget	Ability to provide a public portal for disseminating budget information.	D - Desired	N - Not Available			
BS&A Software	426	Finance	Budgeting	Report on the budget	Ability to report on any budget version or type.	E - Essential	Y - Yes			
BS&A Software	427	Finance	Budgeting	Report on the budget	Create graphics within the system based on budget, forecast, capital budget	D - Desired	Y - Yes			

BS&A Software	428	Finance	Budgeting	Report on the budget	Run a report that includes all budget changes for a given period (fiscal year), also by account, Dept.	E - Essential	Y - Yes			
BS&A Software	429	Finance	Budgeting	Report on the budget	System can create year-end estimations of expenses and revenues based on actual year to date amounts.	D - Desired	Y - Yes			
BS&A Software	430	Finance	Budgeting	Report on the budget	Users can view budget to actuals by category, department, or fund across multiple fiscal years.	E - Essential	Y - Yes			
BS&A Software	431	Finance	Budgeting	Rollover the budget	Ability to liquidate a rollover encumbrance while restricting the liquidated amount from being added to the current year budgeted amount (e.g., cancel an outstanding purchase order from a previous year that has an encumbered balance remaining).	D - Desired	Y - Yes			
BS&A Software	432	Finance	Budgeting	Rollover the budget	Ability to view rollover encumbrance balances separate from current year budgeted amounts for an account.	D - Desired	Y - Yes			
BS&A Software	433	Finance	Contract Management	Change a contract	Ability to configure workflow approval for only certain types of contract changes (e.g., dollar amount, but not description).	D - Desired	N - Not Available			

BS&A Software	434	Finance	Contract Management	Change a contract	System has workflow approval for contract changes.	D - Desired	N - Not Available			
BS&A Software	435	Finance	Contract Management	Change a contract	System maintains version history when a contract is changed, so users can view the original version of the contract.	D - Desired	Y - Yes			
BS&A Software	436	Finance	Contract Management	Create a contract	Ability to allow for multiple phases per contract.	D - Desired	Y - Yes			
BS&A Software	437	Finance	Contract Management	Create a contract	Ability to convert awarded bids to approved contract.	D - Desired	N - Not Available			
BS&A Software	438	Finance	Contract Management	Create a contract	Ability to notify user that there is already a contract based on vendor and commodity code when entering a new requisition.	D - Desired	N - Not Available			
BS&A Software	439	Finance	Contract Management	Create a contract	Contract module can store standard terms and conditions that can be applied to a contract.	D - Desired	Y - Yes			Attachment on the Contract record
BS&A Software	440	Finance	Contract Management	Create a contract	System allows supporting documentation (such as quotes) to be stored with a contract.	E - Essential	Y - Yes			
BS&A Software	441	Finance	Contract Management	Create a contract	System can track vendor insurance requirements by contract.	E - Essential	Y - Yes			

BS&A Software	442	Finance	Contract Management	Create a contract	System supports use of electronic signatures.	E - Essential	Y - Yes			
BS&A Software	443	Finance	Contract Management	Create a contract	System supports various contract periods, including multiple year contracts (e.g., those that span fiscal and/or calendar years).	E - Essential	Y - Yes			
BS&A Software	444	Finance	Contract Management	Create a contract	System will accommodate attaching and linking all system documents that reference a contract and ability to drill down to specific documents.	E - Essential	Y - Yes			
BS&A Software	445	Finance	Contract Management	Create a contract	Users can create a contract document using standard templates in the system.	D - Desired	N - Not Available			
BS&A Software	446	Finance	Contract Management	Link contracts to purchase orders	System allows multiple purchase orders to be linked to a single contract.	E - Essential	Y - Yes			
BS&A Software	447	Finance	Contract Management	Link contracts to purchase orders	System links purchase orders to contracts and tracks associated expenses.	E - Essential	Y - Yes			
BS&A Software	448	Finance	Contract Management	Manage contracts	Ability to record and track contract limits (e.g., multi-year contracts) at user specified levels of detail over the life of the contract.	D - Desired	N - Not Available			

BS&A Software	449	Finance	Contract Management	Manage contracts	Ability to track multiple releases (e.g., payments) within a blanket contract/PO.	D - Desired	Y - Yes			
BS&A Software	450	Finance	Contract Management	Manage contracts	Ability to track the following contract information: Certificates of Insurance.	E - Essential	Y - Yes			Via Custom Fields
BS&A Software	451	Finance	Contract Management	Manage contracts	Ability to track the following contract information: Notice of award.	E - Essential	Y - Yes			Via Custom Fields
BS&A Software	452	Finance	Contract Management	Manage contracts	Ability to track the following contract information: Notice of Final Completion.	E - Essential	Y - Yes			Via Custom Fields
BS&A Software	453	Finance	Contract Management	Manage contracts	Ability to track the following contract information: Notice of Substantial Completion.	E - Essential	Y - Yes			Via Custom Fields
BS&A Software	454	Finance	Contract Management	Manage contracts	Ability to track the following contract information: Notice to proceed.	E - Essential	Y - Yes			Via Custom Fields
BS&A Software	455	Finance	Contract Management	Manage contracts	System can notify users when insurance requirements must be renewed for a contract.	E - Essential	N - Not Available			
BS&A Software	456	Finance	Contract Management	Manage contracts	System records and tracks contract limits or milestones at user-specified levels of detail over the life of the contract (e.g., 50% expended at half-way point in project).	D - Desired	N - Not Available			

BS&A Software	457	Finance	Contract Management	Manage contracts	System will calculate and track retainage by contract.	E - Essential	N - Not Available			
BS&A Software	458	Finance	Fixed Assets	Add an asset	Ability for the user to define the activation date for an asset that may be based on date purchased, date received, or date project/work order was closed.	E - Essential	N - Not Available			
BS&A Software	459	Finance	Fixed Assets	Add an asset	Ability to automatically flag purchases based on dollar amount or account so that these items are automatically sent to fixed asset staff for review.	E - Essential	Y - Yes			
BS&A Software	460	Finance	Fixed Assets	Add an asset	Ability to generate a new asset from a purchase split across multiple invoices from the same vendor.	E - Essential	Y - Yes			
BS&A Software	461	Finance	Fixed Assets	Add an asset	Ability to default various asset accounts during asset set-up based on asset class and type.	D - Desired	Y - Yes			
BS&A Software	462	Finance	Fixed Assets	Add an asset	Ability to mark an asset as a replacement for another asset, with a link to that specific asset record.	D - Desired	Y - Yes			Child/Parent relationships
BS&A Software	463	Finance	Fixed Assets	Add an asset	System allows assets to be categorized using user defined categories (e.g., infrastructure, land, etc.).	E - Essential	Y - Yes			

BS&A Software	464	Finance	Fixed Assets	Add an asset	System allows user to override potential fixed asset identified by the system if it is not a true fixed asset.	E - Essential	Y - Yes			
BS&A Software	465	Finance	Fixed Assets	Add an asset	System allows users to create an asset not tied to a purchase/invoice.	E - Essential	Y - Yes			
BS&A Software	466	Finance	Fixed Assets	Add an asset	System can accommodate workflow approval for the creation of an asset that is initiated by a purchase that is designated as a fixed asset.	E - Essential	Y - Yes			Approval done via AP or PO
BS&A Software	467	Finance	Fixed Assets	Add an asset	System can flag an asset as a donated asset.	D - Desired	Y - Yes			
BS&A Software	468	Finance	Fixed Assets	Add an asset	System has the ability to automatically assign fixed asset numbers	D - Desired	Y - Yes			
BS&A Software	469	Finance	Fixed Assets	Add an asset	System supports mass additions with ability to add unique identifier to each asset (e.g., purchase 20 vehicles and add VIN for each vehicle).	D - Desired	N - Not Available			
BS&A Software	470	Finance	Fixed Assets	Adjust an asset	Ability to allow increases in asset values when asset lives have been extended due to asset remediation or preventive maintenance of an asset.	D - Desired	Y - Yes			

BS&A Software	471	Finance	Fixed Assets	Adjust an asset	Ability to track improvements on an existing asset and adjust the value appropriately.	D - Desired	Y - Yes			
BS&A Software	472	Finance	Fixed Assets	Adjust an asset	System accommodates user adjusting original asset cost/value subject to workflow/security constraints.	D - Desired	Y - Yes			
BS&A Software	473	Finance	Fixed Assets	Adjust an asset	System can accommodate workflow approval of the transfer of assets.	D - Desired	N - Not Available			
BS&A Software	474	Finance	Fixed Assets	Adjust an asset	System can accommodate workflow to post additions or dispositions of fixed assets to the GL.	E - Essential	N - Not Available			
BS&A Software	475	Finance	Fixed Assets	Create an asset via a capital project	A single project can be split into multiple assets.	E - Essential	Y - Yes			Child/Parent Relationships
BS&A Software	476	Finance	Fixed Assets	Create an asset via a capital project	Ability to capitalize a construction project when it reaches a specified percentage complete.	E - Essential	Y - Yes			
BS&A Software	477	Finance	Fixed Assets	Create an asset via a capital project	Multiple projects can be combined to create a single asset.	D - Desired	Y - Yes			When assets are in CIP status
BS&A Software	478	Finance	Fixed Assets	Create an asset via a capital project	System is able to identify/record all capitalizable costs associated with the construction or purchase/acquisition of an	D - Desired	Y - Yes			

					asset as part of a capital project (pulls data from projects module without re-entry).					
BS&A Software	479	Finance	Fixed Assets	Create fixed asset reports	Ability to print a Capital Asset Expenditure report which includes daily reporting from Accounts Payable to show those assets that were coded towards capital accounts.	E - Essential	Y - Yes			
BS&A Software	480	Finance	Fixed Assets	Create fixed asset reports	System allows for acquisition reports by fiscal year.	E - Essential	Y - Yes			
BS&A Software	481	Finance	Fixed Assets	Create fixed asset reports	System allows for depreciation reports by asset type/asset number.	E - Essential	Y - Yes			
BS&A Software	482	Finance	Fixed Assets	Create fixed asset reports	System allows for disposition reports by fiscal year.	E - Essential	N - Not Available			
BS&A Software	483	Finance	Fixed Assets	Create fixed asset reports	System allows reporting and inquiry of assets by department or organization unit and by asset type.	E - Essential	Y - Yes			
BS&A Software	484	Finance	Fixed Assets	Dispose of asset	Ability to add, transfer, or dispose of assets with retroactive dates, and "catch up" activity posts in current period.	E - Essential	Y - Yes			
BS&A	485	Finance	Fixed Assets	Dispose of asset	Ability to automatically track gain or loss on a sale of asset	E - Essential	Y - Yes			

Soft ware					and determine value of acquired asset (trade-in).					
BS&A Soft ware	486	Finance	Fixed Assets	Dispose of asset	Ability to reinstate disposed asset if found (stolen or lost) with appropriate accounting workflow.	E - Essential	Y - Yes			
BS&A Soft ware	487	Finance	Fixed Assets	Dispose of asset	System can accommodate workflow approval of the disposal of assets.	E - Essential	N - Not Available			
BS&A Soft ware	488	Finance	Fixed Assets	Maintain asset master file	Ability to accommodate parent/child relationships between related assets, such as a master unit with one or more accessories.	D - Desired	Y - Yes			
BS&A Soft ware	489	Finance	Fixed Assets	Maintain asset master file	Ability to attach memos, word documents, picture documents, etc. to asset file.	E - Essential	Y - Yes			
BS&A Soft ware	490	Finance	Fixed Assets	Maintain asset master file	Ability to maintain and track leased equipment.	E - Essential	Y - Yes			
BS&A Soft ware	491	Finance	Fixed Assets	Maintain asset master file	Ability to reassign parent/child relationships.	D - Desired	Y - Yes			
BS&A Soft ware	492	Finance	Fixed Assets	Maintain asset master file	Ability to retain fully depreciated assets in the capital asset master file for inventory control purposes prior to disposition.	E - Essential	Y - Yes			

BS&A Software	493	Finance	Fixed Assets	Maintain asset master file	Ability to track funding source (e.g., grant) for each asset.	E - Essential	Y - Yes			
BS&A Software	494	Finance	Fixed Assets	Maintain asset master file	Ability to track replacement cost/insurance value of each asset.	E - Essential	Y - Yes			
BS&A Software	495	Finance	Fixed Assets	Maintain asset master file	System allows users to add comments to an asset record.	E - Essential	Y - Yes			
BS&A Software	496	Finance	Fixed Assets	Maintain asset master file	System tracks key asset data including owner, value, acquisition date, and useful life.	E - Essential	Y - Yes			
BS&A Software	497	Finance	Fixed Assets	Maintain asset master file	Ability to reclassify assets from one type to another and effectively manage the new depreciation amount.	D - Desired	Y - Yes			
BS&A Software	498	Finance	Fixed Assets	Track asset depreciation	System can automatically calculate depreciation based on asset value and useful life and post the corresponding journal entries to the GL.	D - Desired	Y - Yes			
BS&A Software	499	Finance	Fixed Assets	Track asset depreciation	Ability to associate multiple capital accounts and multiple related depreciation expense accounts with an asset, and assign a percentage split between each.	D - Desired	Y - Yes			
BS&A	500	Finance	Fixed Assets	Track asset depreciation	Ability to have multiple user defined fixed asset capitalization thresholds (e.g.,	E - Essential	N - Not Available			

Soft ware					technology threshold is different from construction which is different from fleet).					
BS&A Soft ware	501	Finance	Fixed Assets	Tag assets	Ability to restrict the reuse of tag numbers.	E - Essential	Y - Yes			
BS&A Soft ware	502	Finance	Fixed Assets	Tag assets	System supports barcoding labels for assets.	O - Optional	Y - Yes			
BS&A Soft ware	503	Finance	Fixed Assets	Track non-capital assets	System can maintain records of non-capitalized assets (e.g., laptop that is under capital threshold, but Village wants to track).	D - Desired	Y - Yes			
BS&A Soft ware	504	Finance	General Ledger	ACFR Creation	System has ACFR builder functionality.	D - Desired	R - Reporting			GASB reporting can assist in creating the ACFR, but there is no ACFR builder within the system
BS&A Soft ware	505	Finance	General Ledger	Allocations	System has journal entry functionality to provide assistance in performing allocations, by a percentage or based on a separate allocation table (allocation percentage may change month to month based on actuals).	E - Essential	Y - Yes			

BS&A Software	506	Finance	General Ledger	Create Financial Reports	Ability to create financial reports for any set of dates, including overlapping fiscal years.	E - Essential	R - Reporting			
BS&A Software	507	Finance	General Ledger	Create Financial Reports	Ability to generate a report on-demand that indicates those accounts with an abnormal balance (e.g., asset with a credit balance).	D - Desired	Y - Yes			
BS&A Software	508	Finance	General Ledger	Create Financial Reports	Ability to generate a trial balance, by fund and fund rollup (detail and summary) by account. Description field should display full description for fund and account. Total should be generated for total assets and total liabilities & fund balance, revenue, expense, and other financing sources and uses.	E - Essential	Y - Yes			
BS&A Software	509	Finance	General Ledger	Create Financial Reports	Ability to prepare preliminary financial statements before period and year-end close.	E - Essential	Y - Yes			
BS&A Software	510	Finance	General Ledger	Create Financial Reports	Ability to provide an option to list all detailed accounts that are combined into each line of the financial reports for verification of accounting accuracy.	E - Essential	R - Reporting			
BS&A Software	511	Finance	General Ledger	Create Financial Reports	Ability to run historical General Ledger reporting across fiscal and calendar years with a minimum of	D - Desired	R - Reporting			

					current and two previous years simultaneously.					
BS&A Software	512	Finance	General Ledger	Create Financial Reports	Ability to save templates of financial statements such as income statements, performance measures, and yearly reports.	D - Desired	Y - Yes			
BS&A Software	513	Finance	General Ledger	Create Journal Entries	Ability to allow entries to unlimited accounts with one journal entry (one credit and multiple debits, multiple credits, etc.) with validation of all transactions being in balance.	E - Essential	Y - Yes			
BS&A Software	514	Finance	General Ledger	Create Journal Entries	Ability to create an automated system posting to the specified GL Cash account as the other side of a journal entry within the same fund.	D - Desired	Y - Yes			
BS&A Software	515	Finance	General Ledger	Create Journal Entries	Ability to export cash transactions so they can be imported into a third-party Treasury system.	O - Optional	Y - Yes			
BS&A Software	516	Finance	General Ledger	Create Journal Entries	Ability to process automated/recurring journal entries.	E - Essential	Y - Yes			Recurring manual journal entries that can be set on a schedule to notify users to create the entries - it is not automated

										without user intervention
BS& A Soft ware	51 7	Finance	General Ledger	Create Journal Entries	Ability to process system-generated transactions, such as automated accruals, closing entries, cost assignment transactions, and recurring payments.	D - Desire d	Y - Yes			
BS& A Soft ware	51 8	Finance	General Ledger	Create Journal Entries	Ability to reverse journal entries within the system.	E - Essenti al	Y - Yes			
BS& A Soft ware	51 9	Finance	General Ledger	Create Journal Entries	System allows users to establish, save, and use journal entry templates that will allow users to easily create new journal entries using pre-saved journal entry details.	E - Essenti al	Y - Yes			
BS& A Soft ware	52 0	Finance	General Ledger	Create Journal Entries	Users can drill down from journal entry to transaction details from the module.	D - Desire d	Y - Yes			
BS& A Soft ware	52 1	Finance	General Ledger	GL Reporting	Ability to drill down from account balance to transaction details.	E - Essenti al	Y - Yes			
BS& A Soft ware	52 2	Finance	General Ledger	GL Reporting	Provide dashboard tools to define/report on key metrics of financial information, specific to the various department heads.	E - Essenti al	R - Reporting			

BS&A Software	523	Finance	General Ledger	Manage chart of accounts	Ability for user defined fields for supplemental information.	D - Desired	Y - Yes			
BS&A Software	524	Finance	General Ledger	Manage chart of accounts	Ability for users to search for accounts by number or name (a portion, wild card, etc.).	E - Essential	Y - Yes			
BS&A Software	525	Finance	General Ledger	Manage chart of accounts	Ability to accommodate up to a 180-character transaction description.	D - Desired	N - Not Available			40 character max for Description field - Additional Notes field can be used for overflow text
BS&A Software	526	Finance	General Ledger	Manage chart of accounts	Ability to associate user logins with a division, or other element within the chart, and only allow user edit or read only access to transactions and balances related to that user's division as defined by the chart.	D - Desired	Y - Yes			
BS&A Software	527	Finance	General Ledger	Manage chart of accounts	Ability to define master "account code shortcuts" (e.g., – abbreviated accounts) that cross-reference shortcut name to an account code.	D - Desired	R - Reporting			User defined Account Classifications /Custom Groupings/Report Formatting Options

BS&A Software	528	Finance	General Ledger	Manage chart of accounts	Ability to establish rules to validate segments of the components of the chart of accounts.	D - Desired	Y - Yes				
BS&A Software	529	Finance	General Ledger	Manage chart of accounts	Ability to modify and customize the chart of accounts structure with flexibility to define number of digits in segments and number of segments.	D - Desired	Y - Yes				
BS&A Software	530	Finance	General Ledger	Manage chart of accounts	Ability to provide options for account roll-up capabilities at any level of the chart of account segments.	D - Desired	Y - Yes				
BS&A Software	531	Finance	General Ledger	Manage chart of accounts	Ability to reduce data entry by linking related COA elements together.	D - Desired	Y - Yes				
BS&A Software	532	Finance	General Ledger	Manage chart of accounts	Ability to retain history on account segment combinations.	D - Desired	Y - Yes				
BS&A Software	533	Finance	General Ledger	Manage chart of accounts	Capability to classify accounting transactions by the following elements: department, division, fund, grant, program, organization, project, activity, cost center, object class, location, and any other data elements needed to meet the data classification and/or reporting needs.	D - Desired	Y - Yes				

BS&A Software	534	Finance	General Ledger	Manage chart of accounts	Chart of accounts setup is flexible to allow for changes and maintain history (e.g., reassign chart of accounts segments to match organizational change, department merge, etc.). Changes can be made using effective dating.	D - Desired	Y - Yes			
BS&A Software	535	Finance	General Ledger	Manage chart of accounts	System allows for flexible classification of COA elements to facilitate reporting by various classifications of the elements (rollups or hierarchies) for reporting. Elements roll up differently to facilitate specific reporting requirements.	D - Desired	Y - Yes			
BS&A Software	536	Finance	General Ledger	Manage chart of accounts	System can generate list of accounts with no activity in a user defined time period.	D - Desired	Y - Yes			
BS&A Software	537	Finance	General Ledger	Manage chart of accounts	System maintains complete history and audit trail of all changes made to the chart of accounts.	E - Essential	Y - Yes			
BS&A Software	538	Finance	General Ledger	Manage chart of accounts	System restrict users from posting transactions to inactivated accounts.	E - Essential	Y - Yes			
BS&A Software	539	Finance	General Ledger	Perform period end close	Ability for the system to accommodate a soft and hard close for month-end processes.	E - Essential	Y - Yes			

BS&A Software	540	Finance	General Ledger	Perform period end close	Ability to allow or suppress roll forward of appropriations and encumbrances at fund level, department level, and/or the grant/project level based on user defined roll forward criteria.	E - Essential	N - Not Available			GL setting that controls rolling ENC's forward or not (all or nothing)
BS&A Software	541	Finance	General Ledger	Perform period end close	Ability to automatically reverse year end accruals, including a user defined time period option.	D - Desired	N - Not Available			
BS&A Software	542	Finance	General Ledger	Perform period end close	Ability to close revenues and expenditures to a specific fund balance account for each fund.	E - Essential	Y - Yes			
BS&A Software	543	Finance	General Ledger	Perform period end close	Ability to future date a reversing journal entry.	D - Desired	Y - Yes			
BS&A Software	544	Finance	General Ledger	Perform period end close	Ability to have the last payroll of the year post across two years and automatically post to the correct fiscal year.	E - Essential	Y - Yes			Via Accrued Wages Tool
BS&A Software	545	Finance	General Ledger	Perform period end close	Ability to start processing against any open period in the new fiscal year prior to close of last fiscal year. Retroactive transactions only to open periods are allowed.	E - Essential	Y - Yes			
BS&A Software	546	Finance	General Ledger	Support general accounting requirements	Ability to create customizable reports for GASB or allow for modified reports for GASB.	D - Desired	Y - Yes			

BS&A Software	547	Finance	General Ledger	Support general accounting requirements	System allow multiple fiscal years to be open and have transactions (including payables) processed against them simultaneously, including the ability to have related reversing entries automatically post to new year (e.g., AP, inter-fund journals, accruals).	E - Essential	Y - Yes			
BS&A Software	548	Finance	General Ledger	Support general accounting requirements	System supports ACFR reporting requirements.	E - Essential	Y - Yes			Can use various report to gather necessary information for some of the AFR reporting requirements
BS&A Software	549	Finance	General Ledger	Support general accounting requirements	System supports cash, modified accrual, and accrual basis of accounting based on fund.	E - Essential	Y - Yes			
BS&A Software	550	Finance	General Ledger	Support general accounting requirements	System supports GAAP reporting requirements.	E - Essential	Y - Yes			
BS&A Software	551	Finance	General Ledger	Support general accounting	System supports GASB reporting requirements, specifically GASB 34.	E - Essential	Y - Yes			

				requirements						
BS&A Software	552	Finance	General Ledger	Track financial audit trail	Ability to drill down from totals in a report to the individual transactions.	E - Essential	Y - Yes			
BS&A Software	553	Finance	General Ledger	Track financial audit trail	Ability to drill down into fund/department/account/PO /expenditure/check issued/receipt detail.	E - Essential	Y - Yes			
BS&A Software	554	Finance	General Ledger	Track financial audit trail	Provide audit trails to identify changes made to system parameters and tables that would affect the processing or reprocessing of any financial transaction.	E - Essential	Y - Yes			
BS&A Software	555	Finance	General Ledger	Track financial audit trail	Provide audit trails to trace transactions from source documents, original input, other systems, system-generated transactions, and internal assignment transactions.	E - Essential	Y - Yes			
BS&A Software	556	Finance	Grants	Establish a Grant	Ability to capture an indirect cost rate for each grant.	D - Desired	N - Not Available			
BS&A Software	557	Finance	Grants	Establish a Grant	Ability to indicate availability to charge indirect cost.	D - Desired	N - Not Available			
BS&A	558	Finance	Grants	Establish grant record	Ability to attach images / electronic documents to the	D - Desired	Y - Yes			

Soft ware					grant record in the master file.					
BS&A Soft ware	559	Finance	Grants	Establish grant record	Ability to copy one grant for set up of another grant.	D - Desired	Y - Yes			
BS&A Soft ware	560	Finance	Grants	Establish grant record	Ability to create a grant master record including multiple reportable grant specific non financial performance measures.	D - Desired	Y - Yes			
BS&A Soft ware	561	Finance	Grants	Establish grant record	Ability to create a grant master record including relevant GL accounts (for revenues and expenditures).	D - Desired	Y - Yes			
BS&A Soft ware	562	Finance	Grants	Establish grant record	Ability to create a grant master record including alphanumeric grant numbers.	D - Desired	Y - Yes			
BS&A Soft ware	563	Finance	Grants	Establish grant record	Ability to create a grant master record including amendment (dates, dollars, activity being amended) and allows for multiple amendments.	D - Desired	Y - Yes			
BS&A Soft ware	564	Finance	Grants	Establish grant record	Ability to create a grant master record including award type.	D - Desired	Y - Yes			
BS&A Soft ware	565	Finance	Grants	Establish grant record	Ability to create a grant master record including catalog of Federal Domestic Assistance (CFDA) number, if applicable.	D - Desired	Y - Yes			

BS&A Software	566	Finance	Grants	Establish grant record	Ability to create a grant master record including descriptions /comments.	D - Desired	Y - Yes				
BS&A Software	567	Finance	Grants	Establish grant record	Ability to create a grant master record including grant matching requirements.	D - Desired	N - Not Available				
BS&A Software	568	Finance	Grants	Establish grant record	Ability to create a grant master record including grant name.	D - Desired	Y - Yes				
BS&A Software	569	Finance	Grants	Establish grant record	Ability to create a grant master record including grant type.	D - Desired	Y - Yes				
BS&A Software	570	Finance	Grants	Establish grant record	Ability to create a grant master record including key dates (Board approval date, start date, end date, extension date, date of last draw, final performance report).	D - Desired	Y - Yes				
BS&A Software	571	Finance	Grants	Establish grant record	Ability to create a grant master record including milestones.	D - Desired	Y - Yes				
BS&A Software	572	Finance	Grants	Establish grant record	Ability to create a grant master record including multiple reportable user defined fields (please identify any limitations in the comments field).	D - Desired	Y - Yes				

BS&A Software	573	Finance	Grants	Establish grant record	Ability to create a grant master record including pass-through grant indicator.	D - Desired	Y - Yes			
BS&A Software	574	Finance	Grants	Establish grant record	Ability to create a grant master record including resolution # for Board Approval.	D - Desired	Y - Yes			
BS&A Software	575	Finance	Grants	Establish grant record	Ability to create a grant master record including the sponsor, including contact information.	D - Desired	Y - Yes			
BS&A Software	576	Finance	Grants	Establish grant record	Ability to create a grant master record including total grant budget amount.	D - Desired	Y - Yes			
BS&A Software	577	Finance	Grants	Establish grant record	Ability to create grant cycles that are different than the fiscal year.	D - Desired	Y - Yes			
BS&A Software	578	Finance	Grants	Establish grant record	Ability to designate funds as multi-year or annually appropriated with separate closing procedures.	D - Desired	Y - Yes			
BS&A Software	579	Finance	Grants	Establish grant record	Ability to establish system wide grant rules that may disallow the charging of expenditure to grants that have a closed or inactive status.	D - Desired	Y - Yes			
BS&A Software	580	Finance	Grants	Establish grant record	Ability to have multi-level grant roll up.	D - Desired	Y - Yes			Roll up to main/master GL# for projects

BS&A Software	581	Finance	Grants	Establish grant record	Ability to maintain cost allocation plan.	D - Desired	N - Not Available				
BS&A Software	582	Finance	Grants	Establish grant record	Ability to set-up and manage the grant types, including federal, state, local, private, in-kind, match.	D - Desired	Y - Yes				
BS&A Software	583	Finance	Grants	Establish grant record	Ability to track multiple federal grants to a single project.	D - Desired	R - Reporting				
BS&A Software	584	Finance	Grants	Grant Billing	A system that can track reimbursement by project/grants, especially when there are multiple grants for a single project (e.g., vehicle).	D - Desired	Y - Yes				
BS&A Software	585	Finance	Grants	Grant Billing	Ability to configure a grant reimbursement request workflow.	D - Desired	N - Not Available				
BS&A Software	586	Finance	Grants	Grant Billing	Ability to create a billing / receivable for grant activity billed to funder based upon a user defined set of accumulated grant expenditures.	D - Desired	Y - Yes				
BS&A Software	587	Finance	Grants	Grant Billing	Ability to create invoices based on grant spend for reimbursement.	D - Desired	N - Not Available				

BS&A Software	588	Finance	Grants	Monitor grants	Ability to accumulate grant activity costs during pre-award authority to a holding area, until the new grant is officially awarded.	D - Desired	Y - Yes			
BS&A Software	589	Finance	Grants	Monitor grants	Ability to electronically notify on grant completion dates.	D - Desired	Y - Yes			
BS&A Software	590	Finance	Grants	Monitor grants	Ability to generate a notification based on effective/expiration dates for fixed term appointments/grant funded positions.	D - Desired	Y - Yes			
BS&A Software	591	Finance	Grants	Monitor grants	Ability to notify designated staff (by grant) a defined number of days prior to deadline for grant reporting submission.	D - Desired	Y - Yes			
BS&A Software	592	Finance	Grants	Monitor grants	Ability to notify designated staff (by grant) a defined number of days prior to expiration.	D - Desired	Y - Yes			
BS&A Software	593	Finance	Grants	Monitor grants	Ability to view grant history/closed grants (read only).	D - Desired	Y - Yes			
BS&A Software	594	Finance	Grants	Report on grants	Ability to accumulate and report on grant funded equipment costs by establishing equipment rate schedules (this is a non-cash	D - Desired	N - Not Available			

					transaction--just an allocation to the proper grant coding).					
BS&A Software	595	Finance	Grants	Report on grants	Ability to complete grant reporting requirements in grant-specific formats.	D - Desired	Y - Yes			
BS&A Software	596	Finance	Grants	Report on grants	Ability to comply with SEFA requirements.	D - Desired	Y - Yes			
BS&A Software	597	Finance	Grants	Report on grants	Ability to create milestone progress reports.	D - Desired	R - Reporting			
BS&A Software	598	Finance	Grants	Report on grants	Ability to create reports in compliance with Single Audit Act. Indicates Federal and pass-through projects.	D - Desired	Y - Yes			
BS&A Software	599	Finance	Grants	Report on grants	Ability to provide dashboard reporting for grants.	D - Desired	Y - Yes			
BS&A Software	600	Finance	Grants	Report on grants	Ability to provide drill down capabilities on budgets, cost estimates, actuals.	D - Desired	Y - Yes			
BS&A Software	601	Finance	Grants	Report on grants	Ability to report on federal vs. local match.	D - Desired	N - Not Available			
BS&A	602	Finance	Grants	Report on grants	Ability to track and report on non-financial performance	D - Desired	Y - Yes			

Soft ware					measures against a grant or sub-activity within a grant.					
BS&A Soft ware	603	Finance	Grants	Report on grants	System provides an executive level dashboard to track real-time status of grant activity with graphical representation of information through charts.	D - Desired	Y - Yes			
BS&A Soft ware	604	Finance	Grants	Report on grants	System provides reports for salary, interdepartmental, and other expenses and compare this information to budgets for grants, based on grant year.	D - Desired	Y - Yes			
BS&A Soft ware	605	Finance	Grants	Subgrant awards	Ability to provide an online request form for subrecipients to request reimbursements.	D - Desired	N - Not Available			
BS&A Soft ware	606	Finance	Grants	Subgrant awards	Ability to record subgrants to subrecipients associated with the original funding.	D - Desired	N - Not Available			
BS&A Soft ware	607	Finance	Grants	Subgrant awards	Ability to track payments to the subrecipients and not allows payments beyond the award.	D - Desired	N - Not Available			
BS&A Soft ware	608	Finance	Grants	Subgrant awards	Ability to track program statistics for each subgrant award such as monitoring dates, date of last audit, etc.	D - Desired	N - Not Available			
BS&A Soft ware	609	Finance	Grants	Track pre-awards	Ability to automate the resolution process for requesting and establishing a new grant via a highly configurable multi-step	D - Desired	N - Not Available			

					approval process workflow, and be able to view the status of the workflow.					
BS&A Software	610	Finance	Grants	Track pre-awards	Ability to track grant applications status (e.g., in progress, submitted) and next steps (e.g., due dates).	D - Desired	N - Not Available			
BS&A Software	611	Finance	Projects	Control expenditures to remain within budget	Ability to perform funds availability checking by WBS/Phases/Tasks (sub-units of project).	D - Desired	N - Not Available			Budget check is by GL#, Department, Department and Account Classification, or Department and Budget Classification
BS&A Software	612	Finance	Projects	Control expenditures to remain within budget	Ability to perform funds available or account level, based on configuration or if a project string is entered for a transaction.	D - Desired	Y - Yes			
BS&A Software	613	Finance	Projects	Control expenditures to remain within budget	Ability to support budget warnings at the project level.	D - Desired	Y - Yes			
BS&A Software	614	Finance	Projects	Control expenditures to remain	Ability to validate project budgets and prevent them from being overspent when an employee submits a	D - Desired	Y - Yes			

				within budget	timesheet charging time to a project.					
BS&A Software	615	Finance	Projects	Establish project	Ability to allow both automatic project numbering or user-defined project number assignment; if user defined, have an edit to disallow duplicates.	D - Desired	Y - Yes			
BS&A Software	616	Finance	Projects	Establish project	Ability to assist with contract development by summarizing actual costs incurred for prior similar projects.	D - Desired	N - Not Available			
BS&A Software	617	Finance	Projects	Establish project	Ability to attach images / electronic documents to the project record in the master file.	D - Desired	Y - Yes			
BS&A Software	618	Finance	Projects	Establish project	Ability to automatically carry over projects between fiscal years, unless tagged as closed.	D - Desired	Y - Yes			
BS&A Software	619	Finance	Projects	Establish project	Ability to configure pre-defined transaction split "templates" for each project with the ability to override.	D - Desired	N - Not Available			
BS&A Software	620	Finance	Projects	Establish project	Ability to copy a project record to set up another project.	D - Desired	N - Not Available			
BS&A Software	621	Finance	Projects	Establish project	Ability to create a parent child relationship between project and sub-projects	D - Desired	N - Not Available			

BS&A Software	622	Finance	Projects	Establish project	Ability to create project cycles that are different than the fiscal year.	D - Desired	Y - Yes			As long as you use a Fund on the project GL# that has a different FYE
BS&A Software	623	Finance	Projects	Establish project	Ability to create user-maintained master files for projects and sub-projects.	D - Desired	N - Not Available			
BS&A Software	624	Finance	Projects	Establish project	Ability to designate funds as multi-year or annually appropriated with separate closing procedures.	D - Desired	Y - Yes			
BS&A Software	625	Finance	Projects	Establish project	Ability to designate whether or not projects are to be capitalized (construction-in-progress or expense only project).	D - Desired	N - Not Available			
BS&A Software	626	Finance	Projects	Establish project	Ability to determine draft project cost estimates prior to approval of a project budget.	D - Desired	Y - Yes			
BS&A Software	627	Finance	Projects	Establish project	Ability to enter and maintain time-phased budgets for a project, including multi-year projects and contracts.	D - Desired	Y - Yes			
BS&A Software	628	Finance	Projects	Establish project	Ability to forecast hours/fees required to complete the project based on remaining activities from project budget.	D - Desired	N - Not Available			
BS&A	629	Finance	Projects	Establish project	Ability to have multi-level project roll up.	D - Desired	Y - Yes			Roll up to main/master

Soft ware										GL# for projects
BS&A Soft ware	630	Finance	Projects	Establish project	Ability to notify designated staff (by project) a defined number of days prior to expiration.	D - Desired	Y - Yes			
BS&A Soft ware	631	Finance	Projects	Establish project	Ability to provide drill down capabilities on budgets, cost estimates, actual.	D - Desired	Y - Yes			
BS&A Soft ware	632	Finance	Projects	Monitor project	Ability for system to track overhead on projects that is shared between departments.	D - Desired	N - Not Available			
BS&A Soft ware	633	Finance	Projects	Monitor project	Ability to accumulate and report on project personnel costs by person by day.	D - Desired	N - Not Available			
BS&A Soft ware	634	Finance	Projects	Monitor project	Ability to track and report on non-financial performance measures against a project or sub-activity within a project.	D - Desired	Y - Yes			
BS&A Soft ware	635	Finance	Projects	Monitor project	Prior to closing a project, have the ability to check for open or pending items (e.g., if the project is identified on an open encumbrance, unrelated project, unpaid payment document, etc.), prompt the user about whether or not this project should be closed.	D - Desired	N - Not Available			

BS&A Software	636	Finance	Projects	Record project activity	Ability for automatic notification of cost overruns with the capability to disengage the notification with proper authorization.	D - Desired	Y - Yes				
BS&A Software	637	Finance	Projects	Record project activity	Ability to collect labor time, machine usage, services/subcontract costs, and material usage data for individual projects, potentially interfacing with a Work Order system/module.	D - Desired	Y - Yes				
BS&A Software	638	Finance	Projects	Record project activity	Ability to inactivate a project.	D - Desired	Y - Yes				
BS&A Software	639	Finance	Projects	Record project activity	Ability to split any transaction by percent or flat amount (e.g., labor, inventory, equipment use, square footage, etc.) to one or more projects.	D - Desired	Y - Yes				
BS&A Software	640	Finance	Projects	Report on projects	Ability for system to provide an executive level dashboard to track real-time status of project activity with graphical representation of information through charts.	D - Desired	Y - Yes				
BS&A Software	641	Finance	Projects	Report on projects	Ability to accumulate and report on project equipment costs by establishing equipment rate schedules (this is a non-cash	D - Desired	N - Not Available				

					transaction--just an allocation to the proper project coding).					
BS&A Software	642	Finance	Projects	Report on projects	Ability to complete project reporting requirements in project specific formats.	D - Desired	Y - Yes			
BS&A Software	643	Finance	Projects	Report on projects	Ability to create Inspection Report, presenting the results of inspector site visits to evaluate performance.	D - Desired	N - Not Available			
BS&A Software	644	Finance	Projects	Report on projects	Ability to generate analyses for (including but not limited to) variances and percent completion.	D - Desired	Y - Yes			
BS&A Software	645	Finance	Projects	Report on projects	Ability to provide dashboard reporting for projects.	D - Desired	Y - Yes			
BS&A Software	646	Finance	Purchasing	Approve requisitions via workflow	Ability to add attachments to a purchase order before it's emailed to the vendor.	D - Desired	Y - Yes			
BS&A Software	647	Finance	Purchasing	Approve requisitions via workflow	Ability to configure multiple requisition approval workflows based on department, dollar amount, or commodity type.	E - Essential	Y - Yes			
BS&A Software	648	Finance	Purchasing	Approve requisitions via workflow	Ability to email purchase orders to vendors.	E - Essential	Y - Yes			

BS&A Software	649	Finance	Purchasing	Approve requisitions via workflow	Ability to forward an approval to another staff member on a one-time basis.	E - Essential	N - Not Available			
BS&A Software	650	Finance	Purchasing	Approve requisitions via workflow	Ability to view approval queues, status (open, received, invoiced, paid, partially filled/back ordered, partially paid), and audit trails of workflows (e.g., who approved each step), and drill into components of the workflow (e.g., purchase order and attached electronic documents).	E - Essential	Y - Yes			
BS&A Software	651	Finance	Purchasing	Approve requisitions via workflow	Requisitions are automatically turned into a purchase order after the final approval is complete.	D - Desired	Y - Yes			
BS&A Software	652	Finance	Purchasing	Approve requisitions via workflow	System can automatically print or email a purchase order based on preference stored in vendor file.	D - Desired	Y - Yes			Emailing vendors is supported, but not automated
BS&A Software	653	Finance	Purchasing	Approve requisitions via workflow	System provides an automatic sequential numbering sequence for purchase orders.	E - Essential	Y - Yes			
BS&A Software	654	Finance	Purchasing	Approve requisitions via workflow	System to notify requestor when a purchase order has been approved or not approved.	E - Essential	Y - Yes			

BS&A Software	655	Finance	Purchasing	Approve requisitions via workflow	Ability to send a requisition back to the requestor with a comment on why the requisition needs to be updated instead of denying a requisition and requiring a new requisition to be entered.	E - Essential	Y - Yes			
BS&A Software	656	Finance	Purchasing	Approve requisitions via workflow	System will accommodate modification of some non-monetary fields on requisitions during workflow and before approval, without sending requisition back to requestor.	D - Desired	Y - Yes			
BS&A Software	657	Finance	Purchasing	Create purchasing reports	System allows inquiries as to the current status of a purchasing or contract transaction at any point in the "procurement chain" (requisition through check).	D - Desired	Y - Yes			
BS&A Software	658	Finance	Purchasing	Create purchasing reports	System allows user to see encumbered amounts in real time.	E - Essential	Y - Yes			
BS&A Software	659	Finance	Purchasing	Create purchasing reports	System can automatically generate a notification when a vendor is close to purchase order threshold per year spending limit and send the notification to departments that have purchased from this vendor.	D - Desired	N - Not Available			

BS&A Software	660	Finance	Purchasing	Create purchasing reports	System can run a report that allows users to see the transaction history by purchase order, including starting balance, transactions, and balance history.	D - Desired	Y - Yes			
BS&A Software	661	Finance	Purchasing	Create purchasing reports	System can run report showing number of days that each requisition was in each approval step. Report should include requisition/PO number, dollar amount, date started, date approved, and elapsed days between start and approval.	O - Optional	R - Reporting			
BS&A Software	662	Finance	Purchasing	Create purchasing reports	System can track total dollar amount spent with a vendor by department.	D - Desired	R - Reporting			
BS&A Software	663	Finance	Purchasing	Create requisitions for a purchase	Ability to copy blanket purchase orders from previous fiscal years.	E - Essential	Y - Yes			
BS&A Software	664	Finance	Purchasing	Create requisitions for a purchase	Ability to default the shipping address (with multiple locations) on requisitions based on the user that is requesting the goods/services.	D - Desired	Y - Yes			
BS&A Software	665	Finance	Purchasing	Create requisitions for a purchase	Ability to inquire on historical purchase orders and copy them in as a new requisition.	D - Desired	Y - Yes			

BS&A Software	666	Finance	Purchasing	Create requisitions for a purchase	Ability to require requisitions that are sole/single source to include requisite justification documentation.	O - Optional	Y - Yes			
BS&A Software	667	Finance	Purchasing	Create requisitions for a purchase	Requisition can include Departmental contact, address, email, and phone number.	D - Desired	Y - Yes			
BS&A Software	668	Finance	Purchasing	Create requisitions for a purchase	Requisition can include freight terms (FOB).	D - Desired	Y - Yes			
BS&A Software	669	Finance	Purchasing	Create requisitions for a purchase	Requisition can specify Unit of Measure (Ea., Ft, lb., C, M, etc.).	D - Desired	Y - Yes			
BS&A Software	670	Finance	Purchasing	Create requisitions for a purchase	Requisitions can have quantity, price, and description.	E - Essential	Y - Yes			
BS&A Software	671	Finance	Purchasing	Create requisitions for a purchase	System accommodates both encumbered and unencumbered blanket purchase orders.	D - Desired	N - Not Available			POs always created an ENC journal entry
BS&A Software	672	Finance	Purchasing	Create requisitions for a purchase	System allows user to request a new vendor as part of the requisition process.	D - Desired	N - Not Available			
BS&A Software	673	Finance	Purchasing	Create requisitions for a purchase	System can auto-fill GL fields based on user (e.g., department and fund), with the ability to override the auto filled values.	D - Desired	Y - Yes			

BS&A Software	674	Finance	Purchasing	Create requisitions for a purchase	System can identify various funding sources for different procurement requirements including federal and state grants funds.	D - Desired	N - Not Available			
BS&A Software	675	Finance	Purchasing	Create requisitions for a purchase	System can retrieve vendor information based on a user search and automatically populate the requisitions with that information.	D - Desired	Y - Yes			
BS&A Software	676	Finance	Purchasing	Create requisitions for a purchase	System will automatically check if requisition is within budget and stop any out of budget requests.	E - Essential	Y - Yes			
BS&A Software	677	Finance	Purchasing	Create requisitions for a purchase	Users can allocate a single line item to multiple general ledger accounts.	E - Essential	Y - Yes			
BS&A Software	678	Finance	Purchasing	Create requisitions for a purchase	Users can attach multiple documents, including bids/quotes, to a requisition.	E - Essential	Y - Yes			
BS&A Software	679	Finance	Purchasing	Create requisitions for a purchase	Users can specify a ship-to location on the requisition.	E - Essential	Y - Yes			
BS&A Software	680	Finance	Purchasing	Create requisitions for a purchase	Users can specify if a requisition will have sales tax applied.	D - Desired	Y - Yes			
BS&A Software	681	Finance	Purchasing	Manage purchase orders	Ability to enter comments and/or special instructions on purchase orders, including	E - Essential	Y - Yes			

					canned statements and messages.					
BS&A Software	682	Finance	Purchasing	Manage purchase orders	Ability to notify the user when a change order is processed that will exceed the budgeted amount available.	E - Essential	Y - Yes			
BS&A Software	683	Finance	Purchasing	Manage purchase orders	Ability to specify comments that are for internal reference only.	D - Desired	Y - Yes			
BS&A Software	684	Finance	Purchasing	Manage purchase orders	System allows freight charges to be added to a purchase order amount, if the charges are under a defined threshold.	D - Desired	Y - Yes			No threshold involved - freight manually entered
BS&A Software	685	Finance	Purchasing	Manage purchase orders	System lets users filter and mass close open purchase orders/encumbrances, and requisitions/pre-encumbrances.	D - Desired	Y - Yes			
BS&A Software	686	Finance	Purchasing	Manage purchase orders	System maintains history and relationships for all solicitation documents, vendor responses, requisitions, approvals, performance measures, invoices, credits, checks, receiving documents for all POs, contracts, and (if applicable) purchasing cards.	D - Desired	Y - Yes			
BS&A Software	687	Finance	Purchasing	Manage purchase orders	System will accommodate change order workflows for purchase orders that require	E - Essential	Y - Yes			

					updated price and/or quantities.					
BS&A Software	688	Finance	Purchasing	Manage purchase orders	System will identify purchase orders that have not been marked as good / item receive after a user-specified period of time.	D - Desired	N - Not Available			
BS&A Software	689	Finance	Purchasing	Receive goods	System allows user to "receive all lines" in order to facilitate easier data entry.	D - Desired	Y - Yes			
BS&A Software	690	Finance	Purchasing	Receive goods	System allows user to add free form comments when receipting.	D - Desired	Y - Yes			
BS&A Software	691	Finance	Purchasing	Receive goods	System allows user to receive based on quantity of items received or dollar amount received.	D - Desired	N - Not Available			Qty only - the price cannot be edited via receiving
BS&A Software	692	Finance	Purchasing	Receive goods	System can prevent the same user from submitting a purchase order and receiving that purchase order.	O - Optional	N - Not Available			
BS&A Software	693	Finance	Purchasing	Receive goods	System can prohibit the following with the ability of authorized users to override: The receiving date from being earlier than the requisition date.	O - Optional	N - Not Available			
BS&A	694	Finance	Purchasing	Receive goods	System can prohibit the following with the ability of authorized users to override:	D - Desired	Y - Yes			Price cannot be changed via receiving

Soft ware					The unit price from being greater than the unit price approved on the purchase order.					
BS&A Soft ware	695	Finance	Purchasing	Receive goods	System can prohibit the following with the ability of authorized users to override: Where the total invoice amount/shipment amount is greater than the approved purchase order amount, the quantity received from being greater than the quantity approved on the purchase order/contract.	D - Desired	N - Not Available			
BS&A Soft ware	696	Finance	Purchasing	Receive goods	System can prohibit the following with the ability of authorized users to override: Where the total purchase price is greater than an established amount (e.g., X% higher than the total).	D - Desired	N - Not Available			
BS&A Soft ware	697	Finance	Purchasing	Receive goods	The system can be configured to only require receipting for certain accounts.	D - Desired	N - Not Available			
BS&A Soft ware	698	Finance	Purchasing	Receive goods	The system can be configured to only require receipting for certain departments.	D - Desired	N - Not Available			
BS&A Soft ware	699	Finance	Purchasing	Receive goods	Users can fully or partially receive a purchase order.	D - Desired	Y - Yes			

BS&A Software	700	Finance	Purchasing	Receive goods	Users can return a good to the vendor, and the system will automatically generate the reversing entry to reverse the initial receipt of the good.	D - Desired	Y - Yes			User can void the receiver
BS&A Software	701	Finance	Purchasing	Track purchases made via a purchasing card	System can import purchasing card transactions from a bank.	E - Essential	Y - Yes			
BS&A Software	702	Finance	Purchasing	Track purchases made via a purchasing card	System can report on expenditures by employee.	D - Desired	Y - Yes			
BS&A Software	703	Finance	Purchasing	Track purchases made via a purchasing card	System has the ability to show and report on the vendor with which p-card transactions were performed in addition to the bank managing the cards.	D - Desired	Y - Yes			
BS&A Software	704	Finance	Purchasing	Track purchases made via a purchasing card	System will track expenditures made with purchasing cards/credit cards issued to employees.	D - Desired	Y - Yes			
BS&A Software	705	Finance	Purchasing	Year end processing	System allows open purchase orders to be rolled forward to the next fiscal year.	E - Essential	Y - Yes			
BS&A Software	706	Finance	Purchasing	Year end processing	System allows users to filter open purchase orders and roll over only the selected PO's (e.g., filter by account, range, department, etc.).	E - Essential	Y - Yes			No GL Number filters

BS&A Software	707	Finance	Purchasing	Year end processing	System can generate list of open purchase orders, and allow user to select all purchase orders to roll over as part of one system process.	E - Essential	Y - Yes			
BS&A Software	708	General and Technical	General and Technical	Managing addresses	System has the ability to meet USPS Publication 28: Postal Addressing Standards for street address and street naming convention including segments for all addresses within the system.	E - Essential	Y - Yes			
BS&A Software	709	General and Technical	General and Technical	Managing addresses	System has the ability to accommodate foreign addresses.	E - Essential	Y - Yes			
BS&A Software	710	General and Technical	General and Technical	Archiving data	System can provide an archiving solution for all data elements which provide configuration options for archiving schedules, including the ability to set retention periods based on record category or record type.	E - Essential	N - Not Available			
BS&A Software	711	General and Technical	General and Technical	Archiving data	System can provide authorized end user query access to archived records as per the organization's record retention policy.	E - Essential	N - Not Available			
BS&A Software	712	General and Technical	General and Technical	Archiving data	System has the ability to preserve historic transactional integrity when master data changes (e.g. chart of account changes but old transactions	E - Essential	Y - Yes			

					are still linked to old accounts).					
BS&A Software	713	General and Technical I	General and Technical	Purging data	System has the ability to automatically schedule purge process based on user defined criteria.	E - Essential	N - Not Available			
BS&A Software	714	General and Technical I	General and Technical	Purging data	System can override automatic purge schedule with manual purge process if and when required.	E - Essential	N - Not Available			
BS&A Software	715	General and Technical I	General and Technical	Processing workflow	System has the ability to attach supporting documents to transactions or profiles (e.g. contract document, vendor W-9 to vendor record, etc.).	E - Essential	Y - Yes			
BS&A Software	716	General and Technical I	General and Technical	Processing workflow	System has the ability to provide workflow functionality, automating business processes within the system that can be controlled and managed by a trained end-user.	E - Essential	Y - Yes			
BS&A Software	717	General and Technical I	General and Technical	Processing workflow	System can set up workflows to allow for user-defined levels of approval.	E - Essential	Y - Yes			
BS&A Software	718	General and Technical I	General and Technical	Processing workflow	System provides audit trail history of transaction approvals.	E - Essential	Y - Yes			

BS&A Software	719	General and Technical	General and Technical	Processing workflow	System has the ability to limit backdating of critical transaction dates (Hire date, purchase date, etc.).	E - Essential	Y - Yes			
BS&A Software	720	General and Technical	General and Technical	Processing workflow	System provides workflow functionality that allows users to lookup a transaction and see the status in an approval tree.	E - Essential	Y - Yes			
BS&A Software	721	General and Technical	General and Technical	Processing workflow	System provides workflow functionality that is role-based such that departments can perform approvals in a "person independent" manner.	E - Essential	Y - Yes			
BS&A Software	722	General and Technical	General and Technical	Processing workflow	System can provide tickler/reminder functionality throughout the system that could be set to trigger based on certain events (e.g. more than 2 weeks have passed and you are responsible for completing this step, contract is going to expire soon, etc.).	E - Essential	Y - Yes			
BS&A Software	723	General and Technical	General and Technical	Processing workflow	System has workflow functionality that allows a user to enter text and/or attach a document indicating the reason for the rejection and allows for complete viewing of this text by the user receiving the rejection notice.	E - Essential	Y - Yes			

BS&A Software	724	General and Technical I	General and Technical	Processing workflow	System has workflow functionality that allows a user to forward workflow items for a user-designated period of time to another user who will act as a surrogate in being able to review, approve, and reject all workflow items in the first user's absence.	E - Essential	Y - Yes			
BS&A Software	725	General and Technical I	General and Technical	Processing workflow	System has the ability to provide workflow functionality that allows for items to be put into workflow with a combination of parallel and/or sequential approvals.	E - Essential	Y - Yes			
BS&A Software	726	General and Technical I	General and Technical	Processing workflow	System provides workflow functionality to approve, forward, hold, or reject items upon reviewing.	E - Essential	Y - Yes			
BS&A Software	727	General and Technical I	General and Technical	Processing workflow	System allows for notification of the results of a workflow step to be sent to a user via email or be viewable internally within the application. The specific type of notification (email or internal to application) can be customizable for each individual user.	E - Essential	Y - Yes			
BS&A Software	728	General and Technical I	General and Technical	Processing workflow	System allows for users receiving workflow updates via email to click on a link provided within the email that takes the user to the	E - Essential	Y - Yes			

					appropriate area within the application to perform the next steps on that workflow.					
BS&A Software	729	General and Technical I	General and Technical	Entering data	System can control entry of data to ensure user enters data into all required fields on the screen.	E - Essential	Y - Yes			
BS&A Software	730	General and Technical I	General and Technical	Entering data	System can allow for data entry fields to automatically default to a specific value (e.g., date fields should default to current date).	E - Essential	Y - Yes			Some date fields, not all.
BS&A Software	731	General and Technical I	General and Technical	Entering data	System can provide data entry transaction templates (e.g., journal entries, requisitions, etc.), with custom defined fields as a default.	E - Essential	Y - Yes			
BS&A Software	732	General and Technical I	General and Technical	Entering data	System has the ability to “auto fill” in field level information (e.g. vendor name, account name) based on information entered (e.g. enter vendor #, name populates, etc.).	E - Essential	Y - Yes			
BS&A Software	733	General and Technical I	General and Technical	Entering data	System has the ability for transactions in one module to not block, delay, or otherwise interfere with transactions in other modules.	E - Essential	Y - Yes			
BS&A Software	734	General and Technical I	General and Technical	Entering data	System provides free form comments fields for all transactions – prior to posting or after the fact (multiple un-	E - Essential	Y - Yes			

					editable comments with user stamping and date stamping).					
BS&A Software	735	General and Technical I	General and Technical	Entering data	System has the ability to effective date transactions or updates to master data (e.g., benefits premiums during open enrollment).	E - Essential	Y - Yes			
BS&A Software	736	General and Technical I	General and Technical	Managing data	System has the ability to interact with the relational database and offer robust querying and analysis tools that do not require programming knowledge, allowing users to pick and choose fields, link tables, and establish criteria under appropriate security controls.	E - Essential	Y - Yes			
BS&A Software	737	General and Technical I	General and Technical	Managing data	System can support referential integrity through the use of data definitions.	E - Essential	Y - Yes			
BS&A Software	738	General and Technical I	General and Technical	Managing data	System has ability to access system database tables directly via ODBC with the ability to specify read versus write access.	E - Essential	N - Not Available			
BS&A Software	739	General and Technical I	General and Technical	Managing data	System has the ability to add user-defined data fields and tables to meet changing requirements.	E - Essential	Y - Yes			
BS&A Software	740	General and Technical I	General and Technical	Processing errors	System can customize or modify system provided error messages and store/log for future review and reporting.	E - Essential	N - Not Available			

					Error messages should be meaningful to the user versus being of a technical nature.					
BS&A Software	741	General and Technical I	General and Technical	Processing errors	System allows user defined reporting from the error log.	E - Essential	N - Not Available			
BS&A Software	742	General and Technical I	General and Technical	Processing errors	System allows the system administrator or designated end-users to view the error log to provide support for the users.	E - Essential	Y - Yes			
BS&A Software	743	General and Technical I	General and Technical	Processing forms	System can provide an integrated Forms Solution that allows for custom developed forms within the system that can be integrated with processes without having to modify application code.	E - Essential	Y - Yes			
BS&A Software	744	General and Technical I	General and Technical	Processing forms	System allows for trained users to customize forms without the need for Vendor assistance. Customized forms will not break when future updates are applied.	E - Essential	Y - Yes			
BS&A Software	745	General and Technical I	General and Technical	Processing forms	System provides the ability for all forms created within the vendor's solution to be stored to allow for future use of that form within the vendor's solution.	E - Essential	Y - Yes			
BS&A	746	General and	General and Technical	Integrating and interfacing	System can import/export non-configuration data (e.g., transaction data) to/from a	E - Essential	Y - Yes			

Soft ware		Technica I			common data interchange format (e.g., ASCII, XML, etc.) with proper security restrictions.					
BS& A Soft ware	74 7	General and Technica I	General and Technical	Integrating and interfacing	System allows for all data import functions in the system to observe all pre-set data validation rules to enforce data/database integrity.	E - Essenti al	Y - Yes			
BS& A Soft ware	74 8	General and Technica I	General and Technical	Integrating and interfacing	Ability to support web services as a means of real- time data exchange with other applications.	E - Essenti al	N - Not Available			Need additional information
BS& A Soft ware	74 9	General and Technica I	General and Technical	Integrating and interfacing	System provides API's for ease of integration.	E - Essenti al	N - Not Available			Need additional information
BS& A Soft ware	75 0	General and Technica I	General and Technical	Integrating and interfacing	System can apply security restrictions to all imports performed by a user.	E - Essenti al	Y - Yes			
BS& A Soft ware	75 1	General and Technica I	General and Technical	Data Analysis	System has the ability to interface with a third-party business intelligence solution/data warehouse.	E - Essenti al	N - Not Available			Need additional information
BS& A Soft ware	75 2	General and Technica I	General and Technical	Data Analysis	System should include an easy to use report generator, with all data downloadable to MS Excel spreadsheet open- source file format such as .csv or .txt format for ad hoc reporting.	E - Essenti al	Y - Yes			

BS&A Software	753	General and Technical I	General and Technical	Data Analysis	System allows on screen data to be downloadable to MS Excel spreadsheet or open-source file format such as .csv or .txt format for ad hoc reporting.	E - Essential	Y - Yes			
BS&A Software	754	General and Technical I	General and Technical	Data Analysis	System has the ability to provide a user-configurable 'management dashboard' which allows users to identify and view key summary performance statistics from various components of the ERP system and drill into them for further detail.	E - Essential	Y - Yes			
BS&A Software	755	General and Technical I	General and Technical	Data Analysis	System allows for additions or deletions of fields from a query or report.	E - Essential	Y - Yes			
BS&A Software	756	General and Technical I	General and Technical	Data Analysis	System has report writing capabilities with data organization structure consistent between all application modules.	E - Essential	Y - Yes			
BS&A Software	757	General and Technical I	General and Technical	Data Analysis	System can run reports and queries without impacting system performance.	E - Essential	Y - Yes			Reports are offloaded to a separate workflow service.
BS&A Software	758	General and Technical I	General and Technical	Data Analysis	System has the ability to retrieve information from multiple tables/files.	E - Essential	Y - Yes			

BS&A Software	759	General and Technical I	General and Technical	Data Analysis	System has the ability to specify desired subtotal breaks and totaling fields.	E - Essential	Y - Yes			
BS&A Software	760	General and Technical I	General and Technical	Data Analysis	System has the ability to obtain reports in different sort sequences.	E - Essential	Y - Yes			
BS&A Software	761	General and Technical I	General and Technical	Data Analysis	System has the ability to make minor alterations to previously defined reports and queries.	E - Essential	Y - Yes			
BS&A Software	762	General and Technical I	General and Technical	Data Analysis	System has the ability to prepare reports and queries from any accounting period and across periods.	E - Essential	Y - Yes			
BS&A Software	763	General and Technical I	General and Technical	Data Analysis	System has the ability to set up menus of created reports and queries for easy access and printing.	E - Essential	Y - Yes			
BS&A Software	764	General and Technical I	General and Technical	Data Analysis	System has the ability to set up reports to accommodate optimized page size and layout (e.g., portrait and landscape orientations).	E - Essential	Y - Yes			
BS&A Software	765	General and Technical I	General and Technical	Data Analysis	System allows a user to select any account or range of accounts in the chart of accounts for inclusion in reports or queries.	E - Essential	Y - Yes			
BS&A Software	766	General and Technical I	General and Technical	Data Analysis	System has "Wildcard" and/or "Keyword" capability to allow easy accessing of a range of	E - Essential	Y - Yes			

					values when creating reports or queries.					
BS&A Software	767	General and Technical I	General and Technical	Data Analysis	System has the ability to quickly access a range or set of accounts for report creation by specifying a fund, account, department, division, and/or account type.	E - Essential	Y - Yes			
BS&A Software	768	General and Technical I	General and Technical	Data Analysis	System has the ability to define how data is displayed, including commas, decimal points, dollar signs, +/- signs, right or left justified, etc.	E - Essential	Y - Yes			
BS&A Software	769	General and Technical I	General and Technical	Data Analysis	System has the ability to "drill down" allowing a user to begin with a summary level screen/report and inquire on progressively more detailed (e.g., source) transactions.	E - Essential	Y - Yes			
BS&A Software	770	General and Technical I	General and Technical	Data Analysis	System has the ability to execute reports with an "as of" date.	E - Essential	Y - Yes			
BS&A Software	771	General and Technical I	General and Technical	Data Analysis	System allows search criteria on reports to be not-exact matches, partials, or similar.	E - Essential	Y - Yes			
BS&A Software	772	General and Technical I	General and Technical	Data Analysis	System has the ability to provide system-wide search functionality for keyword search, across all master and transaction records.	E - Essential	Y - Yes			

BS&A Software	773	General and Technical I	General and Technical	Data Analysis	System provides phonetic search (e.g. Soundex) capability.	E - Essential	N - Not Available			
BS&A Software	774	General and Technical I	General and Technical	Data Analysis	System allows users to perform inquiries and searches by any field available.	E - Essential	Y - Yes			
BS&A Software	775	General and Technical I	General and Technical	Data Analysis	System has the ability to report and query on all user defined fields.	E - Essential	Y - Yes			
BS&A Software	776	General and Technical I	General and Technical	Data Analysis	System has the ability to allow for e-Signatures on forms and approvals.	E - Essential	Y - Yes			
BS&A Software	777	General and Technical I	General and Technical	Security and auditing	Ability to use Azure Active Directory (AD) or integrate with cloud-based Single Sign On (SSO) solutions via SAML.	E - Essential	Y - Yes			
BS&A Software	778	General and Technical I	General and Technical	Security and auditing	Ability to integrate with third-party backup/recovery solutions to flexibly define and implement backup and recovery strategies using external on-premise or cloud-based environments (public or private).	E - Essential	N - Not Available			BS&A Cloud has backup and recovery capabilities included, through Microsoft Azure
BS&A Software	779	General and Technical I	General and Technical	Security and auditing	The system must have the ability to prevent, detect, contain, and recover from security threats such as malware injection, side	E - Essential	Y - Yes			

					channel attacks, exploitation of API vulnerabilities, or distributed denial of service (DDoS) attacks.					
BS&A Software	780	General and Technical I	General and Technical	Security and auditing	The system must provide detailed logs for forensic investigation of security incidents, that can aid in identifying the nature and extent of the affectation, including the data that was exfiltrated or compromised.	E - Essential	Y - Yes			
BS&A Software	781	General and Technical I	General and Technical	Security and auditing	System has the ability to restrict access for add/update/view/delete at the transaction level.	E - Essential	Y - Yes			
BS&A Software	782	General and Technical I	General and Technical	Security and auditing	System has the ability to configure account password settings to meet minimum security standards. Example: Password Length, Password History, Password Characters, Password Change .	E - Essential	Y - Yes			
BS&A Software	783	General and Technical I	General and Technical	Security and auditing	System has the ability to deliver security in a layered format (e.g., data, database, application, network physical).	E - Essential	Y - Yes			
BS&A Software	784	General and Technical I	General and Technical	Security and auditing	System has the ability to provide security reporting settings to capture security activity and events (e.g., unauthorized security access attempts).	E - Essential	N - Not Available			

BS&A Software	785	General and Technical I	General and Technical	Security and auditing	System has the ability to restrict a user's access to specific screens.	E - Essential	Y - Yes			
BS&A Software	786	General and Technical I	General and Technical	Security and auditing	System can define standard security roles for entry, query, and reporting.	E - Essential	Y - Yes			
BS&A Software	787	General and Technical I	General and Technical	Security and auditing	System has the ability to provide security at the record level.	E - Essential	Y - Yes			
BS&A Software	788	General and Technical I	General and Technical	Security and auditing	System has the ability to configure security access to restrict a user's access to individual fields.	E - Essential	Y - Yes			
BS&A Software	789	General and Technical I	General and Technical	Security and auditing	System has the ability to maintain system security controls while using the system on mobile devices.	E - Essential	Y - Yes			
BS&A Software	790	General and Technical I	General and Technical	Security and auditing	System has the ability to restrict user access to fields based on a certain range (e.g., a range of accounts).	E - Essential	Y - Yes			
BS&A Software	791	General and Technical I	General and Technical	Security and auditing	System has the ability to log all transactions and master data changes in a detailed permanent audit trail, by user ID, based on user login.	E - Essential	Y - Yes			
BS&A Software	792	General and Technical I	General and Technical	Security and auditing	System has the ability to provide role based system security; must be configurable and must establish rules for editing.	E - Essential	Y - Yes			

BS&A Software	793	General and Technical I	General and Technical	Security and auditing	System allows for an administrator to change a user's status to inactive.	E - Essential	Y - Yes			
BS&A Software	794	General and Technical I	General and Technical	Security and auditing	System has the ability to identify users making inquiries or extracting reports from key databases.	E - Essential	N - Not Available			
BS&A Software	795	General and Technical I	General and Technical	Security and auditing	System has the ability to support the encryption of data communications between the client and the server.	E - Essential	Y - Yes			
BS&A Software	796	General and Technical I	General and Technical	Security and auditing	System has the ability to support the encryption of stored data in the database.	E - Essential	Y - Yes			
BS&A Software	797	General and Technical I	General and Technical	Security and auditing	System has the ability to apply security restrictions to report writer utilities.	E - Essential	Y - Yes			
BS&A Software	798	General and Technical I	General and Technical	Security and auditing	System has the ability to apply security restrictions to all data connections such as ODBC, JDBC, OLE.	E - Essential	N - Not Available			
BS&A Software	799	General and Technical I	General and Technical	Security and auditing	System has the ability to differentiate access between ability to view versus update for specific data elements.	E - Essential	Y - Yes			
BS&A Software	800	General and Technical I	General and Technical	Security and auditing	System has the ability to restrict the accessing of security configuration and audit logs based upon user	E - Essential	Y - Yes			

					profiles or administrator level settings.					
BS&A Software	801	General and Technical I	General and Technical	Security and auditing	System can restrict System Administrator account from performing transactions on the system.	E - Essential	N - Not Available			
BS&A Software	802	General and Technical I	General and Technical	Security and auditing	System has the ability to monitor concurrent users accessing the database through the application (e.g., open connections).	E - Essential	N - Not Available			
BS&A Software	803	General and Technical I	General and Technical	Security and auditing	System has the ability to automatically log off an inactive user as configured based on the organization's needs.	E - Essential	Y - Yes			Timeout period is not user configurable.
BS&A Software	804	General and Technical I	General and Technical	Security and auditing	System has the ability to allow management to review the system administrator's activities.	E - Essential	Y - Yes			
BS&A Software	805	General and Technical I	General and Technical	System updates	System has the ability to retain user preferences when new updates and/or upgrades are applied.	E - Essential	Y - Yes			
BS&A Software	806	General and Technical I	General and Technical	Manage multiple environments	System has the ability to transfer only selected configurations / data between environments (doesn't require copying all data / configurations).	E - Essential	N - Not Available			
BS&A Software	807	General and Technical I	General and Technical	Manage multiple environments	System has the ability to provide a configuration management solution to allow for easy management of	E - Essential	N - Not Available			

					moving data and programs between the various environments.					
BS&A Software	808	General and Technical I	General and Technical	Administering system operations	System includes the appropriate administrative and programming toolsets to configure, modify, and customize the software applications.	E - Essential	Y - Yes			
BS&A Software	809	General and Technical I	General and Technical	Interfacing for users	System ensures that all features and functions within the application will be available and operate identically regardless of the user interface that is used (e.g., web-based or client-based, tablet vs. laptop, etc.).	E - Essential	Y - Yes			BS&A Cloud system is web-based.
BS&A Software	810	General and Technical I	General and Technical	Interfacing for users	System complies with accessibility standards including all system components. To comply with the Americans with Disabilities Act (ADA), Information technology must be accessible to people with disabilities. And the information technology's accessibility level must comply with accessibility standards set forth in Section 508 of the Rehabilitation Act. Section 508 requires that Federal agencies' electronic and information technology is	E - Essential	N - Not Available			BS&A has spent time and effort to address accessibility concerns. We continue to address them as they are found, but at this point, we can't confidently say we're WCAG 2.0 compliant.

					accessible to people with disabilities.					
BS&A Software	811	General and Technical I	General and Technical	Interfacing for users	System ensures that the software applications provide functionality for or are compatible with third party industry standard (Lunar, Supernova, Zoom Text, Magic) screen magnification products to enlarge the print on the computer screen and configure print size, contrast, and color selection for blind users. Please note third party product compatibility in Comment field.	E - Essential	Y - Yes			While these tools have not been widely tested by BS&A, we believe that any tool compatible with the web browsers BS&A Cloud supports, would be useable.
BS&A Software	812	General and Technical I	General and Technical	Interfacing for users	System has the functionality for or is compatible with third party industry standard (Hal, JAWS for Windows, Windows Eyes, etc.) screen reading software (used to operate a speech synthesizer, which voices the contents of a computer screen) for blind users. Please note third party product compatibility in Comment field.	E - Essential	Y - Yes			While these tools have not been widely tested by BS&A, we believe that any tool compatible with the web browsers BS&A Cloud

										supports, would be useable.
BS&A Software	813	General and Technical I	General and Technical	Interfacing for users	System allows multiple screens to be open simultaneously within the same session.	E - Essential	Y - Yes			
BS&A Software	814	General and Technical I	General and Technical	Interfacing for users	System allows unused data elements to be removed, hidden, or modified without compromising the ability to perform system updates that will result in these changes being lost.	E - Essential	Y - Yes			
BS&A Software	815	General and Technical I	General and Technical	Interfacing for users	System has the ability to modify pull down menus and pick lists, with proper security authorization.	E - Essential	Y - Yes			
BS&A Software	816	General and Technical I	General and Technical	Interfacing for users	System has the ability to provide a menu-driven system with comprehensive utility and "help" screen capabilities at the field and the page level. Help documentation is well written, specific, relevant, and useful, preferably with screenshots and examples.	E - Essential	Y - Yes			
BS&A Software	817	General and Technical I	General and Technical	Interfacing for users	System has the ability to provide field-level and screen level help throughout the application that can be customized by trained and authorized users.	E - Essential	N - Not Available			

BS&A Software	818	Human Resources	Employee Benefits	Administer benefits payments	System can provide output files in regards to enrollment with benefits providers and 457(b)/403(b)/401K third party providers.	D - Desired	Y - Yes			Exports exist for may providers. Additional exports can be created if nescessary.
BS&A Software	819	Human Resources	Employee Benefits	Administer benefits payments	System has the ability to integrate with Accounts Payable for the generation of payments to insurance/benefits providers based on benefit administration calculations.	D - Desired	Y - Yes			
BS&A Software	820	Human Resources	Employee Benefits	Administer benefits payments	System has the ability to integrate with Accounts Payable for the generation of payments to insurance/benefits providers based on payroll calculations and deductions.	O - Optional	Y - Yes			
BS&A Software	821	Human Resources	Employee Benefits	Administer benefits payments	System has the ability to interface with benefit providers (e.g., retirement plan, health providers, etc.).	E - Essential	Y - Yes			BS&A Cloud Human Resources includes a configurable interface for exporting retirement plan information, and a process for

									importing benefit enrollment information. If existing tool can be used, no additional cost is required.
BS&A Software	822	Human Resources	Employee Benefits	Administer benefits payments	System has the ability to track part time employee's hours to define their benefit eligibility and contribution amount.	E - Essential	N - Not Available		Benefit eligibility is not automatically triggered based on hours worked.
BS&A Software	823	Human Resources	Employee Benefits	Enroll in benefits	System can automatically assign future or retroactive effective end dates for benefits when employee is terminated, or employee is no longer eligible.	E - Essential	N - Not Available		
BS&A Software	824	Human Resources	Employee Benefits	Enroll in benefits	System can collect and maintain supporting documentation for benefits changes (e.g., birth certificate, marriage document, etc.).	E - Essential	Y - Yes		

BS&A Software	825	Human Resources	Employee Benefits	Enroll in benefits	System has the ability for employees to see the impact of their benefit elections on their take home pay before making final selections.	E - Essential	Y - Yes		People with access to PR can calculate a temporary check with the new benefit election amounts and provide that to the employee. There is not a feature within BS&A Online to do a temporary check on the employees end with the new elected amounts prior to the final selection.
BS&A Software	826	Human Resources	Employee Benefits	Enroll in benefits	System has the ability to automatically enroll an employee in their prior year elections (passive enrollment) if they did not select any elections during open enrollment.	D - Desired	Y - Yes		Employees default to current enrollment unless a change is requested or their enrollment has been end-dated.

BS&A Software	827	Human Resources	Employee Benefits	Enroll in benefits	System has the ability to automatically notify employees of benefits enrollment due dates.	E - Essential	N - Not Available			
BS&A Software	828	Human Resources	Employee Benefits	Enroll in benefits	System has the ability to define employees eligibility (eligible, not eligible, etc.) to enroll in each benefit plan.	E - Essential	Y - Yes			
BS&A Software	829	Human Resources	Employee Benefits	Enroll in benefits	System has the ability to determine benefit eligibility and automatically recalculate premiums based on an employee's union, department, position, hours, or group.	E - Essential	Y - Yes			
BS&A Software	830	Human Resources	Employee Benefits	Enroll in benefits	System has the ability to establish separate notifications to different employee groups/status for benefits enrollment.	E - Essential	Y - Yes			
BS&A Software	831	Human Resources	Employee Benefits	Enroll in benefits	System has the ability to show employees benefit enrollment status (enrolled, denied, etc.) for each benefit plan.	E - Essential	Y - Yes			
BS&A Software	832	Human Resources	Employee Benefits	Enroll in benefits	System has the ability to tie benefit elections to deductions to inform payroll of deductions.	E - Essential	Y - Yes			
BS&A Software	833	Human Resources	Employee Benefits	Enroll in benefits	System has the ability to track and report on all benefit enrollment history including employee and dependents' data entered by employee.	E - Essential	Y - Yes			

BS&A Software	834	Human Resources	Employee Benefits	Manage benefits	System can allow for future-dated transactions to be entered and held until effective (includes employee, employer, carrier information).	E - Essential	Y - Yes			
BS&A Software	835	Human Resources	Employee Benefits	Manage benefits	System has the ability to accommodate and identify benefit plans with multiple premium amounts that are employee and/or employer paid (individual, individual + spouse, individual + children, family).	E - Essential	Y - Yes			
BS&A Software	836	Human Resources	Employee Benefits	Manage benefits	System has the ability to accommodate and identify multiple types of benefit plans (e.g., health, dental, life insurance, etc.).	E - Essential	Y - Yes			
BS&A Software	837	Human Resources	Employee Benefits	Manage benefits	System has the ability to accommodate and track retiree benefits (what benefits they have and how they are paying for it).	D - Desired	Y - Yes			
BS&A Software	838	Human Resources	Employee Benefits	Manage benefits	System has the ability to mass update plan rates at the end of each year to reflect any changes to benefit plan rates.	E - Essential	Y - Yes			
BS&A Software	839	Human Resources	Employee Benefits	Manage benefits	System has the ability to track retirees in the system for benefits purposes.	D - Desired	Y - Yes			

BS&A Software	840	Human Resources	Employee Benefits	Manage benefits	System has the ability to track various categories of individuals in the system: employees, non-paid employees, retiree, etc.	D - Desired	Y - Yes			
BS&A Software	841	Human Resources	Employee Benefits	Manage employee leave	System has the ability to automatically send FMLA letters to employees when required without manual intervention.	D - Desired	N - Not Available			Sending letters would be a manual process.
BS&A Software	842	Human Resources	Employee Benefits	Manage employee leave	System has the ability to calculate the cost of lost work time due to an accident, illness, or FMLA.	D - Desired	N - Not Available			
BS&A Software	843	Human Resources	Employee Benefits	Manage employee leave	System has the ability to re-activate an employee to the correct benefits when they return from a leave of absence.	E - Essential	Y - Yes			
BS&A Software	844	Human Resources	Employee Benefits	Manage employee leave	System has the ability to roll over leave hours up to a pre-defined maximum amount of hours.	E - Essential	Y - Yes			
BS&A Software	845	Human Resources	Employee Benefits	Manage employee leave	System has the ability to track FMLA eligibility and hours.	E - Essential	Y - Yes			We can track FMLA hours used.
BS&A Software	846	Human Resources	Employee Benefits	Report on benefits	System can create an employee confirmation statement (new hire or open enrollment) to send to employees listing their benefit elections.	D - Desired	Y - Yes			

BS&A Software	847	Human Resources	Employee Benefits	Report on benefits	System can create an employee statement of current benefits.	D - Desired	Y - Yes				
BS&A Software	848	Human Resources	Employee Benefits	Report on benefits	System can generate an 834 file for reporting to carriers with either all enrollees or just changes in enrollment during a specific time period.	E - Essential	N - Not Available				
BS&A Software	849	Human Resources	Employee Benefits	Report on benefits	System has the ability to flag an employee when they go below/above a certain hour threshold and needs to be moved from full time benefit eligible to less than full time benefit eligible or reverse.	D - Desired	N - Not Available				
BS&A Software	850	Human Resources	Employee Benefits	Report on benefits	System has the ability to meet state benefits reporting requirements.	O - Optional	Y - Yes				
BS&A Software	851	Human Resources	Employee Benefits	Report on benefits	System has the ability to produce a notice/report of benefit changes whenever any employee changes occur such as employee name change, change of pay status, cancelled deduction, etc.	D - Desired	N - Not Available				
BS&A Software	852	Human Resources	Employee Benefits	Report on benefits	System has the ability to view/print a list of employees contributing to any vendor or benefits provider and amount contributed.	E - Essential	Y - Yes				

BS&A Software	853	Human Resources	Employee Benefits	Report on benefits	System has the ability to view/print benefit enrollment by benefit, employee class/group, department or by employee.	E - Essential	Y - Yes			
BS&A Software	854	Human Resources	Employee Benefits	Report on benefits	System has the ability to view/print deduction reports to document the amounts of the employee and employer contributions.	E - Essential	Y - Yes			
BS&A Software	855	Human Resources	Employee Benefits	Track dependents	System can automatically remove dependents who are no longer eligible for coverage from applicable coverage, at month-end, regardless of pay cycle.	E - Essential	N - Not Available			
BS&A Software	856	Human Resources	Employee Benefits	Track dependents	System can check and flag dependents who no longer qualify for insurance benefits.	E - Essential	Y - Yes			
BS&A Software	857	Human Resources	Employee Benefits	Track dependents	System has the ability to enter dependents and beneficiaries and assign each person to multiple roles as dependents/beneficiaries against any benefit type.	E - Essential	Y - Yes			
BS&A Software	858	Human Resources	Employee Benefits	Track dependents	System has the ability to integrate with 3rd party COBRA vendor the eligible actions and notify employees/dependents as they become COBRA eligible.	O - Optional	N - Not Available			

BS&A Software	859	Human Resources	Employee Benefits	Track dependents	System has the ability to track and report on all covered dependents and any beneficiaries.	E - Essential	Y - Yes			
BS&A Software	860	Human Resources	Employee Benefits	Track dependents	System is able to automatically notify employees prior to and when dependents no longer qualify for benefits.	D - Desired	N - Not Available			
BS&A Software	861	Human Resources	Employee Benefits	Track dependents	System is able to calculate premiums based on dependents who no longer qualify (aging out) and ability to process arrears or refunds.	E - Essential	N - Not Available			
BS&A Software	862	Human Resources	Employee Self Service	Accessing payroll information	Ability for employees to utilize employee self service to request changes in tax withholdings (maybe routed to payroll for approval before updating in system).	E - Essential	Y - Yes			
BS&A Software	863	Human Resources	Employee Self Service	Accessing Payroll Information	Ability for users to see amounts accrued per payroll.	E - Essential	Y - Yes			
BS&A Software	864	Human Resources	Employee Self Service	Accessing payroll information	Ability to forecast time used for leave.	D - Desired	Y - Yes			Within Employee Self Service, employees can view Year to Date Info> Leave Balances to see a breakdown

										of leave used.
BS&A Software	865	Human Resources	Employee Self Service	Accessing payroll information	System allows employees to log into a self-service website to see their leave balances.	E - Essential	Y - Yes			Employees can request time off online, at the time clock, or through our native mobile apps, while supervisors can approve requests online or through our native mobile apps
BS&A Software	866	Human Resources	Employee Self Service	Accessing payroll information	System has the ability for employees to opt out of receiving paper checks through self-service.	E - Essential	N - Not Available			Employees can add direct deposit information from employee self-service to be reviewed and approved.
BS&A Software	867	Human Resources	Employee Self Service	Accessing payroll information	System has the ability for employees to see original paystubs and corrected pay stubs through self-service	E - Essential	Y - Yes			
BS&A Software	868	Human Resources	Employee Self Service	Accessing payroll information	System has the ability to enable employee to review all personal history of cash and non-cash compensation, such as base salary.	D - Desired	Y - Yes			

BS&A Software	869	Human Resources	Employee Self Service	Accessing payroll information	System has the ability to for employees to access year-end Forms (e.g., W-2) via self-service.	E - Essential	Y - Yes			W-2s can be viewed but not printed from Employee Self-Service.
BS&A Software	870	Human Resources	Employee Self Service	Accessing payroll information	System has the ability to notify proper users if any changes are made or requested through self-service.	E - Essential	Y - Yes			
BS&A Software	871	Human Resources	Employee Self Service	Enrolling in benefits via self service	System allows employees to self-enroll in available benefits during any time and/or during open enrollment, with appropriate approvals.	E - Essential	Y - Yes			
BS&A Software	872	Human Resources	Employee Self Service	Enrolling in benefits via self service	System has the ability for employee to create side-by-side plan comparison chart in employee self-service.	D - Desired	N - Not Available			
BS&A Software	873	Human Resources	Employee Self Service	Enrolling in benefits via self service	System has the ability to provide modeling/tools in employee self-service for the employee to use in selecting benefits (e.g., FSA calculator, impact to net pay with benefit choices).	D - Desired	N - Not Available			
BS&A Software	874	Human Resources	Employee Self Service	Enrolling in benefits via self service	System has the self-service capabilities for employees to designate an emergency contact.	E - Essential	Y - Yes			

BS&A Software	875	Human Resources	Employee Self Service	Enrolling in benefits via self service	System will allow employees to save elections and return at a later time to complete enrollment.	D - Desired	N - Not Available			
BS&A Software	876	Human Resources	Employee Self Service	Entering time via self service	System allows employees to log into a self-service website to request time off or cancel time off.	E - Essential	T - Third Party			Responding with Andrew Technology
BS&A Software	877	Human Resources	Employee Self Service	Entering time via self service	System can accommodate employee self-service for time entry.	E - Essential	T - Third Party			Responding with Andrew Technology
BS&A Software	878	Human Resources	Employee Self Service	Making changes via self service	System allows employee to change home address, mailing address and emergency contact.	E - Essential	Y - Yes			
BS&A Software	879	Human Resources	Employee Self Service	Making changes via self service	System allows employees to change their own demographic data with appropriate workflows and approvals as required or needed.	E - Essential	N - Not Available			
BS&A Software	880	Human Resources	Employee Self Service	Making changes via self service	System allows users to change personal passwords.	E - Essential	Y - Yes			
BS&A Software	881	Human Resources	Employee Self Service	Making changes via self service	System allows users to update direct deposit information, add tax changes, etc. with appropriate workflows.	E - Essential	Y - Yes			
BS&A Software	882	Human Resources	Employee Self Service	Making changes via self service	System can notify designated person when an employee updates their information via employee self-service.	E - Essential	Y - Yes			

BS&A Software	883	Human Resources	Learning Management	Create training	System allows HR and departments to establish training courses and curriculum.	D - Desired	N - Not Available			
BS&A Software	884	Human Resources	Learning Management	Create training	System can categorize and create curriculum for training by various categories (management, supervisory, professional, technical, etc.).	D - Desired	N - Not Available			
BS&A Software	885	Human Resources	Learning Management	Create training	System has the ability for departments to create and store their own department specific training programs.	D - Desired	N - Not Available			
BS&A Software	886	Human Resources	Learning Management	Create training	System has the ability to restrict courses by job type (e.g., only supervisor can enroll for supervisory courses).	E - Essential	N - Not Available			
BS&A Software	887	Human Resources	Learning Management	Create training	System has the ability to store developmental program opportunities in addition to required trainings.	D - Desired	N - Not Available			
BS&A Software	888	Human Resources	Learning Management	Create training	System has the ability to tie multiple courses to a specific curriculum.	O - Optional	N - Not Available			You can build a custom list of courses (continuing education/licenses & certification).
BS&A Software	889	Human Resources	Learning Management	Manage certifications, licenses, and skills	System can track licenses, certifications, and continuing education.	E - Essential	Y - Yes			

BS&A Software	890	Human Resources	Learning Management	Manage certification s, licenses, and skills	System has the ability for staff to enter, maintain, record, and flag yearly training requirements and certifications, including expiration dates, as needed to keep professional licenses on a "learner" basis.	E - Essential	Y - Yes			Training requirements and certifications including dates can be documented on each employees Reviews/Professional Development tab. No notifications would be sent automatically, but reminders can be setup to notify employees/users of certain dates/expiration dates.
BS&A Software	891	Human Resources	Learning Management	Manage certification s, licenses, and skills	System has the ability to automatically notify employees and supervisors who are due for a training or certification renewal.	E - Essential	N - Not Available			
BS&A Software	892	Human Resources	Learning Management	Manage certification s, licenses, and skills	System has the ability to flag employees and supervisors who have not taken their required training or are due for certification renewal.	E - Essential	N - Not Available			

BS&A Software	893	Human Resources	Learning Management	Manage certifications, licenses, and skills	System has the ability to track languages and skills.	D - Desired	Y - Yes			Custom user fields can be setup to track languages and skills.
BS&A Software	894	Human Resources	Learning Management	Register for training	System allows employees to browse a catalogue of available training opportunities from various training systems in a single location.	D - Desired	N - Not Available			
BS&A Software	895	Human Resources	Learning Management	Register for training	System allows employees to register for available training opportunities.	E - Essential	N - Not Available			
BS&A Software	896	Human Resources	Learning Management	Register for training	System allows for managers to assign employees or groups of employees to a specific training plan.	E - Essential	N - Not Available			
BS&A Software	897	Human Resources	Learning Management	Register for training	System allows managers to enroll their employees in training opportunities.	E - Essential	N - Not Available			
BS&A Software	898	Human Resources	Learning Management	Register for training	System can generate all types of training notification messages (e.g., enrollment, waitlist, cancellations, changes, reminders, mandatory training, etc.) to employees and supervisors.	D - Desired	N - Not Available			

BS&A Software	899	Human Resources	Learning Management	Register for training	System can notify employees when they are due for training.	E - Essential	N - Not Available			System will not automatically notify employees when they're due for trainings. Manual reminders can be setup to notify a user(s) on a certain date based on when their training is due.
BS&A Software	900	Human Resources	Learning Management	Register for training	System can send automatic notifications to a waitlisted employee to inform them when a spot opens up in a waitlisted course.	O - Optional	N - Not Available			
BS&A Software	901	Human Resources	Learning Management	Register for training	System can send calendar appointments (e.g., to Outlook calendar) when an employee is enrolled in training.	E - Essential	N - Not Available			
BS&A Software	902	Human Resources	Learning Management	Register for training	System can support course cancellation if someone is no longer able to attend and would like to withdraw from the course.	O - Optional	N - Not Available			

BS&A Software	903	Human Resources	Learning Management	Register for training	System has the ability to cap attendees to any given program based on the number of available spots in the course.	D - Desired	N - Not Available			
BS&A Software	904	Human Resources	Learning Management	Register for training	System has the ability to waitlist interested employees if a course has reached the maximum number of registered employees.	D - Desired	N - Not Available			
BS&A Software	905	Human Resources	Learning Management	Track and maintain training	Ability for users to upload external training records.	O - Optional	Y - Yes			Attachments can be set at an employee level or attached to an employees Continuing Education item(s).
BS&A Software	906	Human Resources	Learning Management	Track and maintain training	Ability to track completion of annual compliance trainings (such as anti-harassment and cybersecurity) even if tracked in other systems.	E - Essential	Y - Yes			
BS&A Software	907	Human Resources	Learning Management	Track and maintain training	Ability to distribute post-course survey to obtain feedback about training from attendees.	E - Essential	N - Not Available			
BS&A Software	908	Human Resources	Learning Management	Track and maintain training	Ability to provide certificate of course completion.	O - Optional	N - Not Available			Certificates are not generated within BS&A, but once a certificate/co

										urse is completed there is a section to attach any documentation or information to the employees Licenses & Certifications section.
BS&A Software	909	Human Resources	Learning Management	Track and maintain training	System allows employees to view their own training history.	D - Desired	N - Not Available			
BS&A Software	910	Human Resources	Learning Management	Track and maintain training	System allows HR to view training history for a specific course.	O - Optional	Y - Yes			Training history/course history can be documented under the employees Professional Development tab.
BS&A Software	911	Human Resources	Learning Management	Track and maintain training	System allows HR to view training history for a specific employee.	E - Essential	Y - Yes			Training history can be documented under the Professional Development section of an

										employees setup.
BS&A Software	912	Human Resources	Learning Management	Track and maintain training	System allows supervisors to view their employee's training history.	E - Essential	N - Not Available			
BS&A Software	913	Human Resources	Learning Management	Track and maintain training	System can create a report showing a summary of all training provided, attendance, training hours, and other data fields as required.	D - Desired	N - Not Available			
BS&A Software	914	Human Resources	Learning Management	Track and maintain training	System can facilitate tracking an attendance roster of individuals who attend training.	D - Desired	N - Not Available			
BS&A Software	915	Human Resources	Learning Management	Track and maintain training	System can track all training (external training, web-based training, videos, internal training) deadlines to remind employees when due.	E - Essential	N - Not Available			
BS&A Software	916	Human Resources	Learning Management	Track and maintain training	System maintains historical record of all trainings that have occurred (both in-house and external trainings).	E - Essential	N - Not Available			
BS&A Software	917	Human Resources	Offboarding	Managing terminations	Ability to adjust the employee separation date in the system up until their last day worked (in cases where employees push back their separation a few weeks).	D - Desired	Y - Yes			
BS&A	918	Human Resources	Offboarding	Managing terminations	Ability to create a database of exit interview questions to be	D - Desired	N - Not Available			

Soft ware					drawn from for terminations each position type.					
BS& A Soft ware	91 9	Human Resource s	Offboardi ng	Managing termination s	Ability to define and establish electronic forms and workflows that need to be completed for offboarding activities.	E - Essenti al	N - Not Available			
BS& A Soft ware	92 0	Human Resource s	Offboardi ng	Managing termination s	Ability to enter a termination in the system and automatically notify appropriate individuals (payroll, HR, IT, etc.) for each offboarding activity.	E - Essenti al	Y - Yes			This can be done utilizing our Personnel Action Forms feature. When entering a termination this way, this can notify the appropriate users automaticall y.
BS& A Soft ware	92 1	Human Resource s	Offboardi ng	Managing termination s	Ability to establish separate activities on the offboarding checklist for the different types of separations: voluntary, involuntary, retirements.	E - Essenti al	Y - Yes			Different Personnel Action Forms form types can be setup based on the different types of separation.

BS&A Software	922	Human Resources	Offboarding	Managing terminations	Ability to track different offboarding checklists based on job classification or department.	D - Desired	N - Not Available			
BS&A Software	923	Human Resources	Offboarding	Reporting on terminations	Ability to capture, maintain, and report on exit interview data.	D - Desired	N - Not Available			Exit Interview data is not stored within BS&A unless you utilize the employee Custom Fields.
BS&A Software	924	Human Resources	Offboarding	Tracking terminations	System tracks completion of important tasks in termination process (offboarding checklist) and provides notifications when steps are completed.	E - Essential	Y - Yes			Notifications and tasks can be documented when utilizing the Personnel Action Forms for offboarding.
BS&A Software	925	Human Resources	Onboarding	Onboard employees	Ability for new employees to sign off on policies in the system.	E - Essential	N - Not Available			
BS&A Software	926	Human Resources	Onboarding	Onboard employees	System allows new hires to complete new hire information electronically, even without access to the ERP system.	E - Essential	N - Not Available			

BS&A Software	927	Human Resources	Onboarding	Onboard employees	System can define and establish electronic forms and workflows that need to be completed for onboarding activities, which populate the appropriate HR and payroll information.	E - Essential	N - Not Available			
BS&A Software	928	Human Resources	Onboarding	Onboard employees	System can maintain a pre-hire checklist that includes: workflow notification to all stakeholders, links to new-hire forms for the incoming employee, checklists for hiring managers, etc.	E - Essential	N - Not Available			
BS&A Software	929	Human Resources	Onboarding	Onboard employees	System can populate employee information using information submitted on the application, so the employee does not have to reenter this data.	E - Essential	Y - Yes			
BS&A Software	930	Human Resources	Onboarding	Onboard employees	System has the ability to automatically notify appropriate staff of new hire start date in order to initiate request for equipment, assign training plans, email, etc.	E - Essential	N - Not Available			
BS&A Software	931	Human Resources	Onboarding	Onboard employees	System has the ability to track progress of each onboarding activity.	E - Essential	N - Not Available			
BS&A Software	932	Human Resources	Onboarding	Reporting on new hires	Ability to generate monthly DOL reports (ex. new hire reporting).	D - Desired	Y - Yes			HR> Exports> New Hire Export.

BS&A Software	933	Human Resources	Performance Management	Initiate evaluations	System can notify employees and supervisors of upcoming performance evaluation due dates.	E - Essential	Y - Yes			
BS&A Software	934	Human Resources	Performance Management	Initiate evaluations	System allows for different performance evaluation cycles for different employee groups, departments, unions, etc.	E - Essential	Y - Yes			
BS&A Software	935	Human Resources	Performance Management	Initiate evaluations	System allows manager or employee to initiate evaluation forms.	O - Optional	N - Not Available			
BS&A Software	936	Human Resources	Performance Management	Initiate evaluations	System can leverage workflow to move performance evaluations between the supervisor, employee, and Human Resources.	E - Essential	N - Not Available			
BS&A Software	937	Human Resources	Performance Management	Initiate evaluations	System allows electronic signature for performance evaluations.	E - Essential	N - Not Available			
BS&A Software	938	Human Resources	Performance Management	Initiate evaluations	System can capture employee commentary on goals, ratings, rebuttals, etc. in the performance evaluation during the review process.	E - Essential	N - Not Available			
BS&A Software	939	Human Resources	Performance Management	Maintain evaluations	System allows employees to access their own evaluation record.	D - Desired	N - Not Available			
BS&A	940	Human Resources	Performance	Maintain evaluations	System has the ability to adjust evaluation due dates if necessary.	O - Optional	Y - Yes			

Soft ware			Managem ent							
BS& A Soft ware	94 1	Human Resource s	Performa nce Managem ent	Maintain evaluations	System has the ability to perform reporting on all data elements (e.g., all evaluations due during certain period of time, evaluation status by supervisor or department, performance ratings, etc.).	O - Option al	N - Not Available			
BS& A Soft ware	94 2	Human Resource s	Performa nce Managem ent	Maintain evaluations	System has the ability to restrict view of performance evaluations by role (employee, supervisor or HR only).	E - Essenti al	Y - Yes			
BS& A Soft ware	94 3	Human Resource s	Performa nce Managem ent	Maintain evaluations	System maintains historical record of all performance evaluations for each employee in a single location for ease of access.	E - Essenti al	Y - Yes			
BS& A Soft ware	94 4	Human Resource s	Performa nce Managem ent	Manage evaluations	Ability to weigh competencies differently by employee time	O - Option al	N - Not Available			
BS& A Soft ware	94 5	Human Resource s	Performa nce Managem ent	Manage evaluations	System can accommodate completion of various types of evaluation forms during the process.	E - Essenti al	N - Not Available			
BS& A Soft ware	94 6	Human Resource s	Performa nce Managem ent	Manage evaluations	System can accommodate multiple performance evaluation cycles.	E - Essenti al	Y - Yes			
BS& A	94 7	Human Resource s	Performa nce	Manage evaluations	System can accommodate multiple types of evaluation	E - Essenti al	N - Not Available			

Soft ware			Managem ent		forms for various types of job classifications.					
BS& A Soft ware	94 8	Human Resource s	Performa nce Managem ent	Manage evaluations	System can accommodate performance evaluation ratings by selecting appropriate rating from list.	E - Essential	Y - Yes			
BS& A Soft ware	94 9	Human Resource s	Performa nce Managem ent	Manage evaluations	System can link core competencies to performance evaluations.	E - Essential	N - Not Available			
BS& A Soft ware	95 0	Human Resource s	Performa nce Managem ent	Manage evaluations	System has the ability to monitor probation status and deadlines.	D - Desired	N - Not Available			
BS& A Soft ware	95 1	Human Resource s	Performa nce Managem ent	Manage evaluations	System has the ability to notify supervisors of upcoming probation deadlines for their employees.	O - Optional	N - Not Available			
BS& A Soft ware	95 2	Human Resource s	Personnel Actions	Initiate personnel actions	System allows for attachment of electronic documents (documents, spreadsheets, images, PDFs, emails saved to HTML, etc.).	E - Essential	Y - Yes			
BS& A Soft ware	95 3	Human Resource s	Personnel Actions	Initiate personnel actions	System allows supervisors to enter more than one personnel action at a time if required (e.g., salary increases for entire department or group of employees).	E - Essential	Y - Yes			
BS& A Soft ware	95 4	Human Resource s	Personnel Actions	Initiate personnel actions	System can accommodate various types of personnel actions.	E - Essential	Y - Yes			

BS&A Software	955	Human Resources	Personnel Actions	Initiate personnel actions	System can require employee or supervisor to attach supporting documentation depending on the type of personnel action.	E - Essential	Y - Yes			Employees do not have access to their personnel action forms.
BS&A Software	956	Human Resources	Personnel Actions	Initiate personnel actions	System has the ability to leverage workflow to route personnel actions for approval according to the type of personnel action or department initiating the personnel action.	E - Essential	Y - Yes			
BS&A Software	957	Human Resources	Personnel Actions	Review and approve actions	Ability to save a draft transaction in progress so that a user may return to finish the transaction later.	D - Desired	N - Not Available			
BS&A Software	958	Human Resources	Personnel Actions	Review and approve actions	System allows users to submit future-dated personnel/payroll actions (e.g., the ability to submit actions at the time the actions are known rather than waiting until effective date).	E - Essential	Y - Yes			
BS&A Software	959	Human Resources	Personnel Actions	Review and approve actions	System can automatically perform the payroll or deduction change once approved by the appropriate parties.	D - Desired	Y - Yes			
BS&A Software	960	Human Resources	Personnel Actions	Review and approve actions	System can electronically validate any pay calculations, including validating against the salary schedule, while still requiring final approval by HR	E - Essential	N - Not Available			

					and Payroll before making changes.					
BS&A Software	961	Human Resources	Personnel Actions	Review and approve actions	System has the ability to electronically calculate any pay adjustments that may be needed for the personnel action request.	E - Essential	N - Not Available			
BS&A Software	962	Human Resources	Personnel Actions	Track personnel actions	System can automatically notify the initiator of a personnel transaction at the completion of a workflow.	E - Essential	Y - Yes			Roles/users can be setup to be notified based on specific personnel action form types being completed.
BS&A Software	963	Human Resources	Personnel Actions	Track personnel actions	System has the ability to perform both payroll and personnel functions from a single database with automatic update of information in both systems from a single transaction.	E - Essential	Y - Yes			
BS&A Software	964	Human Resources	Personnel Actions	Track personnel actions	System maintains history of personnel actions.	E - Essential	Y - Yes			
BS&A Software	965	Human Resources	Position Control	Manage employee classifications	System can accommodate classification changes automatically across all positions in the classification.	E - Essential	Y - Yes			

BS&A Software	966	Human Resources	Position Control	Manage employee classifications	System has the ability to handle several types of position classifications, including part time, full, temporary part/full time, seasonal, etc.	E - Essential	Y - Yes				
BS&A Software	967	Human Resources	Position Control	Manage employee classifications	System has the ability to track class codes and salary relationships, including their connection to bargaining unit.	E - Essential	Y - Yes				
BS&A Software	968	Human Resources	Position Control	Track compensation	System can manage salary range/salary structure.	E - Essential	Y - Yes				
BS&A Software	969	Human Resources	Position Control	Track compensation	System can run a report by any union or pay group by the employees associated current rates for modeling purposes.	E - Essential	Y - Yes				
BS&A Software	970	Human Resources	Position Control	Track compensation	System has the ability to include foot notes on the salary schedule.	E - Essential	N - Not Available				
BS&A Software	971	Human Resources	Position Control	Track compensation	System has the ability to incorporate pay grades/steps and pay ranges into system so that each employee can be assigned a particular step within a salary range.	E - Essential	Y - Yes				
BS&A Software	972	Human Resources	Position Control	Track compensation	System has the ability to incorporate salary tables by steps.	E - Essential	Y - Yes				

BS&A Software	973	Human Resources	Position Control	Track compensation	System has the ability to track appropriate pay range or step schedule by position.	E - Essential	Y - Yes			
BS&A Software	974	Human Resources	Position Control	Track compensation	System has the ability to update and maintain salary schedule.	E - Essential	Y - Yes			
BS&A Software	975	Human Resources	Position Control	Track positions	Ability to associate other groupings such as a bargaining unit, EEO job group, FTE, exempt vs. non-exempt, supervisor roles, etc. to positions.	E - Essential	Y - Yes			
BS&A Software	976	Human Resources	Position Control	Track positions	Ability to automatically associate a classification for category (civil service vs. non-civil service) to positions based on the position.	E - Essential	Y - Yes			You can classify positions with a category using the bargaining unit or job class assignment.
BS&A Software	977	Human Resources	Position Control	Track positions	Ability to automatically associate department codes to positions based on the position.	D - Desired	Y - Yes			
BS&A Software	978	Human Resources	Position Control	Track positions	Ability to automatically associate workers comp codes to positions based on the position.	E - Essential	Y - Yes			

BS&A Software	979	Human Resources	Position Control	Track positions	Ability to charge different departments for a secondary job	D - Desired	Y - Yes		Different departments can be assigned on a Distributions stand point based on the work done. Allocation tables can be setup to split hours worked by certain percentages or individually different GL #'s can be added to an employees Distributions screen as needed.
BS&A Software	980	Human Resources	Position Control	Track positions	Ability to flag a new pay assignment if it is overbudget.	O - Optional	Y - Yes		At any point in time, in the General Ledger> Account Central, you can view a GL # to see if it's over budget.

BS&A Software	981	Human Resources	Position Control	Track positions	Ability to generate a report to show positions that are under/overfilled.	D - Desired	Y - Yes			
BS&A Software	982	Human Resources	Position Control	Track positions	Ability to track and handle frozen positions.	D - Desired	Y - Yes			The number of openings on a specific position can be updated and reported on at any point in time, as can positions be updated to inactive.
BS&A Software	983	Human Resources	Position Control	Track positions	System can accommodate a unique identifier for each position and job.	E - Essential	Y - Yes			
BS&A Software	984	Human Resources	Position Control	Track positions	System can generate a report for all positions with position number, title, fund, actual FTE amount, fully loaded cost, department, salary group, notes and if position is vacant or filled.	E - Essential	Y - Yes			The system can create position lists and positions budgets, which would contain this information.
BS&A Software	985	Human Resources	Position Control	Track positions	System can maintain a history of job creations, promotions, changes, and abolishments to positions and their associated attributes (e.g., end dates, title, pay range, definitions, minimum qualifications).	E - Essential	Y - Yes			

BS&A Software	986	Human Resources	Position Control	Track positions	System can perform electronic routing for approvals of new positions or changes to positions.	E - Essential	N - Not Available			
BS&A Software	987	Human Resources	Position Control	Track positions	System allows the ability to create and maintain an organizational hierarchy.	E - Essential	N - Not Available			
BS&A Software	988	Human Resources	Position Control	Track positions	System has the ability to create and maintain organizational charts.	D - Desired	N - Not Available			
BS&A Software	989	Human Resources	Position Control	Track positions	System has the ability to reference organizational charts for position vacancy reviews and reporting.	D - Desired	N - Not Available			
BS&A Software	990	Human Resources	Position Control	Track positions	System has the ability to maintain position control history.	E - Essential	N - Not Available			
BS&A Software	991	Human Resources	Position Control	Track positions	System has the ability to run reports by each department and each employee on hours worked to determine seniority.	O - Optional	Y - Yes			
BS&A Software	992	Human Resources	Recruitment	Conduct applicant testing	System can automatically update applicant status based on testing results to move the applicant forward in the process if passed.	D - Desired	N - Not Available			
BS&A Software	993	Human Resources	Recruitment	Conduct applicant testing	System can integrate with 3rd party vendors who provide services such as pre-employment testing,	D - Desired	N - Not Available			

					background checks, testing, etc.					
BS&A Software	994	Human Resources	Recruitment	Conduct applicant testing	System has the ability to track notes related to test results.	E - Essential	N - Not Available			
BS&A Software	995	Human Resources	Recruitment	Conduct applicant testing	System has the ability to track various types of test results.	E - Essential	Y - Yes			
BS&A Software	996	Human Resources	Recruitment	Coordinate interviews	Candidates can self-schedule their oral boards or interviews in an interview schedule that is pre-defined by HR and/or hiring manager and will create a calendar item for the hiring team.	E - Essential	N - Not Available			
BS&A Software	997	Human Resources	Recruitment	Coordinate interviews	System can integrate recruitment schedules with Outlook calendars to coordinate interviews.	E - Essential	N - Not Available			
BS&A Software	998	Human Resources	Recruitment	Coordinate interviews	System can maintain interview notes and scores from panel members.	E - Essential	N - Not Available			
BS&A Software	999	Human Resources	Recruitment	Coordinate interviews	System has the ability to rank candidates based on their interview scores.	E - Essential	N - Not Available			

BS&A Software	1000	Human Resources	Recruitment	Initiate requisition	Ability to activate and deactivate the same job posting for seasonal positions.	E - Essential	Y - Yes			You can update the status to activate and deactivate the same job posting for seasonal positions, but an applicant cannot apply to the same job posting more than once, even if at a later posting date.
BS&A Software	1001	Human Resources	Recruitment	Initiate requisition	Ability to track and maintain job descriptions in the system.	E - Essential	N - Not Available			
BS&A Software	1002	Human Resources	Recruitment	Initiate requisition	Ability to include pre-established job descriptions in requisitions.	E - Essential	N - Not Available			
BS&A Software	1003	Human Resources	Recruitment	Initiate requisition	System can accommodate an electronic review of job requirements and pay range between the hiring manager and Human Resources.	D - Desired	N - Not Available			
BS&A Software	1004	Human Resources	Recruitment	Initiate requisition	System can assign and notify recruitment plan tasks to authorized users within each recruitment.	E - Essential	N - Not Available			

BS&A Software	1005	Human Resources	Recruitment	Initiate requisition	System can establish a workflow for hiring manager to initiate a requisition and gain approvals from appropriate individuals for the recruitment of a position.	E - Essential	N - Not Available			
BS&A Software	1006	Human Resources	Recruitment	Initiate requisition	System can validate a requisition against vacancies.	O - Optional	N - Not Available			
BS&A Software	1007	Human Resources	Recruitment	Initiate requisition	System has the ability to capture/maintain positions by type, characteristics, descriptions, etc. in the requisition.	O - Optional	N - Not Available			
BS&A Software	1008	Human Resources	Recruitment	Initiate requisition	System has the ability to create, print, and post job announcements to various sites in a customizable format.	E - Essential	N - Not Available			
BS&A Software	1009	Human Resources	Recruitment	Initiate requisition	System has the ability to update and maintain job descriptions.	E - Essential	N - Not Available			
BS&A Software	1010	Human Resources	Recruitment	Reporting on recruitment	Ability to track and maintain certification requirements such as DOT, DMV authorized driver list, etc.	E - Essential	Y - Yes			
BS&A Software	1011	Human Resources	Recruitment	Review applications	Ability to automatically reject a candidate if they do not meet pre-determined minimum qualifications.	E - Essential	N - Not Available			

BS&A Software	1012	Human Resources	Recruitment	Review applications	Ability for applicant to see the status of their application.	D - Desired	Y - Yes			
BS&A Software	1013	Human Resources	Recruitment	Review applications	System allows hiring manager to review applications based upon pre-defined highly desirable criteria for the position for scoring.	E - Essential	N - Not Available			
BS&A Software	1014	Human Resources	Recruitment	Review applications	System allows hiring managers to electronically score applications in the system.	E - Essential	N - Not Available			
BS&A Software	1015	Human Resources	Recruitment	Review applications	System allows hiring managers to electronically view all applications and associated documentation.	E - Essential	Y - Yes			
BS&A Software	1016	Human Resources	Recruitment	Select applicants	Hiring managers and HR can view the employment list for selection.	E - Essential	Y - Yes			
BS&A Software	1017	Human Resources	Recruitment	Select applicants	System can electronically create and maintain a list of applicants based on all testing and interviews throughout the process.	E - Essential	Y - Yes			
BS&A Software	1018	Human Resources	Recruitment	Select applicants	System can send notifications to staff (e.g., recruiter/hiring manager/human resources) related to employment list, selection made, etc.	D - Desired	N - Not Available			
BS&A	1019	Human Resources	Risk Management	Integrating with other systems	Ability for system and system-generated reports to satisfy OSHA requirements.	E - Essential	N - Not Available			

Soft ware										
BS&A Soft ware	1020	Human Resource s	Risk Managem ent	Integrating with other systems	Ability to integrate with payroll module to use the payroll data (such as name, SSN, compensation classification category, workers' compensation status, etc.) for risk management purposes.	E - Essenti al	N - Not Available			
BS&A Soft ware	1021	Human Resource s	Risk Managem ent	Integrating with other systems	Ability to track staff training records in order to verify if an employee has undergone the required trainings.	E - Essenti al	N - Not Available			
BS&A Soft ware	1022	Human Resource s	Risk Managem ent	Reporting on risk managemen t	Ability to export risk response details to external sources (e.g., spreadsheets).	E - Essenti al	N - Not Available			
BS&A Soft ware	1023	Human Resource s	Risk Managem ent	Reporting on risk managemen t	Ability to maintain an audit-based history of risk statuses and response activities for inquiry and reporting.	D - Desire d	N - Not Available			
BS&A Soft ware	1024	Human Resource s	Risk Managem ent	Reporting on risk managemen t	Ability to provide a workflow to all reviewers and approvers of accident reports.	D - Desire d	N - Not Available			
BS&A Soft ware	1025	Human Resource s	Risk Managem ent	Reporting on risk managemen t	Ability to provide graphical reporting capabilities to assist with risk prioritization, identifying risks by Severity and Probability.	D - Desire d	N - Not Available			
BS&A	1026	Human Resource s	Risk Managem ent	Reporting on risk	Ability to query system for cases without accident records.	E - Essenti al	N - Not Available			

Soft ware				managemen						
BS&A Soft ware	10 27	Human Resource s	Risk Managem ent	Reporting on risk managemen	Ability to report which assist with the selection of risk response activities by identifying activity cost and impact to severity rating.	E - Essential	N - Not Available			
BS&A Soft ware	10 28	Human Resource s	Risk Managem ent	Reporting on risk managemen	Ability to track and pay claims that are under the Village's deductible.	E - Essential	N - Not Available			
BS&A Soft ware	10 29	Human Resource s	Risk Managem ent	Tracking Risk Managemen	Ability for employees to fill out their own accident forms and push through to review	D - Desired	N - Not Available			
BS&A Soft ware	10 30	Human Resource s	Risk Managem ent	Tracking risk managemen	Ability for the organization to assign multiple risk response activities to each risk.	D - Desired	N - Not Available			
BS&A Soft ware	10 31	Human Resource s	Risk Managem ent	Tracking risk managemen	Ability to allow the organization to establish and maintain a customized list of risk types to be assigned to each risk.	D - Desired	N - Not Available			
BS&A Soft ware	10 32	Human Resource s	Risk Managem ent	Tracking risk managemen	Ability to attach supporting documentation to risk claims.	E - Essential	N - Not Available			
BS&A Soft ware	10 33	Human Resource s	Risk Managem ent	Tracking risk managemen	Ability to track accident and injury details related to on the job accidents. Information to track and store includes date of injury, time of injury,	E - Essential	N - Not Available			

					accident description, who else was there, etc.					
BS&A Software	1034	Human Resources	Risk Management	Tracking risk management	Ability to track details related to identified property, financial, and health & wellness risks, including: Risk type, Risk description, Identified by, Date identified, Priority, Internal vs External Risk, Area, Scenario, Status, & Multiple user defined fields.	E - Essential	N - Not Available			
BS&A Software	1035	Human Resources	Risk Management	Tracking risk management	Ability to track details related to risk or near miss quantification, including: Severity rating, Severity description, Probability rating, Probability description, Ability to Control rating, Ability to Control description, & Multiple user defined fields.	E - Essential	N - Not Available			
BS&A Software	1036	Human Resources	Risk Management	Tracking risk management	Ability to track details related to risk response development, including: Response type (e.g., avoidance, mitigation, acceptance), Response approach, Response resource, Response resource cost estimate, Responsibility for response, Response due date, Response % complete, & Response resource actual cost to date.	D - Desired	N - Not Available			

BS&A Software	1037	Payroll	Payroll	Accommodating payroll taxes	System can automatically update the tax tables (rates and limits) for various tax categories (Federal, State, etc.) on an annual basis.	E - Essential	Y - Yes			
BS&A Software	1038	Payroll	Payroll	Accommodating payroll taxes	System has the ability to adjust (withhold or refund) employees Federal, State and Village withholding taxes by pay period.	E - Essential	Y - Yes			
BS&A Software	1039	Payroll	Payroll	Defining pay formulas	System has the ability to calculate pay by multiplying hours worked by the formulas attached to associated pay codes.	E - Essential	Y - Yes			
BS&A Software	1040	Payroll	Payroll	Defining pay formulas	System has the ability to maintain various user defined formulas for how pay or leave is calculated.	E - Essential	N - Not Available			
BS&A Software	1041	Payroll	Payroll	Defining pay formulas	System has the ability to provide mass update capabilities on payroll tables.	O - Optional	Y - Yes			
BS&A Software	1042	Payroll	Payroll	Managing calculations	System has the ability to calculate payroll for mid pay period personnel actions that affect pay rates.	D - Desired	Y - Yes			
BS&A Software	1043	Payroll	Payroll	Managing calculations	System has the ability to calculate payroll for personnel actions (e.g. increase of pay due to a promotion or position change).	D - Desired	Y - Yes			

BS&A Software	1044	Payroll	Payroll	Managing calculations	System has the ability to mass calculate payroll for personnel actions by a percentage for all employees.	O - Optional	Y - Yes			
BS&A Software	1045	Payroll	Payroll	Managing calculations	System has the ability to have user defined FLSA overtime calculations (e.g. overtime may be defined as 40 hours a week for one department while a different amount of hours a month for another department or union)	E - Essential	T - Third Party			
BS&A Software	1046	Payroll	Payroll	Managing calculations	System is able to specify earning codes that are overtime eligible.	E - Essential	Y - Yes			
BS&A Software	1047	Payroll	Payroll	Managing deductions	System can pre-date and post-date employee transactions (i.e. calculations & deductions based on date can be done in advance).	D - Desired	Y - Yes			Can post date.
BS&A Software	1048	Payroll	Payroll	Managing deductions	System has the ability to add one-time pays and deductions for employees on a given paycheck.	D - Desired	Y - Yes			
BS&A Software	1049	Payroll	Payroll	Managing deductions	System has the ability to add unlimited number of user-defined deductions.	O - Optional	Y - Yes			
BS&A Software	1050	Payroll	Payroll	Managing deductions	System has the ability to administer and deduct union dues per contract requirements including flat	O - Optional	Y - Yes			

					amounts or percentages of earnings.					
BS&A Software	1051	Payroll	Payroll	Managing deductions	System has the ability to allow deductions to be employee paid, employer paid, or a combination thereof.	E - Essential	Y - Yes			
BS&A Software	1052	Payroll	Payroll	Managing deductions	System has the ability to compute employee and employer contribution amounts based on flat dollar, percent of total contribution, percent of earnings, or a formula.	E - Essential	Y - Yes			
BS&A Software	1053	Payroll	Payroll	Managing deductions	System has the ability to establish the priority of the deductions, where an authorized user can change priority for all employees or for individual employees.	E - Essential	Y - Yes			Priority must be changed for each employee.
BS&A Software	1054	Payroll	Payroll	Managing deductions	System has the ability to generate automatic G/L journal entry for all deductions each pay period.	E - Essential	Y - Yes			
BS&A Software	1055	Payroll	Payroll	Managing deductions	System has the ability to have effective dates for stipends and other pays and deductions.	O - Optional	Y - Yes			
BS&A Software	1056	Payroll	Payroll	Managing deductions	System has the ability to identify a withholding frequency by deduction.	E - Essential	Y - Yes			
BS&A	1057	Payroll	Payroll	Managing deductions	System has the ability to make adjustments (deductions) to employees'	E - Essential	Y - Yes			

Soft ware					regular pay and define them as taxable/non-taxable, FLSA/non-FLSA, or Pensionable/non-pensionable.					
BS&A Soft ware	1058	Payroll	Payroll	Managing deductions	System has the ability to support pre-tax, after-tax, and fringe deductions.	E - Essential	Y - Yes			
BS&A Soft ware	1059	Payroll	Payroll	Managing deductions	System has the ability to track balance and limit information by deduction.	E - Essential	Y - Yes			
BS&A Soft ware	1060	Payroll	Payroll	Managing earnings	System can calculate taxable wages for fringe benefit calculations.	E - Essential	Y - Yes			
BS&A Soft ware	1061	Payroll	Payroll	Managing earnings	System has the ability to automatically calculate and generate retroactive pay that includes education stipends, incentives, and shift differentials to be included in the overtime.	D - Desired	Y - Yes			
BS&A Soft ware	1062	Payroll	Payroll	Managing earnings	System has the ability to pay earnings based on various calculations (having multiple pay rates per one employee) such as flat rate, percent of salary rate, fixed amount, etc.	E - Essential	Y - Yes			
BS&A Soft ware	1063	Payroll	Payroll	Managing earnings	System has the ability to pay out certain leave types (e.g. holiday pay) to employees	E - Essential	Y - Yes			

					who work during the leave time.					
BS&A Software	1064	Payroll	Payroll	Managing earnings	System has the ability to support regular and supplemental taxation by earnings type.	E - Essential	N - Not Available			Supplemental tax rate is applied by check. Separate checks can be created for pays requiring supplemental tax rate.
BS&A Software	1065	Payroll	Payroll	Managing garnishments	System can calculate garnishments for any employee type.	D - Desired	Y - Yes			
BS&A Software	1066	Payroll	Payroll	Managing garnishments	System has the ability to enter end dates for garnishments and other recurring items.	O - Optional	Y - Yes			
BS&A Software	1067	Payroll	Payroll	Managing garnishments	System has the ability to process garnishments for third-parties, child support, bankruptcy, and federal levy.	O - Optional	Y - Yes			
BS&A Software	1068	Payroll	Payroll	Managing garnishments	System has the ability to setup varying computational methods for each garnishment type, such as determining an employee's disposable income by garnishment type.	O - Optional	Y - Yes			

BS&A Software	1069	Payroll	Payroll	Managing garnishments	System has the ability to update garnishment calculations based on the most current federal and state regulations.	D - Desired	Y - Yes			
BS&A Software	1070	Payroll	Payroll	Managing workers compensation	System has the ability to easily calculate the 13 week average rate for workers compensation rate calculation.	O - Optional	N - Not Available			
BS&A Software	1071	Payroll	Payroll	Managing workers compensation	System has the ability to set different worker's comp rates for the different types of job classifications or type of job.	D - Desired	Y - Yes			
BS&A Software	1072	Payroll	Payroll	Managing workers compensation	System has the ability to set different worker's comp rules and internal/external mandates, for the different departments (i.e. Police vs. Fire vs. general employees).	D - Desired	Y - Yes			
BS&A Software	1073	Payroll	Payroll	Processing payroll	System allows future changes to employee records if the date of change is after the current pay period ends.	D - Desired	Y - Yes			
BS&A Software	1074	Payroll	Payroll	Processing payroll	System allows running payroll multiple times before finalizing the payroll for further processing.	E - Essential	Y - Yes			
BS&A Software	1075	Payroll	Payroll	Processing payroll	System can accommodate exception and error reporting and review during the payroll process.	E - Essential	N - Not Available			

BS&A Software	1076	Payroll	Payroll	Processing payroll	System can allow for creation of separate "off-cycle" paychecks if necessary in order to minimize rework in payroll process with complete entry audit tracking.	E - Essential	Y - Yes			
BS&A Software	1077	Payroll	Payroll	Processing payroll	System can make mass pay rate changes including and excluding certain pay types as needed.	D - Desired	Y - Yes			
BS&A Software	1078	Payroll	Payroll	Processing payroll	System can produce checks for employees and provide appropriate reports and reconciliations.	E - Essential	Y - Yes			
BS&A Software	1079	Payroll	Payroll	Processing payroll	System can run proposed current and future payroll and validate payroll results and report information.	E - Essential	N - Not Available			
BS&A Software	1080	Payroll	Payroll	Processing payroll	System can run proposed current and future payroll and validate payroll results/paystub.	D - Desired	N - Not Available			
BS&A Software	1081	Payroll	Payroll	Processing payroll	System has positive pay functionality for validating checks and detecting potential fraud.	E - Essential	Y - Yes			
BS&A Software	1082	Payroll	Payroll	Processing payroll	System has the ability to calculate retroactive pay if errors are detected and identified.	D - Desired	Y - Yes			
BS&A Software	1083	Payroll	Payroll	Processing payroll	System has the ability to calculate variations in earnings, such as for pay during time off that falls	D - Desired	Y - Yes			

					within the FLSA or for payouts of accrued time or various shifts.					
BS&A Software	1084	Payroll	Payroll	Processing payroll	System has the ability to create a file for direct deposit in ACH format.	E - Essential	Y - Yes			
BS&A Software	1085	Payroll	Payroll	Processing payroll	System has the ability to make payments to employees above their regular pay and define these payments as taxable/non-taxable, FLSA/non-FLSA, and pensionable/non-pensionable.	E - Essential	Y - Yes			
BS&A Software	1086	Payroll	Payroll	Processing payroll	System has the ability to rerun payroll, if needed.	D - Desired	N - Not Available			
BS&A Software	1087	Payroll	Payroll	Processing payroll	System has the ability to run special payroll runs at the same time as a normal payroll run.	E - Essential	N - Not Available			
BS&A Software	1088	Payroll	Payroll	Processing payroll	System has the ability to run both monthly and biweekly payrolls.	E - Essential	Y - Yes			
BS&A Software	1089	Payroll	Payroll	Processing payroll	System has the ability to track base pay (per contract hourly pay) and premium pays (i.e. shift differential, longevity, overtime, etc.) separately and list all of these earnings separately on the check stub,	D - Desired	Y - Yes			

					with complete names/descriptions for each category.					
BS&A Software	1090	Payroll	Payroll	Processing payroll	Ability to charge overtime to charge codes.	E - Essential	Y - Yes			
BS&A Software	1091	Payroll	Payroll	Processing payroll	Ability to split hours at percentage pay to various departments	E - Essential	Y - Yes			
BS&A Software	1092	Payroll	Payroll	Processing payroll	System supports multiple direct deposit institutions.	E - Essential	Y - Yes			
BS&A Software	1093	Payroll	Payroll	Processing payroll	System supports standard payroll transaction processing including direct deposit, check processing, and pay cards if necessary.	E - Essential	Y - Yes			
BS&A Software	1094	Payroll	Payroll	Processing payroll	System supports supplemental pay such as reimbursement requests, uniform allowances, etc.	E - Essential	Y - Yes			
BS&A Software	1095	Payroll	Payroll	Reporting on payroll	System automatically calculates accrued payroll and leave balances for inclusion in interim and annual financial reports.	E - Essential	Y - Yes			
BS&A Software	1096	Payroll	Payroll	Reporting on payroll	System can produce a report of audit trail changes made to employees records and identify who made the changes.	E - Essential	Y - Yes			

BS&A Software	1097	Payroll	Payroll	Reporting on payroll	System can produce all of the wage and tax reports required to comply with Federal and State laws, rules and regulations.	E - Essential	Y - Yes			
BS&A Software	1098	Payroll	Payroll	Reporting on payroll	System can provide extensive audit trails of payroll transactions.	E - Essential	Y - Yes			
BS&A Software	1099	Payroll	Payroll	Reporting on payroll	System has report functionality for third-parties, such as state unemployment agencies and benefit providers.	E - Essential	Y - Yes			
BS&A Software	1100	Payroll	Payroll	Reporting on payroll	System has the ability to administer deductions and required reporting for Illinois state pension and municipal pension plans.	E - Essential	Y - Yes			
BS&A Software	1101	Payroll	Payroll	Reporting on payroll	System has the ability to generate check stubs, W-2s, and 1099s and provide them to employees through employee self-service agreements.	E - Essential	N - Not Available			At this time check stubs can be accessed through Employee Self-Service, but currently W-2s and 1099's are not accessed there. Those will be issued and sent out by

										the employers.
BS&A Software	1102	Payroll	Payroll	Reporting on payroll	System has the ability to have user designed standard and ad hoc reporting, including detailed exception reporting (e.g., for auditing) and business analytics.	O - Optional	Y - Yes			
BS&A Software	1103	Payroll	Payroll	Reporting on payroll	System has the ability to view a Payroll Register in user-defined order, (i.e. showing gross pay, payroll fund, all system-calculated taxes and deductions, net pay, and check number).	E - Essential	Y - Yes			Not user defined order.
BS&A Software	1104	Payroll	Payroll	Reporting on payroll	System produces all standard reports for reconciling payroll banking and related transactions.	E - Essential	Y - Yes			
BS&A Software	1105	Payroll	Payroll	Reporting on payroll	System supports detailed payroll budgeting including modeling, benefits budgeting, etc.	E - Essential	Y - Yes			
BS&A Software	1106	Payroll	Payroll	Reporting on payroll	System supports exception reports for items such as accrued leave balances, employees not paid, etc.	E - Essential	Y - Yes			
BS&A Software	1107	Payroll	Payroll	Setting up payroll	System can pay employees outside of their pay ranges.	E - Essential	Y - Yes			

BS&A Software	1108	Payroll	Payroll	Setting up payroll	System can restrict access to Payroll/Personnel system to provide secure inquiry to information in the Payroll system.	E - Essential	Y - Yes			
BS&A Software	1109	Payroll	Payroll	Setting up payroll	System has the ability to accommodate allocated workers (e.g., 50% of pay comes from one account and 50% from another).	E - Essential	Y - Yes			
BS&A Software	1110	Payroll	Payroll	Setting up payroll	System has the ability to configure employee pay ranges based on employee or job title.	D - Desired	Y - Yes			
BS&A Software	1111	Payroll	Payroll	Setting up payroll	Ability to automatically pull in time records prior to processing payroll.	E - Essential	Y - Yes			
BS&A Software	1112	Payroll	Time Entry	Approving time	System allows for supervisors to electronically view employee timesheets that require approval (both summary and detailed).	E - Essential	Y - Yes			
BS&A Software	1113	Payroll	Time Entry	Approving time	System allows for supervisors to update the employees time when approving, for instance for missed punches, missing leave, etc.	E - Essential	Y - Yes			
BS&A Software	1114	Payroll	Time Entry	Approving time	System can allow for supervisors to change what grant or project time is allocated to (not change the time itself) after employee submits time.	O - Optional	Y - Yes			

BS&A Software	1115	Payroll	Time Entry	Approving time	System has the ability for employees to approve their timesheets in the system before routing to supervisors for approval.	D - Desired	Y - Yes			
BS&A Software	1116	Payroll	Time Entry	Approving time	System has the ability to notify approver (including payroll dept.) if a timesheet has not been submitted by the deadline.	O - Optional	N - Not Available			
BS&A Software	1117	Payroll	Time Entry	Approving time	System has the ability to prohibit employee from making updates to record after submitted to supervisor or department for approval.	E - Essential	Y - Yes			
BS&A Software	1118	Payroll	Time Entry	Approving time	System has the ability to route back through approval workflow if changes are made to the timesheet.	O - Optional	Y - Yes			
BS&A Software	1119	Payroll	Time Entry	Approving time	System will accommodate electronic routing and workflow approval for time and attendance transactions.	D - Desired	Y - Yes			
BS&A Software	1120	Payroll	Time Entry	Approving time	System will track complete audit log behind any supervisor edits.	D - Desired	Y - Yes			
BS&A Software	1121	Payroll	Time Entry	Calculating time	System can provide for real time alerts to timekeeping exceptions, such as approaching overtime, comp time, and absences.	D - Desired	N - Not Available			

BS&A Software	1122	Payroll	Time Entry	Calculating time	System has the ability for time and attendance calculation rules and other system settings to be effective dated where required.	D - Desired				
BS&A Software	1123	Payroll	Time Entry	Calculating time	System has the ability to apply time and attendance calculation rules (overtime, break rules, etc.) in accordance with federal, state, and local laws to reduce FLSA compliance risk.	O - Optional				
BS&A Software	1124	Payroll	Time Entry	Calculating time	Ability to apply contract agreements to time and pay policies in the system.	D - Desired				
BS&A Software	1125	Payroll	Time Entry	Calculating time	System has the ability to define and assign specific hour codes to employees, employee groups or departments (i.e. so staff only see the options they should enter).	D - Desired	Y - Yes			
BS&A Software	1126	Payroll	Time Entry	Calculating time	System has the ability to determine holiday pay eligibility for full time staff based on specific bargaining unit or department requirements.	D - Desired	Y - Yes			
BS&A Software	1127	Payroll	Time Entry	Calculating time	System has the ability to maintain various hours formulas (overtime, holiday, uniform, etc.) in the time system.	D - Desired				

BS&A Software	1128	Payroll	Time Entry	Calculating time	System has the ability to manage holiday pay policies, including holiday pay and apply special rules for hours worked on a holiday.	D - Desired				
BS&A Software	1129	Payroll	Time Entry	Calculating time	System has the ability to provide for the configuration of an unlimited number of time and attendance calculation rules.	D - Desired				
BS&A Software	1130	Payroll	Time Entry	Calculating time	System has the ability to recalculate all totals immediately after a value is changed.	E - Essential				
BS&A Software	1131	Payroll	Time Entry	Calculating time	System has the ability to track holiday pay.	O - Optional				
BS&A Software	1132	Payroll	Time Entry	Calculating time	System will allow for multiple calculations of overtime and FLSA depending on the various department thresholds for hours worked.	D - Desired				
BS&A Software	1133	Payroll	Time Entry	Calculating time	System will calculate overtime based on current FLSA law and/or union contract definitions including daily overtime.	D - Desired	Y - Yes			
BS&A Software	1134	Payroll	Time Entry	Entering time	Ability to accommodate rounding of employee time transactions.	D - Desired				

BS&A Software	1135	Payroll	Time Entry	Entering time	System allows employees and supervisors to enter time and attendance data for past, current, and future dates.	E - Essential				
BS&A Software	1136	Payroll	Time Entry	Entering time	System allows for electronic time entry.	E - Essential				
BS&A Software	1137	Payroll	Time Entry	Entering time	System allows for employees to enter time for secondary jobs with different pay rates from their base position.	O - Optional	Y - Yes			
BS&A Software	1138	Payroll	Time Entry	Entering time	System allows for mobile time entry.	O - Optional				
BS&A Software	1139	Payroll	Time Entry	Entering time	System allows for multiple pay types for each shift.	E - Essential				
BS&A Software	1140	Payroll	Time Entry	Entering time	System can accommodate different time entry methods by department or division (e.g. exception vs timeclocks).	D - Desired				
BS&A Software	1141	Payroll	Time Entry	Entering time	System can accommodate exception based time entry (exempt staff).	D - Desired	Y - Yes			
BS&A Software	1142	Payroll	Time Entry	Entering time	System can accommodate recording time on a daily basis and leave on a daily or consolidated basis.	E - Essential				

BS&A Software	1143	Payroll	Time Entry	Entering time	System has the ability to only allow employees to post time to a project only if they are authorized to work on that project.	O - Optional	Y - Yes			
BS&A Software	1144	Payroll	Time Entry	Entering time	System has the ability to show recently used and valid grant/project codes when employees are entering their time.	O - Optional	Y - Yes			The system will show only grant/projects assigned on their specific distributions list as options during time entry.
BS&A Software	1145	Payroll	Time Entry	Entering time	System prevents duplicate entries and time overlaps.	O - Optional				
BS&A Software	1146	Payroll	Time Entry	Managing leave time	System accommodates tracking various leaves that do not generate pay (workers comp, admin leave, FMLA, etc.).	D - Desired				
BS&A Software	1147	Payroll	Time Entry	Managing leave time	System accommodates tracking various types of paid leaves.	E - Essential				
BS&A Software	1148	Payroll	Time Entry	Managing leave time	System allows authorized staff to adjust leave balances manually, with audit trails and appropriate security.	E - Essential				

BS&A Software	1149	Payroll	Time Entry	Managing leave time	System can track paid leave until a certain point and then adjust to unpaid leave depending on pre-configured rules.	E - Essential				
BS&A Software	1150	Payroll	Time Entry	Managing leave time	System has the ability to automatically adjust the leave balances by type when leave is taken.	E - Essential				
BS&A Software	1151	Payroll	Time Entry	Managing leave time	System has the ability to automatically update an employee timesheet for leave once approved by their supervisor.	O - Optional				
BS&A Software	1152	Payroll	Time Entry	Managing leave time	System has the ability to track military leave.	D - Desired				
BS&A Software	1153	Payroll	Time Entry	Managing leave time	System has the ability to track FMLA eligibility and hours.	D - Desired				
BS&A Software	1154	Payroll	Time Entry	Managing leave time	System maintains all time accruals for leave.	E - Essential				
BS&A Software	1155	Payroll	Time Entry	Managing leave time	System supports workflow for employees to initiate leave of absence events and route to supervisors for approval.	E - Essential				
BS&A Software	1156	Payroll	Time Entry	Reporting on time entries	System generates audit reports.	E - Essential				

BS&A Software	1157	Payroll	Time Entry	Reporting on time entries	System has ability to track and report on hours worked to particular activities, grants, or projects by employee or employee group.	D - Desired	Y - Yes			
BS&A Software	1158	Payroll	Time Entry	Reporting on time entries	System has the ability to compare an employee's actual hours worked to their budgeted labor allocations.	D - Desired				
BS&A Software	1159	Payroll	Time Entry	Reporting on time entries	System has the ability to generate exception reports for scheduled hours vs actual hours worked.	E - Essential				
BS&A Software	1160	Payroll	Time Entry	Reporting on time entries	System has the ability to generate reports around employee hours worked, leave, time off, overtime, etc.	D - Desired				
BS&A Software	1161	Payroll	Time Entry	Reporting on time entries	System notifies supervisor of certain events or transactions entered.	D - Desired				
BS&A Software	1162	Payroll	Time Entry	Scheduling time	System allows departments to change work schedules without HR intervention.	E - Essential	Y - Yes			Pay periods/payroll setup groups can be updated for employees based on necessary work schedule changes.

BS&A Software	1163	Payroll	Time Entry	Scheduling time	System allows for scheduling of on-call (stand-by) pay and then calculates minimum amounts should the employee be called into work.	D - Desired	Y - Yes			
BS&A Software	1164	Payroll	Time Entry	Scheduling time	System allows for scheduling of shift patterns to be automatically repeated for future weeks.	O - Optional				
BS&A Software	1165	Payroll	Time Entry	Scheduling time	System allows mass updates to work schedules when they change for an entire group.	O - Optional				
BS&A Software	1166	Payroll	Time Entry	Scheduling time	System can accommodate multiple work schedules, rotating schedules and fluctuating work weeks.	O - Optional				
BS&A Software	1167	Payroll	Time Entry	Scheduling time	System can account for pre-scheduled absences in the schedule generation, such as vacations, sick, FMLA, and other time off.	E - Essential				
BS&A Software	1168	Payroll	Time Entry	Scheduling time	System can create schedule groups, and assign employees to those schedule groups.	O - Optional				
BS&A Software	1169	Payroll	Time Entry	Scheduling time	System has the ability to create an unlimited number of different shifts.	O - Optional				
BS&A Software	1170	Payroll	Time Entry	Scheduling time	System has the ability to create an unlimited number user-defined schedules.	O - Optional	Y - Yes			

BS&A Software	1171	Utility Billing	Account Management	Manage customer inquiry	Ability to track notes on the account separately by location ID and customer ID.	D - Desired	Y - Yes			
BS&A Software	1172	Utility Billing	Account Management	Manage customer inquiry	Ability to configure a checklist of required move-in items (e.g., lease, identification, etc.) that a staff member can review and complete for new customers.	O - Optional	Y - Yes			
BS&A Software	1173	Utility Billing	Account Management	Manage customer inquiry	Ability to link an account to just a parcel PIN number, without an address.	O - Optional	N - Not Available			Service address is a required field.
BS&A Software	1174	Utility Billing	Account Management	Manage customer inquiry	Ability to track and categorize customer calls by user-defined categories.	O - Optional	Y - Yes			Via Comments
BS&A Software	1175	Utility Billing	Account Management	Manage customer inquiry	Ability to track and report on customer interactions.	E - Essential	Y - Yes			Via Comments
BS&A Software	1176	Utility Billing	Account Management	Manage customer inquiry	Ability to view an audit trail of records changed by staff.	E - Essential	Y - Yes			
BS&A Software	1177	Utility Billing	Account Management	Manage customer inquiry	Ability to view each customer's payment status on their account page (e.g., payment pending, delinquent, shut-off pending, current, etc.)	E - Essential	N - Not Available			

BS&A Software	1178	Utility Billing	Account Management	Manage customer inquiry	System allows to search accounts by parcel PIN number, map, or lot number.	O - Optional	Y - Yes			
BS&A Software	1179	Utility Billing	Account Management	Manage customer inquiry	System has the ability to search for customer information by customer ID, location ID, customer name, service address, phone number, driver license number, etc. For any non-numeric search, system will provide list of available choices for criteria being searched if an exact match is not found.	E - Essential	Y - Yes			
BS&A Software	1180	Utility Billing	Account Management	Manage customer inquiry	System provides a customer overview screen displaying configurable customer information, including outstanding balance, key contact information, any payment plans or delinquency, pending activity, and payments.	E - Essential	Y - Yes			
BS&A Software	1181	Utility Billing	Account Management	Manage customer inquiry	System provides a user-configurable dashboard.	E - Essential	Y - Yes			
BS&A Software	1182	Utility Billing	Account Management	Manage customer inquiry	System provides ability to associate a landlord account with any account, and provides tools to perform an automated rollback to the	D - Desired	Y - Yes			

					landlord if a renter finals/moves out.					
BS& A Soft ware	11 83	Utility Billing	Account Managem ent	Manage customer inquiry	System provides alerts that must be acknowledged before continuing on with that customer account.	E - Essenti al	Y - Yes			Can set alerts on customer accounts. No acknowledge ment requirement.
BS& A Soft ware	11 84	Utility Billing	Account Managem ent	Manage customer inquiry	System provides graphic display of usage history per account.	E - Essenti al	Y - Yes			
BS& A Soft ware	11 85	Utility Billing	Account Managem ent	Manage customer inquiry	System provides the average usage per account based on a user configurable time frame.	O - Option al	Y - Yes			
BS& A Soft ware	11 86	Utility Billing	Account Managem ent	Set up an account	Ability to change account status to "shut off" and continue billing charges.	E - Essenti al	Y - Yes			
BS& A Soft ware	11 87	Utility Billing	Account Managem ent	Set up an account	Ability to combine locations, retaining history of each original account.	E - Essenti al	Y - Yes			You could either inactivate one account and transfer its balance to the other, continue billing on that account, or you could inactivate both and add a new

										account, with balances transferred over from both.
BS&A Software	1188	Utility Billing	Account Management	Set up an account	Ability to combine master accounts, retaining history of each original account.	E - Essential	Y - Yes			You could either inactivate one account and transfer its balance to the other, continue billing on that account, or you could inactivate both and add a new account, with balances transferred over from both.
BS&A Software	1189	Utility Billing	Account Management	Set up an account	Ability to define which notifications go to current account holder only, or both owner and tenant.	E - Essential	Y - Yes			
BS&A Software	1190	Utility Billing	Account Management	Set up an account	Ability to filter notes on an account by user ID or department.	D - Desired	Y - Yes			

BS&A Software	1191	Utility Billing	Account Management	Set up an account	Ability to flag customers based on user-defined criteria.	E - Essential	Y - Yes			
BS&A Software	1192	Utility Billing	Account Management	Set up an account	Ability to have a multiple addresses on one account (e.g., vacation address).	E - Essential	Y - Yes			
BS&A Software	1193	Utility Billing	Account Management	Set up an account	Ability to have a separate mailing and property address.	E - Essential	Y - Yes			
BS&A Software	1194	Utility Billing	Account Management	Set up an account	Ability to deactivate all services at once when an account is being closed out rather than having to close each service individually.	E - Essential	Y - Yes			
BS&A Software	1195	Utility Billing	Account Management	Set up an account	Ability to reinstate an inactive account.	E - Essential	Y - Yes			
BS&A Software	1196	Utility Billing	Account Management	Set up an account	Ability to retain inactive account information, including meter information.	E - Essential	Y - Yes			
BS&A Software	1197	Utility Billing	Account Management	Set up an account	Ability to set-up tenant accounts to automatically revert to owner.	D - Desired	Y - Yes			Can setup tenant accounts, but they would not automatically revert to the owner. The user could

									choose to put the account back on the owner linked to the property.
BS&A Software	1198	Utility Billing	Account Management	Set up an account	Ability to split customer accounts, retaining past history.	D - Desired	Y - Yes		Previous singular account would retain the history. You could either continue to use that one account and create a second account to accomplish the split, or inactivate the original account and create two new accounts. The history would be retained in the sense that it still shows on the original account, but

									it would not carry over to any of the created accounts.
BS&A Software	1199	Utility Billing	Account Management	Set up an account	Ability to split locations, retaining past history.	D - Desired	Y - Yes		Previous singular account would retain the history. You could either continue to use that one account and create a second account to accomplish the split, or inactivate the original account and create two new accounts. The history would be retained in the sense that it still shows

										on the original account, but it would not carry over to any of the created accounts.
BS&A Software	1200	Utility Billing	Account Management	Set up an account	Ability to track seasonal mailing addresses, including an effective start/stop date, which the system can automatically utilize during the specified period.	D - Desired	Y - Yes			
BS&A Software	1201	Utility Billing	Account Management	Set up an account	Ability to use military address format for address stored with account.	O - Optional	Y - Yes			
BS&A Software	1202	Utility Billing	Account Management	Set up an account	Allow for mass changes for selected master file fields and location services.	E - Essential	Y - Yes			
BS&A Software	1203	Utility Billing	Account Management	Set up an account	Maintains utility account master file information in a relational database, including the following: Customer initiation date.	E - Essential	Y - Yes			
BS&A Software	1204	Utility Billing	Account Management	Set up an account	Maintains utility account master file information in a relational database, including the following: Installation date by service.	E - Essential	Y - Yes			

BS&A Software	12 05	Utility Billing	Account Management	Set up an account	Maintains utility account master file information in a relational database, including the following: Number of units (stores, apartments, etc.).	E - Essential	Y - Yes				
BS&A Software	12 06	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Customer type (single family residential, multi-family residential, commercial, industrial, landscape, mobile home, hotel, etc.).	O - Optional	Y - Yes				
BS&A Software	12 07	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Date of status change	E - Essential	Y - Yes				
BS&A Software	12 08	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Email addresses	D - Desired	Y - Yes				
BS&A Software	12 09	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Multiple sets of contact information (name/phone/email) with the ability to define how each set of contact information is referenced (home/work/family member/etc.)	D - Desired	Y - Yes				

BS&A Software	1210	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Multiple tenants per one meter	E - Essential	Y - Yes			
BS&A Software	1211	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Name and address (both service and billing for owner and renter) that follow USPS standard	E - Essential	Y - Yes			
BS&A Software	1212	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: User defined account number set up with the ability to automatically assign the next available number for new accounts	E - Essential	Y - Yes			
BS&A Software	1213	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Account status (active, inactive, off for non-payment, being finaled, meter shut-off, write-off, etc.)	E - Essential	Y - Yes			
BS&A Software	1214	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Adjustment history	E - Essential	Y - Yes			
BS&A Software	1215	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following:	O - Optional	Y - Yes			

					Alternate and/or seasonal addresses					
BS&A Software	12 16	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Amount due/received	E - Essential	Y - Yes			
BS&A Software	12 17	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Billing history	E - Essential	Y - Yes			
BS&A Software	12 18	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Billing specific comments and notes	E - Essential	Y - Yes			
BS&A Software	12 19	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Business type	O - Optional	Y - Yes			
BS&A Software	12 20	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Comments/notes (unlimited)	O - Optional	Y - Yes			
BS&A Software	12 21	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Consumption/usage history by meter	E - Essential	Y - Yes			
BS&A Software	12 22	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Current/last read	E - Essential	Y - Yes			
BS&A	12 23	Utility Billing	Account Management	Set up an account	Maintains utility account master file information	E - Essential	Y - Yes			

Soft ware					including the following: Cycle (by service)					
BS&A Soft ware	12 24	Utility Billing	Account Managem ent	Set up an account	Maintains utility account master file information including the following: Dwelling units	E - Essential	Y - Yes			
BS&A Soft ware	12 25	Utility Billing	Account Managem ent	Set up an account	Maintains utility account master file information including the following: EFT/ACH bank account and routing number	E - Essential	Y - Yes			
BS&A Soft ware	12 26	Utility Billing	Account Managem ent	Set up an account	Maintains utility account master file information including the following: EFT/ACH bank account type	E - Essential	Y - Yes			
BS&A Soft ware	12 27	Utility Billing	Account Managem ent	Set up an account	Maintains utility account master file information including the following: EFT/ACH start/stop dates	E - Essential	Y - Yes			
BS&A Soft ware	12 28	Utility Billing	Account Managem ent	Set up an account	Maintains utility account master file information including the following: Final bill indicator	E - Essential	Y - Yes			
BS&A Soft ware	12 29	Utility Billing	Account Managem ent	Set up an account	Maintains utility account master file information including the following: Group (to designate individual bills to a "Master Account Bill")	O - Optional	Y - Yes			
BS&A Soft ware	12 30	Utility Billing	Account Managem ent	Set up an account	Maintains utility account master file information including the following: Parcel PIN number	E - Essential	Y - Yes			

BS&A Software	1231	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Parcel square footage	E - Essential	Y - Yes			Via Custom Field
BS&A Software	1232	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Past due notice override with proper authorization	E - Essential	Y - Yes			
BS&A Software	1233	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Payment/collection history	E - Essential	Y - Yes			
BS&A Software	1234	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Rate codes by service	E - Essential	Y - Yes			
BS&A Software	1235	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Read date	E - Essential	Y - Yes			
BS&A Software	1236	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Rental unit identifier	E - Essential	Y - Yes			
BS&A Software	1237	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Route (by service)	E - Essential	Y - Yes			
BS&A Software	1238	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Service initiation date	E - Essential	Y - Yes			

BS&A Software	1239	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Shut off notice override with proper authorization	E - Essential	Y - Yes			
BS&A Software	1240	Utility Billing	Account Management	Set up an account	Maintains utility account master file information including the following: Type of dwelling (house, apt, duplex, etc.)	O - Optional	Y - Yes			
BS&A Software	1241	Utility Billing	Account Management	Set up an account	System provides an optional workflow/wizard during account set up confirming all appropriate steps have been completed.	E - Essential	Y - Yes			
BS&A Software	1242	Utility Billing	Account Management	Set up an account	System tracks tenant/owner relationship. Allows user to specify who receives alerts, the bill, and who is responsible for delinquencies. System must allow the option to pick both.	E - Essential	Y - Yes			
BS&A Software	1243	Utility Billing	Billing	Bill management and administration	Ability for the system to only allow one leak adjustment per organization-defined period of time for a customer (e.g., five years, entire customer duration at a location).	E - Essential	Y - Yes			
BS&A Software	1244	Utility Billing	Billing	Bill management and administration	Ability to allow authorized users to override leak adjustment limitations.	E - Essential	Y - Yes			No leak adjustment limitations

BS&A Software	1245	Utility Billing	Billing	Bill management and administration	Ability to apply dollar and consumption adjustments to accounts any time during the billing cycle.	E - Essential	Y - Yes			
BS&A Software	1246	Utility Billing	Billing	Bill management and administration	Ability to automatically calculate a credit for a leak adjustment based on customer consumption over the previous 4 years of the same period at a different rate used for leak adjustments.	O - Optional	N - Not Available			Could be manually billed.
BS&A Software	1247	Utility Billing	Billing	Bill management and administration	Ability to cancel and re-bill an entire bill run if an incorrect field was input (cycle, date, etc.).	E - Essential	Y - Yes			
BS&A Software	1248	Utility Billing	Billing	Bill management and administration	Ability to combine multiple meters to calculate usage for a customer by adding and/or subtracting usage.	D - Desired	Y - Yes			
BS&A Software	1249	Utility Billing	Billing	Bill management and administration	Ability to create a billing calendar based on configurations made to billing system.	E - Essential	Y - Yes			
BS&A Software	1250	Utility Billing	Billing	Bill management and administration	Ability to define which charges are subject to proration.	E - Essential	Y - Yes			

BS&A Software	1251	Utility Billing	Billing	Bill management and administration	Ability to edit reads at any time, before, during, or after billing with audit trail capabilities.	E - Essential	Y - Yes			
BS&A Software	1252	Utility Billing	Billing	Bill management and administration	Ability to future-date service end dates for customers.	D - Desired	Y - Yes			
BS&A Software	1253	Utility Billing	Billing	Bill management and administration	Ability to handle meter readings up to six significant digits.	E - Essential	Y - Yes			
BS&A Software	1254	Utility Billing	Billing	Bill management and administration	Ability to have a billing adjustment workflow and approval process.	E - Essential	Y - Yes			
BS&A Software	1255	Utility Billing	Billing	Bill management and administration	Ability to have differing billing exceptions by account type.	O - Optional	Y - Yes			
BS&A Software	1256	Utility Billing	Billing	Bill management and administration	Ability to have differing billing exceptions by service type.	O - Optional	Y - Yes			
BS&A Software	1257	Utility Billing	Billing	Bill management and	Ability to prorate charges for partial billing due to initiation or termination of accounts.	E - Essential	Y - Yes			

				administrati on						
BS& A Soft ware	12 58	Utility Billing	Billing	Bill manageme nt and administrati on	Ability to route adjustment approval workflow based on number of adjustments made to that account (e.g., 2nd adjustment can be made by customer service rep, 3rd by finance clerk, etc.).	O - Option al	Y - Yes			Can route approvals by amount thresholds, but not by number of adjustments.
BS& A Soft ware	12 59	Utility Billing	Billing	Bill manageme nt and administrati on	Ability to view a history of records changed by internal staff in an easy to view format (without going into a system administration audit trail).	D - Desire d	Y - Yes			It could be viewed on the audit table.
BS& A Soft ware	12 60	Utility Billing	Billing	Bill manageme nt and administrati on	Provides the ability to enter adjustments to customer accounts (dollar amounts and/or consumption used) and reprint single billing statements reflecting the adjustments made.	D - Desire d	Y - Yes			
BS& A Soft ware	12 61	Utility Billing	Billing	Bill manageme nt and administrati on	System can bill for the following services: water, sewer, and stormwater.	E - Essenti al	Y - Yes			
BS& A Soft ware	12 62	Utility Billing	Billing	Bill manageme nt and administrati on	System has the ability to change a read and individually rebill or recalculate the bill (e.g., cancel and rebill accounts).	O - Option al	Y - Yes			
BS& A	12 63	Utility Billing	Billing	Bill manageme nt and	System has the ability to record a reason for a	O - Option al	Y - Yes			

Soft ware				administrati on	cancel/re-bill or any account adjustments.					
BS& A Soft ware	12 64	Utility Billing	Billing	Bill manageme nt and administrati on	System provides ability to prorate mid-cycle rate increases for existing services.	O - Option al	Y - Yes			
BS& A Soft ware	12 65	Utility Billing	Billing	Bill manageme nt and administrati on	System provides the ability to establish billing cycle records with month/year, bill distribution date, bill due date, and delinquency date.	E - Essenti al	Y - Yes			
BS& A Soft ware	12 66	Utility Billing	Billing	Bill manageme nt and administrati on	System provides the ability to post updates to accounts with new billing information before bills are generated (e.g., amount due, reads, dates, etc.).	E - Essenti al	Y - Yes			
BS& A Soft ware	12 67	Utility Billing	Billing	Create an estimate	Ability for a user to enter a manual estimate.	E - Essenti al	Y - Yes			
BS& A Soft ware	12 68	Utility Billing	Billing	Create an estimate	Ability to calculate a credit when previous estimate was more than the actual consumption.	E - Essenti al	Y - Yes			
BS& A Soft ware	12 69	Utility Billing	Billing	Create an estimate	Ability to calculate estimate based on same time going back multiple years.	D - Desire d	Y - Yes			
BS& A Soft ware	12 70	Utility Billing	Billing	Create an estimate	Ability to notify employees when customers have had consecutive estimates.	D - Desire d	Y - Yes			Utility can be run to find accounts that have had

										consecutive estimations.
BS&A Software	1271	Utility Billing	Billing	Create an estimate	System can estimate reads for customer bills based on the following criteria, moving on to the next approach if data does not exist: usage for same time period in previous year, usage in previous billing period, default to a standard number (e.g., 15 units).	D - Desired	Y - Yes			Estimations can be calculated using any of those methods, but it will not move from one approach to the next if data does not exist.
BS&A Software	1272	Utility Billing	Billing	Create an estimate	System prints "estimate" on bill when an estimated read is used.	E - Essential	Y - Yes			
BS&A Software	1273	Utility Billing	Billing	Create an estimate	System provides a list of accounts that have an actual read for the current billing cycle and an estimated read the prior billing cycle.	E - Essential	R - Reporting			
BS&A Software	1274	Utility Billing	Billing	Generate a bill run	Ability to change the bill date and/or due date in mass if error was made during the bill calculation.	E - Essential	Y - Yes			
BS&A Software	1275	Utility Billing	Billing	Generate a bill run	Ability to create letters to the customer directly from the exception reporting process.	D - Desired	N - Not Available			
BS&A	1276	Utility Billing	Billing	Generate a bill run	Ability to create service orders directly from the exception reporting process.	E - Essential	Y - Yes			Dependent on the process

Soft ware										
BS&A Soft ware	12 77	Utility Billing	Billing	Generate a bill run	Ability to generate a summary of credits/debits to each GL account as part of each bill run.	E - Essential	Y - Yes			
BS&A Soft ware	12 78	Utility Billing	Billing	Generate a bill run	Ability to hold printing of a bill for a specific customer for the current billing cycle or specified length of time.	D - Desired	Y - Yes			
BS&A Soft ware	12 79	Utility Billing	Billing	Generate a bill run	Ability to perform and allocate inter-departmental billing to multiple general ledger accounts at user-defined amounts or percentages.	O - Optional	Y - Yes			
BS&A Soft ware	12 80	Utility Billing	Billing	Generate a bill run	Ability to remove a customer record from the billing batch.	O - Optional	Y - Yes			
BS&A Soft ware	12 81	Utility Billing	Billing	Generate a bill run	Ability to split revenue and expenses in an allocation between multiple funds.	O - Optional	Y - Yes			
BS&A Soft ware	12 82	Utility Billing	Billing	Generate a bill run	System provides an exception reporting or review process, that includes: A report or review screen that includes meter info, current and past consumptions, new and previous readings, days between readings, customer account number, meter reader information, and	E - Essential	Y - Yes			

					average consumption per customer with expected high/low usage based on average.					
BS&A Software	1283	Utility Billing	Billing	Generate a bill run	System provides an exception reporting or review process, that includes: Alerts for accounts with no usage	E - Essential	Y - Yes			
BS&A Software	1284	Utility Billing	Billing	Generate a bill run	System provides an exception reporting or review process, that includes: Alerts for bill amounts that fall outside of user-defined criteria, including but not limited to: low bill amount, high bill amount, and bill variance by number or percentage based on user-defined previous billing period.	E - Essential	R - Reporting			
BS&A Software	1285	Utility Billing	Billing	Generate a bill run	System provides an exception reporting or review process, that includes: Alerts for closed/vacant accounts with usage	E - Essential	R - Reporting			
BS&A Software	1286	Utility Billing	Billing	Generate a bill run	System provides an exception reporting or review process, that includes: Alerts for consumption amounts that fall outside of user-defined criteria, including but not limited to: low consumption, high consumption,	E - Essential	Y - Yes			

					consumption variance by number or percentage					
BS&A Software	1287	Utility Billing	Billing	Generate a bill run	System provides an exception reporting or review process, that includes: Scenarios where master meter usage does not equal the sum of the sub-meters	E - Essential	N - Not Available			
BS&A Software	1288	Utility Billing	Billing	Generate a bill run	System provides an exception reporting or review process, that includes: The ability to modify exception types and levels without software provider or programming intervention	E - Essential	Y - Yes			
BS&A Software	1289	Utility Billing	Billing	Generate a bill run	System provides an exception reporting or review process, that includes: The ability to view all defined exception types on one report or screen	E - Essential	Y - Yes			
BS&A Software	1290	Utility Billing	Billing	Generate a bill run	System provides automated bill runs based on predefined billing date and allows for ability to generate a bill on demand.	D - Desired	Y - Yes			
BS&A Software	1291	Utility Billing	Billing	Generate a final bill	Ability for the system to automatically pro-rate any flat rate charges that have been defined by the user.	E - Essential	Y - Yes			
BS&A	1292	Utility Billing	Billing	Generate a final bill	Ability for the system to automatically refund accounts	E - Essential	Y - Yes			User would need to

Soft ware					that are finalized with credits on them.					initiate the refund
BS&A Soft ware	12 93	Utility Billing	Billing	Generate a final bill	System can generate a final bill, once the date and final read is entered, at any point during the billing cycle.	E - Essential	Y - Yes			
BS&A Soft ware	12 94	Utility Billing	Billing	Printing bills	Ability for staff to update the utility bill format including, location of billing/account information, graphics, etc. without requiring tasks to be performed by the software provider.	E - Essential	Y - Yes			
BS&A Soft ware	12 95	Utility Billing	Billing	Printing bills	Ability to automatically group individual accounts on a group bill for printing.	O - Optional	Y - Yes			
BS&A Soft ware	12 96	Utility Billing	Billing	Printing bills	Ability to combine charges or keep charges separate on customer bills.	E - Essential	Y - Yes			
BS&A Soft ware	12 97	Utility Billing	Billing	Printing bills	Ability to email bills (original, re-bills, or reprints) to customers when requested.	E - Essential	Y - Yes			
BS&A Soft ware	12 98	Utility Billing	Billing	Printing bills	Ability to export a file of utility bills to an external bill printing organization (e.g., third-party billing services).	E - Essential	Y - Yes			
BS&A Soft ware	12 99	Utility Billing	Billing	Printing bills	Ability to generate a barcode on each bill that links user to the bill record in the system when the barcode is scanned.	O - Optional	Y - Yes			

BS&A Software	1300	Utility Billing	Billing	Printing bills	Ability to generate a QR code on each bill that takes the person to the bill record when scanned.	O - Optional	N - Not Available			
BS&A Software	1301	Utility Billing	Billing	Printing bills	Ability to group similar charges together so only one line shows on the bill for the them.	D - Desired	Y - Yes			
BS&A Software	1302	Utility Billing	Billing	Printing bills	Ability to highlight a leak alert on a bill.	D - Desired	Y - Yes			
BS&A Software	1303	Utility Billing	Billing	Printing bills	Ability to include standard text on the back of bills	E - Essential	Y - Yes			
BS&A Software	1304	Utility Billing	Billing	Printing bills	Ability to print a user-defined number of months of usage history in a graphic display.	E - Essential	Y - Yes			
BS&A Software	1305	Utility Billing	Billing	Printing bills	Ability to print inserts that are included with both the printed bills and in the online view.	E - Essential	N - Not Available			
BS&A Software	1306	Utility Billing	Billing	Printing bills	Ability to recreate an image of each customer's historical bill on request.	E - Essential	Y - Yes			
BS&A Software	1307	Utility Billing	Billing	Printing bills	Ability to send customer a link to the customer portal where the bill can be paid when the bill is emailed.	E - Essential	Y - Yes			

BS&A Software	1308	Utility Billing	Billing	Printing bills	Ability to send out customer messages that will display on the bill, with the option to choose customers that will receive the message based on their customer type.	E - Essential	Y - Yes			
BS&A Software	1309	Utility Billing	Billing	Printing bills	Ability to set a date range for printing customer billing history.	E - Essential	Y - Yes			
BS&A Software	1310	Utility Billing	Billing	Printing bills	Capability to include total past due amount on bills.	E - Essential	Y - Yes			
BS&A Software	1311	Utility Billing	Billing	Printing bills	Capability to print multiple user-specified years of consumption (e.g., benchmark year and prior year) and current period consumption on each bill.	E - Essential	Y - Yes			Can print historical consumption by billing period, but not subtotaled by year.
BS&A Software	1312	Utility Billing	Billing	Printing bills	System allows for creation of a customizable utility bill format that includes graphics.	E - Essential	Y - Yes			
BS&A Software	1313	Utility Billing	Billing	Printing bills	System has the ability to create bills for accounts paying via ACH or recurring credit card that indicate that they do not need to pay, due to auto pay.	E - Essential	Y - Yes			
BS&A	1314	Utility Billing	Billing	Printing bills	System provides graphic display of usage history per account.	E - Essential	Y - Yes			

Soft ware										
BS& A Soft ware	13 15	Utility Billing	Billing	Printing bills	System provides the ability to reprint bills in the same format they were originally printed.	E - Essenti al	Y - Yes			
BS& A Soft ware	13 16	Utility Billing	Billing	Printing bills	System provides tools to exclude bills as “pulled” for review by staff before exporting the billing file to the printer	E - Essenti al	N - Not Available			
BS& A Soft ware	13 17	Utility Billing	Customer Portal	Utilize a customer portal	Ability for customers that manage multiple accounts (e.g., property managers) to view multiple accounts through one portal log-in.	E - Essenti al	Y - Yes			
BS& A Soft ware	13 18	Utility Billing	Customer Portal	Utilize a customer portal	Ability for customers to complete a one-time payment with their account number, name, or address.	E - Essenti al	Y - Yes			
BS& A Soft ware	13 19	Utility Billing	Customer Portal	Utilize a customer portal	Ability for customers to perform one-click payments from ebill email notifications, without the need to log-in separately.	E - Essenti al	Y - Yes			
BS& A Soft ware	13 20	Utility Billing	Customer Portal	Utilize a customer portal	Ability to share messages that customers will see upon log-in, either to all customers or by customer class.	D - Desire d	Y - Yes			
BS& A Soft ware	13 21	Utility Billing	Customer Portal	Utilize a customer portal	Customer portal integrates with the payment and information portals with a single sign-on for customers	E - Essenti al	Y - Yes			Would need a third party login in order to schedule recurring

					to pay online or view usage data.					payments, but single sign on is possible for one time payment and viewing.
BS&A Software	13 22	Utility Billing	Customer Portal	Utilize a customer portal	System allows customers to submit one-time payments without user account registration.	D - Desired	Y - Yes			
BS&A Software	13 23	Utility Billing	Customer Portal	Utilize a customer portal	System can prohibit certain customers from paying electronically (e.g., ACH, credit cards, EFT, etc.).	E - Essential	N - Not Available			The only way to restrict online payment is to hide the account from the online portal entirely.
BS&A Software	13 24	Utility Billing	Customer Portal	Utilize a customer portal	System supports both one-time and recurring customer payments via credit card and auto withdrawal from their bank account (ACH) or EFT.	E - Essential	T - Third Party			BS&A integrates with Point & Pay and Invoice Cloud
BS&A Software	13 25	Utility Billing	Customer Portal	Utilize a customer portal	System supports partial payments of bills.	E - Essential	Y - Yes			
BS&A Software	13 26	Utility Billing	Customer Portal	Utilize a customer portal	Through a customer-facing portal, the solution provides customers the ability to perform key tasks, including: Create an account	E - Essential	N - Not Available			

BS&A Software	1327	Utility Billing	Customer Portal	Utilize a customer portal	Through a customer-facing portal, the solution provides customers the ability to perform key tasks, including: Enable email notifications	E - Essential	T - Third Party			BS&A integrates with Point & Pay and Invoice Cloud
BS&A Software	1328	Utility Billing	Customer Portal	Utilize a customer portal	Through a customer-facing portal, the solution provides customers the ability to perform key tasks, including: opt out of paper notifications and receive them electronically only	E - Essential	Y - Yes			BS&A integrates with Point & Pay and Invoice Cloud
BS&A Software	1329	Utility Billing	Customer Portal	Utilize a customer portal	Through a customer-facing portal, the solution provides customers the ability to perform key tasks, including: Request to move-in or out	E - Essential	N - Not Available			
BS&A Software	1330	Utility Billing	Customer Portal	Utilize a customer portal	Through a customer-facing portal, the solution provides customers the ability to perform key tasks, including: Reset password	E - Essential	Y - Yes			
BS&A Software	1331	Utility Billing	Customer Portal	Utilize a customer portal	Through a customer-facing portal, the solution provides customers the ability to perform key tasks, including: Speak to customer service via live chat, with the ability to restrict available hours	E - Essential	N - Not Available			
BS&A Software	1332	Utility Billing	Customer Portal	Utilize a customer portal	Through a customer-facing portal, the solution provides customers the ability to perform key tasks, including: Submit new service request	D - Desired	N - Not Available			

BS&A Software	1333	Utility Billing	Customer Portal	Utilize a customer portal	Through a customer-facing portal, the solution provides customers the ability to perform key tasks, including: Update their credit card information	E - Essential	T - Third Party			
BS&A Software	1334	Utility Billing	Customer Portal	Utilize a customer portal	Through a customer-facing portal, the solution provides customers the ability to perform key tasks, including: View and update their account information	E - Essential	Y - Yes			
BS&A Software	1335	Utility Billing	Customer Portal	Utilize a customer portal	Through a customer-facing portal, the solution provides customers the ability to perform key tasks, including: View billing history	E - Essential	Y - Yes			
BS&A Software	1336	Utility Billing	Customer Portal	Utilize a customer portal	Through a customer-facing portal, the solution provides customers the ability to perform key tasks, including: View consumption history	E - Essential	Y - Yes			
BS&A Software	1337	Utility Billing	Customer Portal	Utilize a customer portal	Through a customer-facing portal, the solution provides customers the ability to perform key tasks, including: View payment history	E - Essential	Y - Yes			
BS&A Software	1338	Utility Billing	Customer Portal	Utilize a customer portal	Through a customer-facing portal, the solution provides customers the ability to perform key tasks, including: View/print current and historical bills	E - Essential	Y - Yes			

BS&A Software	1339	Utility Billing	Delinquency	Apply late fees/penalties	Ability to automatically assess late charges and fees based on user defined rules.	E - Essential	Y - Yes			Penalties are not automatically applied but done so through a user-controlled Task.
BS&A Software	1340	Utility Billing	Delinquency	Apply late fees/penalties	Ability to designate which charges are subject to penalty and/or interest.	E - Essential	Y - Yes			
BS&A Software	1341	Utility Billing	Delinquency	Apply late fees/penalties	Ability to override and/or credit a penalty.	E - Essential	Y - Yes			
BS&A Software	1342	Utility Billing	Delinquency	Apply late fees/penalties	Ability to specify customer accounts that should not have late fees applied.	E - Essential	Y - Yes			
BS&A Software	1343	Utility Billing	Delinquency	Apply late fees/penalties	System does not apply a penalty to those customers that are current on their payment plans.	D - Desired	Y - Yes			
BS&A Software	1344	Utility Billing	Delinquency	Apply late fees/penalties	System provides tools to assess late charges and automatically create the related customer correspondence via phone calls, email, or written notice.	D - Desired	N - Not Available			
BS&A	1345	Utility Billing	Delinquency	Manage delinquencies	Ability to automatically apply a cut/shut off charge to the customer balance based on	D - Desired	Y - Yes			

Soft ware					customer type when the shut off criteria is met.					
BS&A Soft ware	1346	Utility Billing	Delinquency	Manage delinquencies	Ability to automatically create a door hanger notice with service order creation.	O - Optional	Y - Yes			
BS&A Soft ware	1347	Utility Billing	Delinquency	Manage delinquencies	Ability to automatically create a service order when the shut-off criteria is met.	O - Optional	Y - Yes			
BS&A Soft ware	1348	Utility Billing	Delinquency	Manage delinquencies	Ability to automatically generate a delinquent/past due notice for multiple addresses (mailing, service, landlord, etc.).	D - Desired	Y - Yes			
BS&A Soft ware	1349	Utility Billing	Delinquency	Manage delinquencies	Ability to export delinquency data to an IVR format for reminder calls.	E - Essential	Y - Yes			Depends on the data specifications. If export can be achieved with existing tools, no additional customization costs would be necessary.
BS&A Soft ware	1350	Utility Billing	Delinquency	Manage delinquencies	Ability to limit the number of delinquent notices printed on a given day to a user-defined maximum, based on either balance amount or number of days past due.	D - Desired	Y - Yes			

BS&A Software	1351	Utility Billing	Delinquency	Manage delinquencies	Ability to notify both owners and tenants anytime a tenant is delinquent.	D - Desired	Y - Yes			
BS&A Software	1352	Utility Billing	Delinquency	Manage delinquencies	Ability to print delinquent/past due notices to customers, generated based on user-defined minimum past due balances (based on a single past due bill or total balance due), and number of days past due, including applicable penalty amounts added.	E - Essential	Y - Yes			
BS&A Software	1353	Utility Billing	Delinquency	Manage delinquencies	Ability to recreate an image of the actual shut-off notice that the customer received when requested.	E - Essential	Y - Yes			
BS&A Software	1354	Utility Billing	Delinquency	Manage delinquencies	Ability to select services that are excluded from shut-off processing.	E - Essential	Y - Yes			
BS&A Software	1355	Utility Billing	Delinquency	Manage delinquencies	Ability to show future dates of delinquency actions that have not yet happened.	E - Essential	Y - Yes			
BS&A Software	1356	Utility Billing	Delinquency	Manage delinquencies	Ability to support bankruptcy/foreclosure processing that tracks pre-petition and post-petition information.	D - Desired	Y - Yes			
BS&A	1357	Utility Billing	Delinquency	Manage delinquencies	Ability to have bankruptcy automated.	D - Desired	N - Not Available			

Soft ware										
BS& A Soft ware	13 58	Utility Billing	Delinquen cy	Manage delinquenci es	System allows authorized users to override the generation of the delinquent/past due notice with proper authority and reporting.	O - Option al	Y - Yes			
BS& A Soft ware	13 59	Utility Billing	Delinquen cy	Set up payment plans/agree ments	Ability for the payment agreement to override the calculated bill and print the correct minimum amount due based on the agreement, revised due date, total balance, and any notes regarding the payment plan (such as when the payment plan was initiated and terms that will null the payment plan).	O - Option al	Y - Yes			
BS& A Soft ware	13 60	Utility Billing	Delinquen cy	Set up payment plans/agree ments	Ability for the system to generate a payment plan document showing the full payment plan details, including amortization schedule, with a signature line for customers to complete.	O - Option al	Y - Yes			
BS& A Soft ware	13 61	Utility Billing	Delinquen cy	Set up payment plans/agree ments	Ability to auto-configure payment plans based on the user-defined rules (e.g., past due amount is spread over 12 months).	O - Option al	Y - Yes			

BS&A Software	1362	Utility Billing	Delinquency	Set up payment plans/agreements	Ability to flag customers that don't meet their payment arrangements and put them in their previous status.	D - Desired	Y - Yes			
BS&A Software	1363	Utility Billing	Delinquency	Set up payment plans/agreements	Ability to generate delinquent payment plan letters based on user defined criteria.	E - Essential	N - Not Available			
BS&A Software	1364	Utility Billing	Delinquency	Set up payment plans/agreements	Ability to have a pop-up or alert on an account that has a payment plan set up.	E - Essential	Y - Yes			
BS&A Software	1365	Utility Billing	Delinquency	Set up payment plans/agreements	Ability to limit staff authorization for set up of long-term payment plans vs. short-term payment plans.	E - Essential	Y - Yes			
BS&A Software	1366	Utility Billing	Delinquency	Set up payment plans/agreements	Ability to process user-defined payment arrangements (e.g., payment plans) and flag if payments are not being met.	E - Essential	Y - Yes			
BS&A Software	1367	Utility Billing	Delinquency	Set up payment plans/agreements	Ability to track payment due date extensions.	E - Essential	Y - Yes			
BS&A Software	1368	Utility Billing	Delinquency	Set up payment plans/agreements	Ability to track whether a customer has signed their payment plan or not.	O - Optional	Y - Yes			With attachments, comments, and/or flags
BS&A Software	1369	Utility Billing	Delinquency	Set up payment plans/agreements	System can create a payment plan report to show a summary of all payment plans that are delinquent.	D - Desired	Y - Yes			

BS&A Software	1370	Utility Billing	Device Management	Manage meter devices	Ability for the system to capture/store the following information: Meter location description (minimum of 36 characters)	E - Essential	Y - Yes			
BS&A Software	1371	Utility Billing	Device Management	Manage meter devices	Ability for the system to capture/store the following information: Meter location ID (code for location description, such as 06 for backyard, 07 for basement, etc.)	E - Essential	Y - Yes			
BS&A Software	1372	Utility Billing	Device Management	Manage meter devices	Ability for the system to capture/store the following information: Meter photograph	E - Essential	Y - Yes			
BS&A Software	1373	Utility Billing	Device Management	Manage meter devices	Ability for the system to capture/store the following information: Meter purchase date	O - Optional	Y - Yes			
BS&A Software	1374	Utility Billing	Device Management	Manage meter devices	Ability for the system to capture/store the following information: Meter purchase price	O - Optional	Y - Yes			
BS&A Software	1375	Utility Billing	Device Management	Manage meter devices	Ability for the system to capture/store the following information: Meter type (service)	E - Essential	Y - Yes			
BS&A Software	1376	Utility Billing	Device Management	Manage meter devices	Ability for the system to capture/store the following information: Warranty status	O - Optional	Y - Yes			

BS&A Software	1377	Utility Billing	Device Management	Manage meter devices	Ability for the system to capture/store the following information: Meter location notes (such as beware of dog!, gate locked, etc.)	E - Essential	Y - Yes			
BS&A Software	1378	Utility Billing	Device Management	Manage meter devices	Ability to support the following types of meters/devices: Construction meters	E - Essential	Y - Yes			
BS&A Software	1379	Utility Billing	Device Management	Manage meter devices	Ability to support the following types of meters/devices: Hydrant meters	E - Essential	Y - Yes			
BS&A Software	1380	Utility Billing	Device Management	Manage meter devices	Ability to support the following types of meters/devices: Water meters	E - Essential	Y - Yes			
BS&A Software	1381	Utility Billing	Device Management	Track device lifecycle	Ability to import meters in mass from a spreadsheet.	O - Optional	Y - Yes			
BS&A Software	1382	Utility Billing	Device Management	Track device lifecycle	Ability to track meter failure rates based by characteristic (e.g., size, manufacturer, etc.).	O - Optional	Y - Yes			
BS&A Software	1383	Utility Billing	Device Management	Track device lifecycle	The system has the ability to create, automatically assign to next work group, and provide status on the following workflows: Create new meter inventory	O - Optional	N - Not Available			
BS&A	1384	Utility Billing	Device Management	Track device lifecycle	The system has the ability to create, automatically assign to next work group, and	O - Optional	N - Not Available			

Soft ware					provide status on the following workflows: Modify meter to meet installation requirements					
BS&A Soft ware	13 85	Utility Billing	Device Managem ent	Track device lifecycle	The system has the ability to create, automatically assign to next work group, and provide status on the following workflows: Receive new meter inventory	E - Essential	N - Not Available			
BS&A Soft ware	13 86	Utility Billing	Rates	Calculate rates	Ability for authorized users to create, edit, and revise rate tables, tracking the history of prior rate tables, without vendor intervention.	E - Essential	Y - Yes			
BS&A Soft ware	13 87	Utility Billing	Rates	Calculate rates	Ability to add minimum charge values (calculated per defined billing period (day, month, year) or per metered unit), both on a pre and post tax basis.	E - Essential	Y - Yes			
BS&A Soft ware	13 88	Utility Billing	Rates	Calculate rates	Ability to add miscellaneous flat rate charges (e.g., shut off, initiation fee, water pressure check, turn on, meter tampering, etc.) either manually or automatically.	E - Essential	Y - Yes			
BS&A Soft ware	13 89	Utility Billing	Rates	Calculate rates	Ability to add, delete, or suspend rates/charges for a user-defined period of time.	E - Essential	Y - Yes			
BS&A	13 90	Utility Billing	Rates	Calculate rates	Ability to allocate charges to multiple general ledger accounts on a percentage	E - Essential	Y - Yes			

Soft ware					basis (e.g., 20% goes to GL account #1, 80% goes to GL account #2).					
BS&A Soft ware	13 91	Utility Billing	Rates	Calculate rates	Ability to apply a multiplier to charge higher rates for accounts outside the Organization limits.	E - Essential	Y - Yes			
BS&A Soft ware	13 92	Utility Billing	Rates	Calculate rates	Ability to charge a unique base charge based on meter size and/or service type.	E - Essential	Y - Yes			
BS&A Soft ware	13 93	Utility Billing	Rates	Calculate rates	Ability to create user-defined miscellaneous fees.	E - Essential	Y - Yes			
BS&A Soft ware	13 94	Utility Billing	Rates	Calculate rates	Ability to determine and track which services have surcharges.	E - Essential	Y - Yes			
BS&A Soft ware	13 95	Utility Billing	Rates	Calculate rates	Ability to escalate certain charges automatically based on the number of occurrences on a given customer account (e.g., 1st occurrence is \$X amt, 2nd occurrence is \$X amt, etc.). For example for Alarm monitoring, the first 2 false alarms in a year are charged \$0, false alarm 3-5 are charged \$100,00 for each and false alarm 6 or more are charged \$200 for each	E - Essential	N - Not Available			

BS&A Software	1396	Utility Billing	Rates	Calculate rates	Ability to have surcharges and taxes go to unique general ledger accounts, rather than grouping this with the service that is being surcharged or taxed.	E - Essential	Y - Yes			
BS&A Software	1397	Utility Billing	Rates	Calculate rates	Ability to keep rate history effective-dated.	E - Essential	Y - Yes			
BS&A Software	1398	Utility Billing	Rates	Calculate rates	Ability to mass copy/update rates with a percentage increase.	E - Essential	Y - Yes			
BS&A Software	1399	Utility Billing	Rates	Calculate rates	Ability to support late payment penalty charges by customer type, service type, etc.	E - Essential	Y - Yes			
BS&A Software	1400	Utility Billing	Rates	Calculate rates	Ability to track and report on how many times a customer has been charged a given rate/fee.	E - Essential	Y - Yes			
BS&A Software	1401	Utility Billing	Rates	Calculate rates	System is able to report on the overall effects of rate changes within the test environment.	D - Desired	Y - Yes			Additional database instances can be created in Microsoft Azure, subject to additional hosting fees.
BS&A Software	1402	Utility Billing	Rates	Rate set up	Ability to define multiple class types for each service.	E - Essential	Y - Yes			

BS&A Software	1403	Utility Billing	Rates	Rate set up	Ability to define what general ledger accounts revenue will be applied to by rate, charge type, and customer type.	E - Essential	Y - Yes			
BS&A Software	1404	Utility Billing	Rates	Rate set up	Ability to set-up a rate structure with multiple future rates and set their effective dates.	O - Optional	Y - Yes			
BS&A Software	1405	Utility Billing	Rates	Rate set up	Ability to support multiple services that each have a separate rate structure.	E - Essential	Y - Yes			
BS&A Software	1406	Utility Billing	Rates	Rate set up	System can, for each rate, store an internal-facing description and an external-facing description that will print on customer bills and show in the customer portal.	O - Optional	Y - Yes			
BS&A Software	1407	Utility Billing	Reporting & Analysis	Perform analysis/forecasting	Ability to consolidate different customer types (e.g., Residential-owner + residential-tenant + residential-unknown = residential) and service types (e.g., water-domestic + irrigation-domestic = domestic) for reporting and analysis purposes.	O - Optional	Y - Yes			
BS&A Software	1408	Utility Billing	Reporting & Analysis	Perform analysis/forecasting	Ability to export user defined consumption/usage data for analysis.	E - Essential	Y - Yes			

BS&A Software	1409	Utility Billing	Reporting & Analysis	Perform analysis/forecasting	Ability to perform "what if" analysis/forecasting without impacting the data in the live system.	D - Desired	Y - Yes			Proof runs are possible on most major processes, but more information is needed as to the "what if" scenario.
BS&A Software	1410	Utility Billing	Reporting & Analysis	Perform analysis/forecasting	Ability to perform a "what if" analysis: Allowing the user to adjust the rates on a configurable basis (e.g., amount, percent, etc.) for a particular service, customer type (commercial, residential, etc.), billing cycle, and/or route.	D - Desired	N - Not Available			Would need to use a test environment for comparison
BS&A Software	1411	Utility Billing	Reporting & Analysis	Perform analysis/forecasting	Ability to perform a "what if" analysis: In a trial mode, prior to any updates to actual data	D - Desired	N - Not Available			Would need to use a test environment for comparison
BS&A Software	1412	Utility Billing	Reporting & Analysis	Perform analysis/forecasting	Ability to perform a "what if" analysis: On individual accounts and view the results at the account or department level	O - Optional	N - Not Available			Would need to use a test environment for comparison
BS&A Software	1413	Utility Billing	Reporting & Analysis	Perform analysis/forecasting	Ability to perform a "what if" analysis: Utilizing current consumption information	D - Desired	N - Not Available			Would need to use a test environment for comparison

BS&A Software	1414	Utility Billing	Reporting & Analysis	Perform analysis/forecasting	Ability to perform a “what if” analysis: Utilizing current rate calculation vs. proposed rate calculation	D - Desired	N - Not Available			Would need to use a test environment for comparison
BS&A Software	1415	Utility Billing	Reporting & Analysis	Perform analysis/forecasting	System can report on unbilled revenue to calculate/forecast and report annually on revenue that is unbilled but earned. (e.g., Service billed in July, but consumed in June).	E - Essential	N - Not Available			
BS&A Software	1416	Utility Billing	Reporting & Analysis	Perform analysis/forecasting	System has an environment to test rate increases and adjustments.	D - Desired	Y - Yes			Additional database instances can be created in Microsoft Azure, subject to additional hosting fees.
BS&A Software	1417	Utility Billing	Reporting & Analysis	Report on billing	Ability for users to define whether or not customers will show in multiple aging groups. For example, does a user in the 60+ aging list also show in the 30+ aging list?	O - Optional	Y - Yes			
BS&A Software	1418	Utility Billing	Reporting & Analysis	Report on billing	Account adjustment detail report, showing rate codes, consumption amount, dollar amount, and consumption charges broken out for all account adjustments in a given period.	E - Essential	Y - Yes			

BS&A Software	1419	Utility Billing	Reporting & Analysis	Report on billing	Adjustments report displaying adjustment details for a date range, service type, or account, showing dollar amount, consumption volume (gallons/cubic ft.) and rate/service code.	O - Optional	Y - Yes			
BS&A Software	1420	Utility Billing	Reporting & Analysis	Report on billing	Base vs. consumption provides the ability to report on the percentage of consumption verses base charges by customer type.	O - Optional	Y - Yes			
BS&A Software	1421	Utility Billing	Reporting & Analysis	Report on billing	Billing exception report automatically generated by the System that shows an exception edit list when reads are imported (zero consumption, missed reads, inactive accounts with consumption, negative consumption, high consumption, low consumption, etc.) with the related customer account information (name, account number, service location).	E - Essential	Y - Yes			
BS&A Software	1422	Utility Billing	Reporting & Analysis	Report on billing	Billing register showing amount billed by charge type and consumption detail of accounts to be billed.	E - Essential	Y - Yes			
BS&A Software	1423	Utility Billing	Reporting & Analysis	Report on billing	Billing report, sorted on user-defined criteria, showing name, location address, current period charges by	O - Optional	Y - Yes			

					service, date billed, due date, readings, etc.					
BS&A Software	14 24	Utility Billing	Reporting & Analysis	Report on billing	Billing statistics displaying each months billed and average consumption for a fiscal year based on class of service, billing components, area, pressure zone, plant code, meter size, and jurisdiction. Report must be broken out by rate codes, consumption amount, dollar amount, and consumption and demand charges.	O - Optional	Y - Yes			
BS&A Software	14 25	Utility Billing	Reporting & Analysis	Report on billing	Consumption report, by account, showing utility usage over a user-specified time interval. Flags abnormal usage (high/low/negative, etc.). Report should include meter information, consumption, new and previous readings, days between readings, customer account number, and meter reader information.	O - Optional	Y - Yes			
BS&A Software	14 26	Utility Billing	Reporting & Analysis	Report on billing	Customer history, reporting bills and associated payments receipted by account. Shows dates, amounts, arrears, penalties, account name, consumption, and address.	E - Essential	Y - Yes			

BS&A Software	1427	Utility Billing	Reporting & Analysis	Report on billing	Customer receivables aging, presenting aging of user-defined criteria and/or general accounts receivable by customer indicating total amount due and amounts aged by 30, 60, 90 and 120+days, etc.	E - Essential	Y - Yes			
BS&A Software	1428	Utility Billing	Reporting & Analysis	Report on billing	Final bill listing report, showing all customers for a given cycle or date range that will be receiving a final bill.	E - Essential	Y - Yes			
BS&A Software	1429	Utility Billing	Reporting & Analysis	Report on billing	Paperless report to report on the percentage or number of customers on paperless billing.	E - Essential	Y - Yes			
BS&A Software	1430	Utility Billing	Reporting & Analysis	Report on billing	Revenue detail by class of service for each service (water, sewer, etc.) including the utility tax/surcharge for a given time period reporting billed amount.	E - Essential	Y - Yes			
BS&A Software	1431	Utility Billing	Reporting & Analysis	Report on billing	Top 100 billing users report by service or cycle for a user-specified time period, detailing highest billed accounts/customers, providing account and billing information.	O - Optional	Y - Yes			
BS&A Software	1432	Utility Billing	Reporting & Analysis	Report on billing	Top 100 consumption users report by service or cycle for a user-specified time period, detailing highest consumption accounts/customers,	O - Optional	Y - Yes			

					providing account and usage information.					
BS&A Software	1433	Utility Billing	Reporting & Analysis	Report on customers	Ability to create a listing of customers based on a data field, location, geofencing, or other criteria and send a letter to all listed customers.	O - Optional	N - Not Available			
BS&A Software	1434	Utility Billing	Reporting & Analysis	Report on customers	Ability to report on number of new customers and number of existing customers moving to new address in a user defined time period.	E - Essential	N - Not Available			
BS&A Software	1435	Utility Billing	Reporting & Analysis	Report on customers	Customer letters with the ability to pull information based on any field in the application and produce a customized letter (e.g., past due letters, landlord letters, etc.).	D - Desired	Y - Yes			
BS&A Software	1436	Utility Billing	Reporting & Analysis	Report on customers	Customer report that details information regarding customer's account, name, address, account number, meter info, reads, rate codes, and transaction history	O - Optional	R - Reporting			
BS&A Software	1437	Utility Billing	Reporting & Analysis	Report on customers	In the "name" field, allow a minimum number of 25 characters	E - Essential	Y - Yes			

BS&A Software	1438	Utility Billing	Reporting & Analysis	Report on customers	Customer statistics report, presenting customer characteristics including number of customers, number of customers by meter size, customer type, usage and revenue by meter size, and usage and summary of revenue by billing type code, district, book, and/or by a combination of the above based on a billing date range.	D - Desired	Y - Yes			
BS&A Software	1439	Utility Billing	Reporting & Analysis	Report on customers	New customer list and labels based on customer initiation date to mail out new-comer packages.	O - Optional	Y - Yes			
BS&A Software	1440	Utility Billing	Reporting & Analysis	Report on delinquencies	Delinquent notices report, a listing generated based on user defined minimum and number of days after payment was due, including applicable penalty amounts added. Multiple types of notices capability (e.g., a first delinquent notice and a second delinquent notice with different parameters).	D - Desired	Y - Yes			
BS&A Software	1441	Utility Billing	Reporting & Analysis	Report on delinquencies	Disconnect history, per cycle, showing accounts that were disconnected based on a user defined date range, including account number, customer name, and service address.	D - Desired	Y - Yes			

BS&A Software	1442	Utility Billing	Reporting & Analysis	Report on delinquencies	Shut off/disconnect criteria report, per cycle, showing accounts with one or more delinquent bills totaling over a user defined amount.	E - Essential	Y - Yes			
BS&A Software	1443	Utility Billing	Reporting & Analysis	Report on payments	Ability to export an autopay listing with customer bank account information to be uploaded to the bank for payments.	E - Essential	Y - Yes			
BS&A Software	1444	Utility Billing	Reporting & Analysis	Report on payments	ACH report to report on active and/or inactive ACH customers based on status.	E - Essential	Y - Yes			
BS&A Software	1445	Utility Billing	Reporting & Analysis	Report on payments	Cash receipts listing, reporting all amounts collected against customer accounts. Can be printed on demand with user-defined criteria prior to posting.	E - Essential	Y - Yes			
BS&A Software	1446	Utility Billing	Reporting & Analysis	Report on payments	Payment detail and summary report by service, shows all payment information in detail and a summary for a user defined date range.	E - Essential	Y - Yes			
BS&A Software	1447	Utility Billing	Service Orders	Complete a service order	Ability to attach supporting documentation to a service order.	E - Essential	Y - Yes			
BS&A Software	1448	Utility Billing	Service Orders	Complete a service order	Ability to track multiple stages of service order completion, such as field completion and back-office finalization.	E - Essential	Y - Yes			

BS&A Software	14 49	Utility Billing	Service Orders	Complete a service order	System allows users to change a service order type after it is opened.	E - Essential	Y - Yes			
BS&A Software	14 50	Utility Billing	Service Orders	Initiate a service order	Ability for service order completion to result in data field changes in the system (e.g., meter status).	E - Essential	Y - Yes			
BS&A Software	14 51	Utility Billing	Service Orders	Initiate a service order	Ability to automatically create a service order if a customer has multiple consecutive leak alerts.	D - Desired	Y - Yes			
BS&A Software	14 52	Utility Billing	Service Orders	Initiate a service order	Ability to generate an automatic cut/shut-off service/work order, as defined by user, based on the cut/shut-off report.	O - Optional	Y - Yes			
BS&A Software	14 53	Utility Billing	Service Orders	Initiate a service order	Ability to mass communicate to accounts by geographic area that will be affected by a pending utility project (e.g., valve turning).	D - Desired	N - Not Available			
BS&A Software	14 54	Utility Billing	Service Orders	Initiate a service order	Automatically prompts service order generation based on input from meter readers and automated meter reader error codes.	O - Optional	Y - Yes			
BS&A Software	14 55	Utility Billing	Service Orders	Initiate a service order	System automatically populates service/work orders with information such as request date, person or department initiating request, job type, due date, and comments.	O - Optional	Y - Yes			

BS&A Software	1456	Utility Billing	Service Orders	Initiate a service order	System has ability to enter customer account information and identify the related necessary service order activities: Change or repair meter	O - Optional	Y - Yes				
BS&A Software	1457	Utility Billing	Service Orders	Initiate a service order	System has ability to enter customer account information and identify the related necessary service order activities: Cut/shut offs	O - Optional	Y - Yes				
BS&A Software	1458	Utility Billing	Service Orders	Initiate a service order	System has ability to enter customer account information and identify the related necessary service order activities: Final reads	E - Essential	Y - Yes				
BS&A Software	1459	Utility Billing	Service Orders	Initiate a service order	System has ability to enter customer account information and identify the related necessary service order activities: New account	E - Essential	Y - Yes				
BS&A Software	1460	Utility Billing	Service Orders	Initiate a service order	System has ability to enter customer account information and identify the related necessary service order activities: Special reads	O - Optional	Y - Yes				
BS&A Software	1461	Utility Billing	Service Orders	Initiate a service order	System provides a utility service order function that integrates to the utility customer account for customer service and charge/billing purposes	O - Optional	Y - Yes				

BS&A Software	1462	Utility Billing	Service Orders	Initiate a service order	System provides functionality to manage utility service orders associated with the a customer account.	E - Essential	Y - Yes			
BS&A Software	1463	Utility Billing	Service Orders	Initiate a service order	When a payment is entered or imported, system can compare it against all customers with a shut off status and automatically create a service/work order to turn the meter back on.	D - Desired	N - Not Available			
BS&A Software	1464	Utility Billing	Service Orders	Schedule appointments	Ability for a customer service representative to see available times in the system when scheduling an appointment.	E - Essential	Y - Yes			
BS&A Software	1465	Utility Billing	Service Orders	Schedule appointments	Ability for users to view available appointment times via a customer portal and allow the user to schedule an available time.	O - Optional	N - Not Available			
BS&A Software	1466	Utility Billing	Service Orders	Schedule appointments	Ability to schedule a service order based on customer preference and available times.	E - Essential	Y - Yes			Would need to track available times in a user field and schedule based on that.
BS&A Software	1467	Utility Billing	Service Orders	Utilize mobile functionality	Ability to create new service orders in the field from the mobile device.	E - Essential	Y - Yes			System can be run on any device with a supported web

									browser, but no mobile specific application.
BS&A Software	1468	Utility Billing	Service Orders	Utilize mobile functionality	Ability to input a manual meter read from a mobile device.	D - Desired	Y - Yes		BS&A Cloud is browser based, system can be accessed/used by any device with a compatible browser.
BS&A Software	1469	Utility Billing	Service Orders	Utilize mobile functionality	Ability to look up customer information from a mobile device.	E - Essential	Y - Yes		System can be run on any device with a supported web browser, but no mobile specific application.
BS&A Software	1470	Utility Billing	Service Orders	Utilize mobile functionality	Ability to send service orders to a mobile device for completion.	E - Essential	Y - Yes		System can be run on any device with a supported web browser, but no mobile specific application.
BS&A	1471	Utility Billing	Service Orders	Utilize mobile	Ability to view notes on a customer account from a mobile device.	E - Essential	Y - Yes		BS&A Cloud is browser based, system

Soft ware				functionalit y					can be accessed/use d by any device with a compatable browser.
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ANDREWS TECHNOLOGY
UKG TIME & ATTENDANCE PROJECT
Statement of Work

Prepared for Village of Hoffman Estates
October 22, 2024

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Andrews Technology - Overall Statement of Responsibility

Andrews Technology has **complete responsibility** for the following:

- Delivery of System as described on the Andrews Technology UKG Order Form
- Installation of UKG Web Based Software on UKG Servers
- Configuration of Software
- Rules Questionnaire Assistance
- Employee File Creation Assistance
- Installation of Rules and Employee File
- Installation of BS&A Interface
- Unlimited Training of all Administrators and Supervisors
 - Training is central site or via web
- System Testing (Adjustments as Required)
- Support During Go Live Period(s)
- Unparalleled Customer Satisfaction During all of the Above
- Ongoing System Maintenance (see "Maintenance Agreement – Exhibit B")
 - Includes all software licenses and time clocks as shown on the Andrews Technology Purchase Order Form –(See Exhibit A).

Andrews Technology **Master Customer Agreement**

This Master Customer Agreement (called the "Agreement") and its applicable Transaction Documents along with the above Description of Responsibilities and Exhibits are the complete Agreement regarding the products and services provided by Andrews Technology to the Village of Hoffman Estates.

Definitions

Transaction Document is any document including, but not limited to the: "Master Customer Agreement"; "Statement of Work"; "Project Plan"; "Payment Schedule" and "Maintenance Agreement" that requires execution to be effective.

Change Order is a document completed by both of us that authorizes a change to a Transaction Document or Statement of Work.

Discovery is a process performed to define a Statement of Work.

Deliverable is any item, specified in a Transaction Document or Statement of Work, which we provide (Software, Hardware, Documentation, Training, Reports or Materials, Etc.).

Materials are work products such as programs, program listings, programming tools, documentation, reports, and drawings. The term "Materials" does not include Program Products, but does include modifications of a Program Product.

Product is a machine, its features, elements, cables, or accessories, or any combination thereof or a program product. The term "Product" includes the documentation required to install, support, use, and maintain the product.

Program Product is a commercially available software product and the documentation required to install, support, use, and maintain it. Village of Hoffman Estates is the licensee (Andrews Technology is not the licensee.).

Services are technical work that we perform to complete a Statement of Work or the delivery of customer offerings. Deliverables may result from such work.

Statement of Work is a detailed list of tasks to be performed during the implementation of a project.

Changes to the Master Agreement, Project Plan or Statement of Work: Any modification of the above including, but not limited to, additional project phases, changes in system design or timeline, after execution below, will be considered a change in the agreement. Any such change may only be modified by a Change Order, which both of us must sign prior to performed services. Any such changes may affect the estimated schedule, payments, and other terms.

Our Relationship

Mutual Responsibilities: Each of us agrees that under this Agreement:

- All information exchanged is non-confidential. If either of us requires the exchange of confidential information, it will be done under a signed Non-Disclosure Agreement;
- Each will allow the other reasonable opportunity to comply before it claims that the other has not met its obligations;
- Neither of us will bring a legal action against the other more than two years after the cause of action arose.

Your other responsibilities: You agree to do the following:

- To not assign or otherwise transfer, this Agreement, without our prior written consent;
- To provide us with sufficient, free and safe access to your facilities for us to fulfill our obligations; and

To not disclose the terms of this Agreement without our prior written consent.

License Terms

Customer agrees to comply, in all material respects, with the following terms and conditions:

1. to operate and process the Software and use the Service for its own internal business purposes only, without the right to further sublicense;
2. not to decompile, disassemble or reverse engineer the Software;
3. that the license to use the Software and the Service is limited based upon authorized Usage;
4. not permit use of the Software or the Service (including timesharing or networking use) by any third party;
5. not remove the Equipment from the place of original installation without the Company's prior written consent nor sell or encumber the Equipment;
6. to grant permission to combine Customer's business data with that of other customers in a manner that does not identify the Customer or any individual in order to evaluate and improve the services offered to customers;
7. that the sublicense agreement inures to the benefit of the licensors of software and other applications, and that such licensors may directly enforce the terms of the sublicense agreement in order to protect their interests in the Software and the Service.
8. to take all reasonable steps to ensure that no unauthorized persons have access to the Service, and to ensure that no persons authorized to have such access shall take any action that would be in violation of this Agreement;

9. to ensure that the Customer has the right to publish and disclose the data and other content Customer includes in the Service, and that the Content will not (i) infringe or violate any third-party right, including (but not limited to) intellectual property, privacy, or publicity rights; (ii) be abusive, profane, or offensive to a reasonable person; or (iii) be hateful or threatening;
10. that Customer shall not (i) use, or allow the use of, the Service or the Content in contravention of any federal, state, local, foreign or other applicable law, or rules or regulations of regulatory or administrative organizations; (ii) introduce into the Service any virus or other code or routine intended to disrupt or damage the Service, or alter, damage, delete, retrieve, or record information about the Service or its users; (iii) excessively overload the systems used to provide the Service; (iv) perform any security integrity review, penetration test, load test, denial of service simulation or vulnerability scan (including without limitation the use any tool designed to automatically emulate the actions of a human user in connection with such testing); or (v) otherwise act in a fraudulent, malicious or negligent manner when using the Service;
11. to comply with the minimum security requirements for using the Service as reasonably determined by Company;
12. that when using and applying the information generated by the Services, Customer is responsible for ensuring that Customer complies with the applicable requirements of federal and state law; that if Customer is using any payroll service hereunder: (i) Customer is solely responsible for the content and accuracy of all reports and documents prepared in whole or in part by using such Service, (ii) using such Service does not release Customer of any professional obligation concerning the preparation and review of such reports and documents, (iii) Customer does not rely upon the Service provider or its third party licensor(s) for any advice or guidance regarding compliance with federal and state laws or the appropriate tax treatment of items reflected on such reports or documents, and (iv) Customer will review any calculations made by using such Service to satisfy itself that those calculations are correct.
13. that Customer will acknowledge and agree that no person nor entity not a party to this Agreement will be a third party beneficiary of any provision of this Agreement and, by way of further clarification, none of its employees or other personnel is an intended beneficiary with respect to the payroll or other services provided in connection with the Service or Software; and

14. that Customer will acknowledge and agree that use of the Service includes the ability to enter into agreements and/or to make transactions electronically. As such, the following provision will be included in Partner's agreement with the Customer: "Use of the Service includes the ability to enter into agreements and/or to make transactions electronically. CUSTOMER ACKNOWLEDGES THAT WHEN IT INDICATES ACCEPTANCE OF AN AGREEMENT AND/OR TRANSACTION ELECTRONICALLY, THAT ACCEPTANCE WILL CONSTITUTE ITS LEGAL AGREEMENT AND INTENT TO BE BOUND BY AND TO PAY FOR SUCH AGREEMENTS AND TRANSACTIONS. THIS ACKNOWLEDGEMENT THAT CUSTOMER INTENDS TO BE BOUND BY SUCH ELECTRONIC ACCEPTANCE APPLIES TO ALL AGREEMENTS AND TRANSACTIONS CUSTOMER ENTERS INTO THROUGH THE SERVICE, SUCH AS ORDERS, CONTRACTS, STATEMENTS OF WORK, AND NOTICES OF CANCELLATION.

Personnel

Each of us will authorize a person to represent us in all matters concerning this Agreement. These representatives will be available throughout the term of this Agreement. Each of us will 1) address all notices to the other's representative and 2) promptly notify the other in writing if this person is replaced.

You agree to not hire or attempt to hire any Andrews Technology employee on either a temporary or permanent basis, either directly or through a third party, without the express written consent of Andrews Technology.

Ownership and Proprietary Rights

Notwithstanding anything to the contrary stated herein, no transfer is made to Customer of any ownership to or proprietary rights in the Licensed Products, software programs, software interfaces and Documentation, and all copies of the Licensed Products, software programs, software interfaces and Documentation, including modifications by Andrews Technology contained in customized versions and related software. Customer shall NOT have any right to copy any Licensed Products, software programs, software interfaces and Documentation for use, sale, sublicensing, distribution or any other purpose.

Compliance with Laws

You agree to comply, and assist us in complying, with all applicable 1) Federal, State, and local laws and regulations and 2) building codes, ordinances, and standards.

Prices, Payment, and Taxes

You will pay to Andrews Technology the price reflected in Village of Hoffman Estates Response Form. Payment is due on the dates agreed. Annual Maintenance after year one will be billed directly from Andrews Technology to the Village of Hoffman Estates.

Charges for services outside of the scope of the Customer Master Agreement; Project Plan and Statement of Work are billed at a rate of \$225/hour including travel. Our payment terms are Net 30.

You agree to pay all transportation charges as required by the project and mutually agreed upon for the shipment of Equipment and Program Products (if applicable) to the location you specify.

Occasionally a manufacturer will charge us "rework" charges if a configuration is changed after a certain point in the manufacturing cycle. We will make every effort to avoid rework

charges on your behalf. If rework charges are incurred due to configuration changes requested by you, these charges will be passed on to you. You will be notified in advance of such charges.

Confidentiality

Andrews Technology will maintain the confidentiality of any information received throughout this project. This includes any confidential employee information. Upon termination Andrews Technology will return any confidential information at the request of the Customer. Customer has the responsibility of extracting any data from the system prior to the termination date. After the termination date access to the database will no longer be granted.

Termination

We may terminate this agreement or associated document for non-payment upon providing thirty days written notice. Otherwise, a Statement of Work terminates when our obligations under it are met.

You may terminate this Agreement effective upon the completion of the Statement of Work.

Customer may terminate the agreement if it does not appropriate funding to continue the use of UKG, or related services. To so terminate, Customer must give Andrews Technology written notice of the non-appropriation at least 30 days before the next annual billing following the non-appropriation. Customer may also terminate for cause. Andrews Technology will be provided a 30 day cure period to resolve any identified issues to prevent the termination.

Any terms of this Agreement, which by their nature extend beyond its termination, remain in effect until fulfilled, and apply to respective successors and assignees.

Electronic Communications

Each of us may communicate with the other by electronic means. Each of us agrees that email and respective attachments when accepted by return email are binding.

Governing Law

The laws of the State of Illinois govern this Agreement. Any legal action brought under this agreement shall be brought only in the State of Illinois.

Agreed to: Village of Hoffman Estates

By: _____
Authorized signature

Name (type or print):

Title

Date: _____
Village of Hoffman Estates

Agreed to: Andrews Technology

By: Jamie Blundell
Authorized signature

Jamie Blundell
Name (type or print):

President
Title

Date: 11/19/24
Andrews Technology

STATEMENT OF WORK

ANDREWS TECHNOLOGY – DELIVERABLES

As per the electronically attached "Order Form – Exhibit A", Andrews Technology has the following responsibilities throughout the three phased Project Plan as described above:

Software Phase

- Delivery of Software as described on Andrews Technology Purchase Order Form
- Installation of UKG Web Based Software on UKG Servers
- Configuration of Software
- Rules Questionnaire Assistance
- Employee File Creation Assistance
- Installation of Rules and Employee File
- Installation of BS&A Interface
- Unlimited Training of all Administrators and Supervisors Associated with Phase I
 - Training is central site or via web
- System Testing (Adjustments as Required)
- Support During Go Live Period
- Unparalleled Customer Service During all of the Above

Hardware Phase – (HID Proximity)

- Delivery of Wall Mounted Hardware
- Installation of Hardware
- Unlimited Training of all Administrators and Supervisors Associated with Phase II
 - Training is central site or via web
- System Testing (Adjustments as Required)
- Support During Go Live Period
- Unparalleled Customer Service During all of the Above

Go Live Phase

- Unlimited Training of all Administrators and Supervisors Associated with Phase III
 - Training is central site or via web
- System Testing (Adjustments as Required)
- Support During Go Live Period
- Unparalleled Customer Service During all of the Above

Ongoing System Maintenance (see "Maintenance Agreement – Exhibit B")

- Includes all hardware and software listed on Andrews Technology Purchase Order Form(s)

Other Andrews Technology Installation Responsibilities

To ensure an optimally performing UKG System, Andrews Technology will perform the following:

- Provide a person who will function as the Project Manager, responsible for securing and scheduling resources for Village of Hoffman Estates.
- Verify that all hardware and technology readiness checks have been completed.
- If necessary, recommend a Network Readiness and Performance Assessment to ascertain what improvements are required to provide sufficient response time.
- Understand any other applications that will reside on the database server, and discuss any performance implications.
- Advise the customer of any conditions, which, in the opinion of Andrews Technology, will reduce the performance of the UKG System.
- Provide server configuration assistance as requested.

Customer Installation Responsibilities

- Schedule personnel for appropriate Andrews Technology training classes to be held at a central customer site or via the web.
- Unless otherwise specified on the order form, Customer is responsible for any ethernet cabling/jacks, phone lines, power and surge suppression at the terminal locations, unless otherwise noted.
- Provide a Customer Project Manager whose responsibilities include but are not limited to:
 - Participate in periodic meetings and status conference calls.
 - Review and approve all Project Plan Phases.
- Andrews Technology will need a completed pay rules questionnaire addressing specific pay policies, basic work rules and overtime limits. Andrews Technology must receive the completed document within three (3) weeks of scheduled installation date. The pay rules survey establishes the baseline rules used to initialize the UKG system. During the Implementation Phase you will have an opportunity to test your baseline rules.
- Provide Andrews Technology with payroll contact information for interfacing to the payroll system, if applicable.
- Work with your Andrews Technology project leader to verify communications to all terminals.

- Provide Andrews Technology access to the appropriate resources during all phases.
- Provide appropriate resources to test the UKG System to the System Specification.
- Sign-off that the Software Phase Responsibilities have been completed.
- Sign-off that the Hardware Phase Responsibilities have been completed. (If Applicable)
- Sign-off that the Go Live Phase Responsibilities have been completed.

Professional Services Overview

Payroll Rules Questionnaire:

The purpose of this document is to assist your payroll staff in defining the rules and regulations that govern your labor cost management requirements. This survey is also used as a guideline for Andrews Technology to custom configure your UKG system. Your staff members responsible for payroll and work regulations should complete this. Your Andrews Technology Representative will guide you through this survey and Andrews Technology technical staff members will answer any questions that you may have.

Employee File Creation:

Village of Hoffman Estates is responsible for the creation of an employee import file. The content of which will be discussed with your assigned Andrews Technology project leader.

Software Configuration and Programming

Once your Payroll Rules Questionnaire and Employee File are created, your UKG software will be configured to meet your specifications. During Phase I, test data will be entered and test reports will be generated and validated. This will be a thorough process. Modifications will be made as required.

Ethernet Cable/Phone Line Installation (Not Applicable)

Village of Hoffman Estates is responsible for the installation of all Ethernet cable and jacks and phone lines/jacks. Andrews Technology can assist you by providing information regarding the correct type of communications cable and proven installation techniques to insure error free transfer of punch data from the terminal to your UKG software. If POE is an identified requirement, Ethernet Jacks would not be necessary and Andrews Technology would design and implementation work accordingly.

Software Installation:

Communications will be tested between the server and terminal(s) after the customer installs the hardware.

Software Training:

The next aspect of the Implementation Phase of the project is the training of the key users and supervisors. Arrangements should be made to allow for uninterrupted training. This ensures that the quality of the training received is the highest possible. All training will be central site (at the customer's main office or via the web). Village of Hoffman Estates is responsible for notifying all attendees of their assigned class schedule. All software training for key users and supervisors is **unlimited** in availability. (See below for more information)

Hardware Trainer: Andrews Technology upon completion of software installation will train the customer's Installer as to how to install and program selected terminals. (Not Applicable)

Implementation Testing and Adjustments:

Once the hardware and software is installed, programming and configuration of the system will be tested and adjustments may be made. Any changes that need to be made which vary from the pay rules survey will be identified as a change order item and may be billed on a time and materials basis. It is highly recommended that Village of Hoffman Estates run a parallel test for one (1) to two (2) pay periods. This gives the UKG key users and supervisors time to familiarize themselves with the operation of the new software, as well as, develop new ways for management information review.

Interface Installation and Training:

The BS&A Payroll interface should be reviewed by the project leaders from both teams to determine if any modifications are required. The BS&A Payroll interface will be tested and is 100% guaranteed to work in accordance with the customer's application specifications.

Software Training Overview

Key User Training

Suggested Attendees: Payroll Manager, HR Manager, Supervisor/Administrative Assistant

Course Description – Initial Training For Key Users

This session will last for approximately six hours at your facility after the installation of the software. The class is intended to provide participants with an understanding of how to maintain employee records and schedules, setup supervisor's privileges and accounts, edit timesheets and process reports. This course also provides key users with an understanding of pay period operations that are necessary for keeping track of and managing employee time and labor data, as well as accessing and interpreting pay period based reports.

Course Description – Follow-up Training for Key Users

Following the initial training session and system installation, Andrews Technology support personnel will return for a second training session at your facility. This session will be for the previously trained employees and will last from two to four (2 to 4) hours. It will be a review of the first class; and an opportunity to answer any questions that have come up since the first training session. Additional classes are available at no additional charge.

Supervisor Training

Suggested Attendees: Supervisors and Supervisor Assistants

Course Description- Initial Supervisor Training

This course provides participants with an understanding of the daily operations that are necessary for keeping track of and managing employee time and labor data. This includes providing information needed to build and maintain individual and group schedules. Procedures will be covered for the standard client and the Supervisor and Employee Web Services. This training is available at the customer's central site or via the web. Class size should not exceed 12 students per class (maximum 2 hours per class). Supervisors are expected to train their employees on the use of Employee Web Services (if appropriate). Andrews Technology will train supervisors as to how to train their employees how to use biometric terminals. Andrews Technology has full responsibility for training employees on the use of all data collection technology (EWS/Swipe/Biometric).

Course Description – Follow-up Training for Supervisors

Following the initial training session and system installation, Andrews Technology support personnel will return for a second training session at your facility. This session will be a refresher for previously trained employees, and an introduction for supervisors not yet trained. The class will last from two to four hours. It will be a review of the first class; and an opportunity to answer any questions that have come up since the first training session. Additional classes are available at no charge. Our quote includes 24/7/365 support and unlimited onsite and webex training/support.

Statement Of Work Phase Completion Sign-Off

When a Phase is complete, a meeting of both implementation teams is held. At this meeting, the system is signed off as being complete for all areas of responsibility as addressed in the Statement of Work.

Software Phase Sign-Off

Agreed to: Village of Hoffman Estates

Agreed to: Andrews Technology

By: _____
Authorized signature

By: _____
Authorized signature

Name (type or print):

Name (type or print):

Title

Title

Date: _____
Village of Hoffman Estates

Date: _____
Andrews Technology

Hardware Phase Sign-Off

Agreed to: Village of Hoffman Estates

Agreed to: Andrews Technology

By: _____
Authorized signature

By: _____
Authorized signature

Name (type or print):

Name (type or print):

Title

Title

Date: _____
Village of Hoffman Estates

Date: _____
Andrews Technology

Go Live Phase Sign-Off

Agreed to: Village of Hoffman Estates

Agreed to: Andrews Technology

By: _____
Authorized signature

By: _____
Authorized signature

Name (type or print):

Name (type or print):

Title

Title

Date: _____
Village of Hoffman Estates

Date: _____
Andrews Technology



Andrews Technology HMS, Inc.

1213 Culbreth Drive
Wilmington, NC 28405

sales@andrewstechnology.net

(800) 319-8096 Fax: (516) 674-8119



EXHIBIT A - VENDOR HOSTED ORDER FORM

Invoice To:	Village of Hoffman Estates	Hosted By:	Vendor
Ship To:	TBD	Terms:	5 Year Term
Account Executive:	Jamie Blundell		100% Upon Execution

Qty	Description	Item	Monthly
	UKG Web-Based Time & Attendance System		
250	UKG Web-Based Time & Attendance Software	\$3.50	\$875
250	Employee Web Services (PC Entry, Mobile Applications)	Included	Included
40	Supervisor Module: Approval/Reporting/Review/Modification	\$5.00	\$200
1	Central Square Initial Payroll Interface	Included	Included
1	BS&A Payroll Interface (Guaranteed Interface)	Included	Included
1	Electronic In-Out Board	Included	Included
1	Labor Tracking (Activity Based Reporting - 8 Levels)	Included	Included
1	Standard Supply & Demand Scheduling Module	Included	Included
1	Accrual Module (Includes Sick, Vacation, Personal, etc.)	Included	Included
1	Borrowing Manager	Included	Included
1	Schedule Lockout Module	Included	Included
	Government Software Discount	10%	-\$107.50
1	Advanced Scheduling Module (up to 200 employees)	\$700	Optional
250	Report Generator (Up to 5 Gig/month)	\$0.50	\$125
250	Document Storage (Up to 8 Gig/month of Upload/Download and Storage)	\$0.50	\$125
250	Single Sign On Module	\$0.50	\$125
250	Leave of Absence Module (FMLA Case Tracking)	\$1.50	\$375
250	Facial Recognition/Thermal Reading Module	\$1.50	Optional
1	iPad Station Fee (Client must provide iPads)	\$50	Optional
	Monthly Total		\$1,717.50
EA	12 Month Vendor Hosting Total		\$20,610
3	Synel Synergy HID Proximity Terminal	\$1,990	Optional
EA	InTouch DX HID Proximity Terminal	\$2,790	\$8,370
	UKG Thermal Reader	\$695	Optional
	Annual Maintenance	\$3880/yr	\$3,880
	12 Month System Total		\$32,860
	One Time Implementation Fees		
	Initial Planning Session	Included	
	Rules Questionnaire Assistance	Included	
	Install UKG Web-Based Software	Included	
	Install Payroll Rules and Employee File	Included	
	Unlimited Administrative/Supervisor Training	Included	
	Program Hardware	Included	
	Install Hardware	Customer	
	System Test/Go Live	Included	
	Total One Time Fees	\$ 13,385	
	Year One Total Cost	\$ 46,245	

Customer Authorization _____ Title _____
Jamie Blundell President
 Andrews Technology HMS, Inc. Title _____

_____ Date _____
 11/19/24
 _____ Date _____

Exhibit B - Maintenance Agreement

Execution below entitles Village of Hoffman Estates (the "Customer") to full maintenance coverage provided by Andrews Technology ("Vendor") for the attached time and attendance system for five years from the date of execution below. This agreement is renewed automatically every five years unless advised by the Customer in writing no less than thirty days prior to the five year anniversary of the date of execution of this agreement.

Maintenance coverage is all inclusive and is described in more detail below:

- On-Site Maintenance includes the following features:
 - All technicians are dispatched locally
 - Service is available 24 hours-a-day; seven days-a-week.
 - Customer's assigned technical team can be reached directly by cell phone 24/7.
 - Toll-Free support is available as a back-up to direct contact with assigned technical team.
 - On-site support is available.
 - Machine replacement is next day provided call received prior to 2:00pm.
 - Parts replacement is next day provided call is received prior to 2:00pm as mentioned above.
 - Customer is responsible for annually completing brief "Customer Satisfaction Survey" to determine assigned technician's performance regarding above standards.
- Hardware depot maintenance. Vendor will overnight the customer a replacement device. The Customer is responsible for sending the failing device back to the Vendor.
- Labor
- Hardware upgrades
- Software upgrades
- Toll-free online support
- On-line support

If the customer elects not to execute this document, and therefore be covered on a time and materials basis, the customer is responsible for all machine and parts replacements. The Vendor's hourly rate for service, including travel, is \$225 per hour (two hour minimum). Hardware and software upgrades are chargeable to the Customer when not covered under maintenance contract.

Maintenance Terms

WARRANTEE: Vendor warrants the listed products to be free from defects in material and workmanship, and perform in material respects in accordance with the system specifications (or equivalent) document under normal use for the Warranty Period of 90 days. The term of this agreement will begin after the expiration of the warranty, run for a term of five years from such date, and continue for subsequent five-year terms thereafter until terminated. After the first 5 year term, maintenance will be billed at the applicable rate at that time.

MAINTENANCE COVERAGE: Five years of software and equipment support for the products listed above will be provided by Vendor to maintain proper functioning of the entire system and the replacement of malfunctioning devices. This signed agreement provides unlimited remote telephone and/or internet support, covering any questions with the configuration or operation of the system. Software updates or patches of the installed version will be provided on a need, or request, basis at no additional charge.

SUPPORT TERMS: Support is available twenty-four hours a day; seven days a week except holidays. Without a support contract, service will be billed at the prevailing hourly rate. In this instance, there will be a two hour minimum per phone call for support.

PRICE INCREASES: The annual maintenance charges will not exceed the consumer price index in place at the time of the announced increase. Historically 3% annually.

LIMITS OF LIABILITY: Failure due to customer alteration of equipment with which the above products are connected, moving or altering of the software or equipment, and/or any problems caused by such actions are not covered under this agreement and are subject to billing at the prevailing hourly rate. This agreement does not cover accidents, misuse, theft, power failure/surge, lightning or storm, or other casualties. The unserviceability of the products will be solely determined by the Vendor. This agreement is not valid until properly signed by the Customer's authorized agent and the Vendor, and may not be amended unless approved by both parties, in writing, and signed by a duly authorized officer of both parties. This agreement may be canceled by either party upon 30 days written notice. Terms are net, paid yearly in advance and renewed each year at the prevailing rates. Additional equipment, or software, may be added by the customer providing written notification. In no situation, will the Vendor, or its employees, be held responsible for any loss incurred pertaining to the use, misuse, or failure of the above-mentioned products and or services.

Agreed to: Village of Hoffman Estates

By: _____
Authorized signature

Name (type or print):

Title

Date: _____
Village of Hoffman Estates

Agreed to: Andrews Technology

By: Jamie Blundell
Authorized signature

Jamie Blundell
Name (type or print):

President
Title

Date: 11/19/24
Andrews Technology

Exhibit C

Guidelines For Insurance Requirements

Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of work hereunder by the Contractor, his agents, representatives, employees or subcontractors.

A. Minimum Scope of Insurance

Coverage shall be as least as broad as:

1. Insurance Service Office Commercial General Liability occurrence form CG 0001 (ED. 11/85) and, if requested, Owners and Contractors Protective Liability policy with the Village named as additional insured; and
2. Insurance Service Office Business Auto Liability coverage form number CA 0001 (ED. 10/90), Symbol 01 "Any Auto" or Business Auto Liability coverage form number CA 0001 (Ed. 1/87) and endorsement CA0029 (Ed. 2/88) changes in Business Auto and Truckers coverage forms: Insured Contract.
3. Workers' Compensation as required by the Labor Code of the State of Illinois and Employers' Liability insurance.

B. Minimum Limits of Insurance

Contractor shall maintain limits **no less** than:

1. Commercial General Liability: \$1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage. Minimum General Aggregate shall be no less than \$3,000,000 or a project/contract specific aggregate of \$3,000,000.
2. Business Automobile Liability: \$3,000,000 combined single limit per accident for bodily injury and property damage.
3. Workers' Compensation and Employers' Liability: Workers' compensation coverage with statutory limits and Employers' Liability limits of \$1,000,000 per accident.

C. Deductibles and Self-Insured Retention's

Any deductibles or self-insured retention's must be declared to and approved by the Village. At the option of the Village, either: the insurer shall reduce or eliminate such

deductibles or self-insured retention's as respects the Village, its officials, agents, employees and volunteers: or the Contractor shall procure a bond guaranteeing payment of losses and related investigation, claim administration and defense expenses.

D. Other Insurance Provisions

The policies of insurance are to contain, or be endorsed to contain, the following provisions:

1. General Liability and Automobile Coverage's

- a. The Village, its officials, agents, employees and volunteers are to be covered as insureds as respects: liability arising out of the activities performed by or on behalf of the Contractor; products and completed operations of the Contractor; premises owned, leased or used by the Contractor; or automobiles owned, leased, hired or borrowed by the Contractor. The coverage shall contain no special limitations on the scope of protection afforded to the Village, its officials, agents, employees and volunteers.
- b. The Contractor's insurance coverage shall be primary as respects the Village, its officials, agents, employees and volunteers. Any insurance or self-insurance maintained by the Village, its officials, agents, employees and volunteers shall be excess of Contractor's insurance and shall not contribute with it.
- c. Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the Village, its officials, agents, employees and volunteers.
- d. The Contractor's insurance shall contain a Severability of Interests/Cross Liability clause or language stating that Contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

2. Workers' Compensation and Employers' Liability Coverage

The insurer shall agree to waive all rights of subrogation against the member, its officials, agents, employees and volunteers for losses arising from work performed by the Contractor for the Village.

E. Verification of Coverage

Contractor shall furnish the Village with certificates of insurance naming the Village, its officials, agents, employees and volunteers as additional insureds, and with original endorsements affecting coverage required by this clause. The certificates and

endorsements for each insurance policy are to be signed by a person authorized by the insurer to bind coverage on its behalf. The certificates and endorsements are to be received and approved by the Village before work commences. The Village reserves the right to request full certified copies of the insurance policies and endorsements.

CONSULTING SERVICES AGREEMENT

This CONSULTING SERVICES AGREEMENT ("Agreement") is dated as of _____ by and between Village of Hoffman Estates, Municipality, with offices at 1900 Hassell Road, Hoffman Estates, IL, 60169 ("Client") and Plante & Moran, PLLC, a Michigan Professional Limited Liability Company with offices at 10 South Riverside Plaza, Chicago, IL 60606 ("PM"). Client and PM are collectively hereafter referred to as "the Parties."

The Parties, agree as follows:

1. **Term.** The term of this Agreement shall commence on January 1, 2025 and shall continue in effect until completion of the Services outlined in the Statement of Services (defined below) unless earlier terminated in accordance with the provisions of this Agreement (the "Term"). The parties agree that the anticipated deadline for completion of the Services is December 31, 2025.

2. **Services.**

(a) During the Term, PM will provide services and Client will pay for services ("Services") for the Services defined in the Statement of Services attached hereto and incorporated herein by reference. Any amendments or additions to the Statement of Services must be mutually agreed to by PM and Client in writing.

(b) Client acknowledges that the Services to be provided by PM under this Agreement are inherently advisory in nature. PM shall have no responsibility for any management decisions or management functions in connection with PM's Services. Further, Client acknowledges that it is responsible for all management decisions and management functions, for evaluating the adequacy and results of the Services provided under this Agreement and accepting responsibility for the results of the Services, and for establishing and maintaining internal controls, including monitoring ongoing activities, in connection with PM's Services.

(c) PM's Services will be based on information and records provided to PM by Client and PM will rely on such underlying information and records. Unless otherwise expressly provided in a Statement of Services signed by both parties, PM's Services will not: (i) include an audit or verification of the information provided by Client or any other third party on Client's behalf; (ii) constitute an examination or audit of any Client financial statements or any other items, including Client's financial controls; (iii) prepare or review any tax returns or consulting regarding tax matters. Client agrees not to associate or make reference to PM in connection with any financial statements or other financial information of Client without PM's expressed, prior approval. Nothing in this Agreement is intended to confer on PM any duty, and cannot be relied on by Client to, disclose errors, fraud or illegal acts that may exist. PM will nonetheless inform Client of any such facts that may come to its attention during the performance of Services.

3. **Performance.** PM shall perform all Services in accordance with applicable professional standards. PM's responsibility to perform Services shall be limited to those Services expressly set forth in a Statement of Services. PM, in its sole professional judgement, reserves the right to refuse to take any action in connection with the performance of any Services that it reasonably construes as making management decisions or performing management functions. The Services will be provided to Client for its review and all conclusions and decisions as a result of the Services will be the responsibility of Client, not PM

PM _____

Village of Hoffman Estates

4. **Client Service Representative(s)**. From time to time during the Term, Client may designate to PM in writing one or more individuals as Client's representative(s) for the arrangement of all Services under this Agreement (the "Client Service Representative(s)"). For so long as any written designation by Client is in effect, PM shall take direction from and shall consult exclusively with the Client Service Representative(s) in connection with the performance of Services under this Agreement; provided, however, that PM shall not take, or omit to take, any action at the direction of any Client Service Representative(s) in contravention of the terms of this Agreement, unless such action or omission by PM is authorized in a written amendment to this Agreement signed by each of Client and PM. Unless otherwise expressly agreed in writing by a duly authorized representative of Client, the Client Service Representative shall not have the authority to bind Client to any amendment, modification, waiver, extension or renewal of this Agreement.

5. **Deliverables**. To the extent provided for in the Statement of Services, PM will provide the following materials for the implementation phase: project charter, including project governance structure and roles and responsibilities, project management plan, including risk and issue management, project implementation plan and schedule, staffing plan, and budget tracking tool. Unless and to the extent otherwise provided for in a Statement of Services, PM's deliverables will be restricted solely to use by management of Client and Client agrees that PM's deliverables will not be distributed to any outside parties for any purpose other than to carry out legal responsibilities of Client. PM will have no responsibility to update the Deliverables for any events or circumstances that occur or become known subsequent to the date of the provided Deliverables.

6. **Fees and Payment**.

PM will provide the Services on a not-to-exceed basis as outlined below. PM will invoice Client on a monthly basis for services rendered in the prior month.

IMPLEMENTATION SERVICES	FEES
Project Initiation and Implementation Planning at .3 FTE (first 3 months)	\$14,300/month
Project Execution and Controlling at .2 FTE (remaining 9 months)	\$9,350/month
Total fees for twelve (12) months	\$127,050

Our project fees are based on the following assumptions. Should these assumptions change, we would adjust our professional fees accordingly in consultation with the Village.

- The Village will assign a project manager that will work directly with Plante Moran staff.
- The Village maintains an active Executive Steering Committee that represents all business areas and meets throughout the project on a recurring basis.
- Village subject matter experts are available for scheduled implementation activities and complete their assigned activities on a timely basis.
- A project management or governance structure is developed with the Village's core team meeting on a regular basis to discuss project issues and manage change requests so their impact on schedule, resource commitments, costs, and quality can be determined.

- Stakeholders scheduled to attend meetings are present and ready to fully participate.
- Decisions are made among the appropriate Village staff in a timely manner.
- Plante Moran will deliver all services for all engagement phases in a hybrid manner, with key project activities performed on-site and the remainder performed remotely.
- All onsite work activity will be confirmed at least two weeks prior to the agreed upon dates.
- We anticipate billing the Village on a monthly basis for services rendered in the prior month.
- In order to provide consistent staffing, Plante Moran will bill for implementation assistance monthly at the rates above.
- By request, our rate can adjust proportionally based on desired level of effort by the Village. For example, since 0.3 FTE is billed at \$14,300, then 0.4 FTE is billed at \$19,066 per month. The Village can adjust this level of effort with 30 days advance notice to Plante Moran.
- Our hourly rate through January 2026 is included in our proposed pricing. After this date, our rates will be adjusted to our then current hourly rates.

7. **Time Limits.** Except for actions to enforce payment of PM's invoices and without limiting any claims for indemnification hereunder, any claim or cause of action arising under or otherwise relating to any Statement of Services and/or the Services performed thereunder must be filed within two years from the completion of Statement of Services to which the Services relate, without regard to any statutory provision to the contrary.

8. **Confidentiality; Ownership and Retention of Workpapers.**

(a) During the course of performing Services, PM and PM staff may have access to proprietary information of Client, including, but not limited to, information regarding trade secrets, business methods, plans, or projects. PM acknowledges that such information, regardless of its form, is confidential and proprietary to Client, and PM will treat and maintain such information as **confidential** and not disclose such information to any other person or entity without the prior written consent of Client.

(b) Client represents and warrants that any and all information that it transmits, or otherwise makes available, to PM will be done so in full compliance with all applicable federal, state, local, and foreign privacy and data protection laws, as well as all other applicable regulations and directives, as may be amended from time to time (collectively, "Data Privacy Laws"). Client shall not disclose personal data of data subjects ("Personal Data") who are entitled to certain rights and protections afforded by Data Privacy Laws to PM without prior notification to PM. Client shall make reasonable efforts to limit the disclosure of Personal Data to PM to the minimum necessary to accomplish the intended purpose of the disclosure to PM.

(c) In the interest of facilitating the Services to Client, PM may communicate or exchange data by internet, e-mail, facsimile transmission or other electronic methods. While PM will use its best efforts to keep such communications and transmissions secure in accordance with PM's obligations under applicable laws and professional standards, Client recognizes and accepts that PM has no control over the unauthorized interception of these communications or transmissions once they have been sent, and consents to PM's use of these electronic devices in performance of the Services.

(d) PM will create and retain certain workpapers to document the nature and extent of the Services performed pursuant to any Statement of Services. All workpapers created in the course of the Services are and shall remain the property of PM. PM will maintain the confidentiality of all such workpapers as long as they remain in PM's possession.

(e) Both Client and PM acknowledge, however, that PM may be required to make its workpapers available to regulatory authorities or by court order or subpoena in a legal, administrative, arbitration, or similar proceeding in which PM is not a party. Disclosure of confidential information in accordance with requirements of regulatory authorities or pursuant to court order or subpoena shall not constitute a breach of the provisions of this agreement. In the event that a request for any confidential information or workpapers covered by this agreement is made by regulatory authorities or pursuant to a court order or subpoena, PM agrees to inform Client in a timely manner of such request and to cooperate with Client should Client attempt, at Client's cost, to limit such access. This provision will survive the termination of this Agreement or any Statement of Service. PM's efforts in complying with such requests will be deemed billable to Client as a separate service. PM shall be entitled to compensation for its time and reasonable reimbursement of its expenses (including legal fees) in complying with any such legal or regulatory request.

(f) PM reserves the right to destroy, and it is understood that PM will destroy, workpapers created in the course of the Services in accordance with PM's record retention and destruction policies, which are designed to meet all relevant regulatory requirements for retention of workpapers. PM has no obligation to maintain workpapers other than for its own purposes or to meet those regulatory requirements.

(g) Upon Client's written request, PM may, at its sole discretion, allow others to view any workpapers remaining in its possession if there is a specific business purpose for such a review. PM will evaluate each written request independently. Client acknowledges and agrees that PM will have no obligation to provide such access or to provide copies of PM's workpapers, without regard to whether access had been granted with respect to any prior requests.

(h) The Parties acknowledge that the Client is subject to the provisions of the Illinois Freedom of Information Act and certain documents which would be considered public records under the Act may be exclusively within the control of PM at certain times. The Parties agree to work cooperatively to ensure compliance with the Village's obligations under the FOIA in the event a request for documents is received.

9. **Termination.** Upon completion and payment for each Phase of this Agreement, the Agreement may be terminated by either party in writing within 10 business days of the respective Phase deliverables having been received by Client.

10. **Independent Contractor Relationship.** The relationship between Client and PM under this Agreement is that of independent contractor. Nothing in this Agreement shall be construed as creating a relationship between Client and PM of joint venturers, partners, employer-employee, or agent. Neither party has the authority under this Agreement to create any obligations for the other party, or to bind the other party to any representation or document. PM will be responsible for all employees of PM that may provide Services to Client. Personnel furnished by PM shall be and will remain PM's employees and under no circumstances are they to be considered Client's employees or agents. Neither federal, state, nor local income or payroll tax of

any kind shall be withheld or paid by Client on behalf of PM or PM's employees. No employees of PM shall participate in any benefit of Client, including health insurance, paid vacation or other benefit provided by Client to its employees.

11. **Entire Agreement.** This Agreement (including all Statements of Services attached hereto) constitutes the complete and exclusive statement of the terms of the agreement among the Parties with respect to the subject matter hereof and supersedes all prior agreements, understandings, promises, and arrangements, oral or written, between the parties with respect to the subject matter hereof and thereof. The provisions of this Agreement may not be explained, supplemented or qualified through evidence of trade usage or a prior course of dealings or the terms of Client's purchase orders, if any.

12. **Amendment.** This Agreement may be amended or modified only by an instrument in writing signed by duly authorized representatives both of the parties.

13. **Third Parties.** Except to the extent expressly set forth herein or in a Statement of Services, nothing in this Agreement, express or implied, is intended to or shall be construed to confer upon or give any person other than the parties and their respective successors and permitted assigns, any legal or equitable right, remedy or claim under or with respect to this Agreement.

14. **Expenses.** Except as otherwise expressly provided in a Statement of Services, PM shall be reimbursed at cost by Client for PM's direct expenses incurred in performance of Services. Expenses outside of the fee for service outlined in the Statement of Services shall not be incurred without the prior written consent of Client.

15. **Notices.** All notices, consents, waivers and other communications required or permitted under this Agreement shall be sufficiently given for all purposes hereunder if in writing and (a) hand delivered, (b) sent by certified or registered mail, return receipt requested and proper postage prepaid, (c) sent by a nationally recognized overnight courier service, or (d) sent by facsimile, in each case to the address or facsimile number and to the attention of the person (by name or title) set forth below (or to such other address and to the attention of such other person as a party may designate by written notice to the other party):

If to PM:
10 South Riverside Plaza
Chicago, IL 60606
Attn: Mike Riffel

If to Village of Hoffman Estates:
1900 Hassell Road
Hoffman Estates, IL 60169
Attn: Corporation Counsel

The date of giving of any such notice, consent, waiver or other communication shall be (i) the date of delivery if hand delivered, (ii) the date of receipt for certified or registered mail, (iii) the day after delivery to the overnight courier service if sent thereby, and (iv) the date of facsimile transmission on production of a transmission report by the machine from which the facsimile was sent which indicates that the facsimile was sent in its entirety to the facsimile number of the recipient.

16. **Public Announcements.** Neither party shall make, or cause to be made, any press release or public announcement with respect to this Agreement or the transactions contemplated by this Agreement or otherwise communicate with any news media without the prior written consent of a duly authorized representative of the other party unless otherwise required

by law, and the parties shall cooperate as to the timing and contents of any such press release, public announcement or communication.

17. **Successors and Assigns.** This Agreement shall be binding upon and inure to the benefit of the parties and their respective successors and permitted assigns. This Agreement shall not be assigned without the prior written consent of the Client.

18. **Severability.** In the event that a court or arbitral body of competent jurisdiction holds any provision of this Agreement invalid, illegal or unenforceable, such decision shall not affect the validity or enforceability of any of the other provisions of this Agreement, which other provisions shall remain in full force and effect, and the application of such invalid, illegal or unenforceable provision to persons or circumstances other than those as to which it is held invalid, illegal or unenforceable shall be valid and be enforced to the fullest extent permitted by law. To the extent permitted by applicable law, each party waives any provision of law that renders any provision of this Agreement invalid, illegal or unenforceable in any respect.

19. **Order of Precedence.** Any conflict or inconsistency between the provisions of this Agreement and any executed Statement of Services shall be resolved by giving precedence first to this Agreement and then to the executed Statement of Services under which the Services are to be performed.

20. **Enforceability.** This Agreement has been duly executed and delivered by an authorized representative of each party and constitutes the legal, valid and binding obligation of each party, enforceable against each party in accordance with its terms.

21. **Execution of Agreement.** This Agreement shall become effective when Client and PM have executed the Agreement. The exchange of copies of this Agreement and of signature pages by facsimile or other electronic transmission shall constitute effective execution and delivery of this Agreement as to the parties and may be used in lieu of the original Agreement for all purposes. Signatures of the parties transmitted by facsimile or other electronic transmission shall be deemed to be their original signatures for all purposes.

22. **Governing Law; Jurisdiction; Venue.** This Agreement including any schedules or statements of work shall be governed by and construed in accordance with the laws of the State of Illinois without regard to conflicts-of-law principles that would require the application of any other law. The parties consent to the exclusive jurisdiction of the state or federal courts within the State of Illinois for any legal or equitable action or proceeding arising out of, or in connection with, this Agreement. Each of PM and Client specifically waives any and all objections to venue in such courts.

23. **Force Majeure** – Neither party shall be deemed to be in breach of this Agreement as a result of any delays or non-performance directly or indirectly resulting from circumstances or causes beyond its reasonable control, including, without limitation, fire or other casualty, acts of God, war, other violence, epidemic, pandemic, or other public health emergency or government mandated shut down (each individually a “Force Majeure Event”). A Force Majeure Event shall not excuse any payment obligation relating to fees or costs incurred prior to any such Force Majeure Event.

24. **Conditions of PM Visit to Client Facilities.** Client agrees that some or all of PM's services may be provided remotely. In order to facilitate the provision of services remotely, Client

Consulting Services Agreement

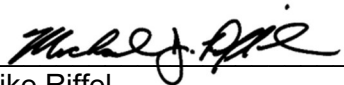
agrees to provide documentation and other information reasonably required by PM for PM's performance of the engaged services electronically to the extent possible throughout the course of the engagement. In the event in-person visits to Client's facilities are requested by Client or otherwise determined by PM to be necessary for the performance of the engaged services, Client agrees, upon PM's request, to provide Client's policies and procedures that Client has implemented relating to workplace safety and the prevention of the transmission of disease at its facilities. In addition, Client affirms that it is in compliance with applicable Centers for Disease Control and Prevention and OSHA guidance pertaining to the prevention of the transmission of disease (collectively, "Applicable Preventative Guidance") and agrees that it shall continue to comply with Applicable Preventative Guidance throughout any in-person visits by PM to Client's facilities. Notwithstanding the foregoing, PM reserves the right to suspend or refrain from any in-person visit by PM to Client's facilities or impose further conditions on any such in-person visit if and as PM deems necessary. Client agrees and acknowledges that any determination by PM to visit Client's facilities is not and shall not be construed to be or relied on by Client as a determination by PM of Client's compliance with Applicable Preventative Guidance.

IN WITNESS WHEREOF, the parties have executed this Master Consulting Services Agreement dated as of the first date above written.

Village of Hoffman Estates

By: _____
Name: William D. McLeod
Title: Village President

PLANTE & MORAN, PLLC

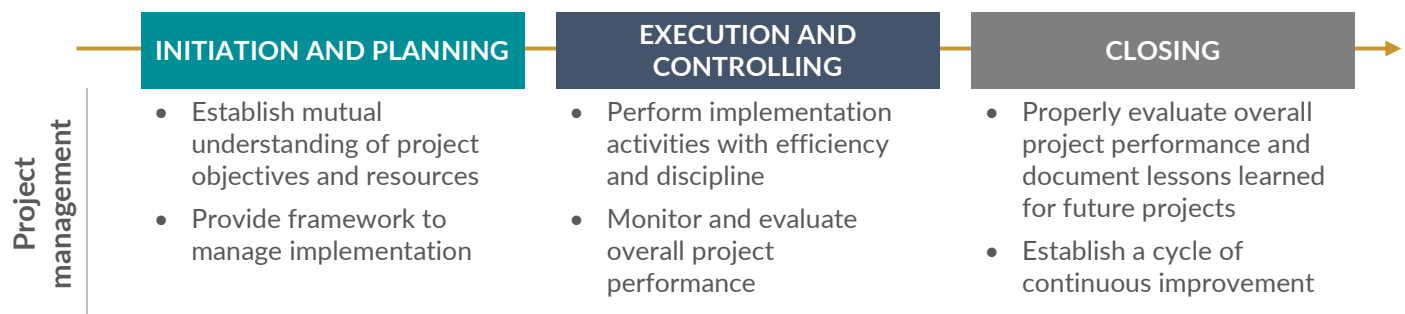
By:  _____
Name: Mike Riffel
Title: Partner

STATEMENT OF SERVICES

This Statement of Services 2024-1, dated as of November 20, 2024 for consulting services to be provided by Plante & Moran, PLLC (referred to herein as “PM”) as described herein, is hereby incorporated into the Master Consulting Services Agreement dated January 4, 2023 between PM and Village of Hoffman Estates.

Description of Services

During the implementation, we will provide project management guidance and support. The following summary activities are examples of the types of project management services Plante Moran team can provide the Village during the various phases of an implementation. We will follow the project management principals below:



Project Initiation and Implementation Planning

As part of the initiation and planning phase of an implementation project, there are a number of project activities that will be performed to ensure that a solid foundation for moving forward has been established. We would work with the Village and BS&A during the initiation and planning phase on the following activities:

- Meet with the Village and BS&A for project start-up activities.
- Conclude on roles and responsibilities of all parties involved.
- Conduct a project expectation alignment session with Village staff.
- Facilitate a risk management session with Village staff and BS&A.
- Participate in up-front kick off consulting sessions conducted by BS&A.
- Develop and implement appropriate tools for managing the project, such as:
 - Project charter, including project governance structure and roles and responsibilities
 - Project management plan, including risk and issue management
 - Project implementation plan and schedule
 - Staffing plan
 - Budget tracking tool

Project Execution and Controlling

Upon completion of the initiation and planning stages of each phase, the project will migrate to an execution and controlling phase in which the project tasks defined during the planning stage will be performed. In essence, this phase of the project is where most activities and time will be spent managing and controlling the project. During the implementation, we can support with the following activities:

- Maintain the project collaboration site and manage project artifacts.
- Help the Village coordinate project resources.
- Participate in consulting sessions with the Village and BS&A.
- Participate in project management meetings with the Village and BS&A.
- Work with BS&A to manage the project scope and schedule.
- Monitor project timeline progress as updated by the BS&A.
- Work with team leads and steering committee members to stay on task.
- Maintain and report on project risks, issues, action items, and decisions.
- Participate in project steering committee meetings.
- Provide written project status summaries as needed to the project team, Steering Committee, and executive sponsor.
- Work with the Village and BS&A to manage the project budget.
- Monitor vendor compliance (both BS&A and Andrews) to the negotiated contract.
- Review and manage the go-live check/punch list.

Project Closing and Post Implementation Support

Upon completion of the executing and controlling phases of the project, the project will transition to a project closing and transition to support phase in which much of the time will be spent on resolving go-live issues and transitioning from an implementation to an on-going operational state of the system. During the project closing phase, we will help with the following activities:

- Develop a transition plan and approach from BS&A to the Village.
- Work with the Village to develop and document on-going system support procedures.
- Finalize the ongoing support structure including roles and responsibilities.
- Close-out all contracts.
- Conduct a post-implementation debrief and document lessons learned.

Optional Services

Throughout the course of an implementation, the Village can expect a wide variety of topics to arise. This section describes optional services that we can offer at any point of the implementation, with an additional statement of work, including but not limited to:

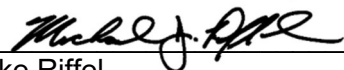
- Change management
 - Facilitating change champion network
 - Developing communication strategy
 - Administer virtual change climate survey
- Finance subject matter expertise
 - Process and procedure documentation
 - Policy creation and documentation
- Human Resources subject matter expertise
 - Process and procedure documentation
 - Policy creation and documentation
- Chart of accounts
 - Chart of accounts redesign
 - Chart of accounts guidance
- Internal controls and risk management
 - Internal controls review
 - Segregation of duties analysis
- Cybersecurity
 - Server configuration review
 - Cloud environment security assessment
 - Review of maintenance and upgrades
- Infrastructure and technical guidance
 - Review of technical environment
 - Assistance with changes to technical environment
 - Sourcing assistance
- Data conversion and governance
 - Data governance assistance
 - Data conversion guidance
 - Data archiving/warehousing assistance

IN WITNESS WHEREOF, the parties have executed this Statement of Services dated as of the first date above written.

Village of Hoffman Estates

By: _____
 Name: William D. McLeod
 Title: Village President

PLANTE & MORAN, PLLC

By: 
 Name: Mike Riffel
 Title: Partner



AGENDA ITEM REPORT

Finance Committee
November 25, 2024
ITEM 4D

REQUEST: Authorization to enter into a Licensed User Agreement with Ticketmaster, LLC for ticketing services at the NOW Arena.

FROM: Ben Gibbs, General Manager - NOW Arena
Dan O'Malley, Deputy Village Manager

ITEM TYPE: Agreement - Committee

REQUEST SUMMARY

The Village approved a five year agreement with Ticketmaster in 2019 to provide ticketing services for the arena. At the time, contracting with Ticketmaster was beneficial due to several factors that Ticketmaster provides such as upgrading hardware at no cost, access to training, Chicago-based office and most notably the significant revenue generated along with the familiarity of the Ticketmaster system for promoters and customers. In 2022, that agreement was amended to provide enhanced ticketing software which improved ticketing service through the arena box office. Arena staff have been very satisfied with the services of the Ticketmaster system and would like to continue contracting with them for their services. The current agreement expired in October, 2024.

As the Ticketmaster agreement is at the end of term, NOW Arena staff have been working on a renewal agreement for the past several weeks. Other ticketing vendors were not considered given the success of the existing agreement and Ticketmaster's significant presence in the Chicagoland market.

Ticketmaster has been substantially more beneficial to the arena compared to the previous ticket vendor. The chart below provides this comparison.

	2017	2018	2019	2022	2023
	Paciolan	Paciolan	Paciolan	Ticketmaster	Ticketmaster
Paid Attendance	159,209	144,775	150,965	143,623	183,307
Convenience Fee	\$207,055.00	\$222,449.00	\$271,235.00	\$415,644.00	\$483,231.00
Ticket Fee					
Revenue per attendee	\$ 1.30	\$ 1.54	\$ 1.80	\$ 2.89	\$ 2.64

Advantage of Ticketmaster

- Equipment credit to provide new hardware at no cost
- Training for NOW Arena staff, as needed
- Ticketmaster office based in Chicago, so Arena staff have easy access to

Ticketmaster for support

- Ticketmaster will provide Ticketmaster branded ticket stock at no cost to the NOW Arena
- Ticketmaster pays all Cook County tax on their base per ticket fees
- Ticketmaster is integrated with Groupon, allowing tickets bought on Groupon to be assigned a barcode that the customer can enter NOW Arena without issue
- Ticketmaster is integrated with Flash Parking, which is the NOW Arena's new parking platform that allows customers to pre-pay for parking at the time of ticket purchase
- Sponsor inventory available on Ticketmaster purchase email confirmations• Integrated for tour credit card presales
- Integrated for Third party sales including EBG, Goldstar, Fevo, Bandsintown, Travelzoo, Verizon
- Integrated for VetTix for free tickets to Veterans for events with distressed inventory
- Robust reporting functions• Logins for event promoters to receive real time data and eliminate setting up auto emails from box office to promoter. This also improves "day of" event settlements.
- TM Resale approved ticket reseller through TM.com which we receive % of fees
- Platinum and VIP program specs setup directly through TM and Promoter

The NOW Arena's experience with Ticketmaster has been extremely positive with good experiences for ticket buyers, promoters and our sports tenant, the Windy City Bulls. As seen in the chart below, annual clients have seen increased ticket sales since the transition to Ticketmaster. While several factors have also impacted the increase sales, Ticketmaster certainly plays a substantial role.

<u>Annual Events</u>	<u>% Increase in paid tickets from 2019 to 2023</u>
Bull Riding	90%
Basketball	38%
Monster Truck	26%

The majority of entertainment consumers that regularly buy tickets in the Chicago market are Ticketmaster customers and have a familiarity with the ticketing platform and website. As a Ticketmaster venue, the NOW Arena has access to a large database of potential customers. Furthermore, Ticketmaster.com is one of the most visited websites in the country, so having NOW Arena events listed on this website is extremely valuable.

As marketing of events has moved away from traditional mediums like televisions, radio, and outdoor billboard, access to customer data has become the priority. Ticketmaster has a database of past purchasers in the millions, which can be used to identify potential customers for NOW Arena events.

Beyond the database, Ticketmaster offers targeted venue market emails, automated on sale, last call and retargeting emails, and their Ticketmaster analytics platform, free of charge. They also offer marketing services for a fee that we could use on an event by event basis when needed. Many promoters are familiar with Ticketmaster and that reduces stress, questions, and modifications to the "on sale" for the promoter. The Ticketmaster office is located in Chicago, with easy access both ways for arena and Ticketmaster staff. Ticketmaster offers advantages in event promoter/staff report

access (already built vs. box office built) and sold map functionality.

Ticketmaster's agreement is attached for review. The proposed agreement essentially extends the existing deal points until 2029. Effectively all fees remain the same, including the annual increase of fees by \$.15 each year. This increase is passed along to the ticket buyer and will not affect the NOW Arena's revenue.

The current Ticketmaster fee structure ensures that the NOW Arena remains competitive compared to other venues in the area. Ticket fees can make tickets extremely expensive, so maintaining low fees ensure affordable tickets for customers. While the fees would not be the lowest in the market, they are within range and very competitive, as seen in the chart below:

ARENA NAME	EVENT	EVENT DATE	TICKET PRICE	PER TICKET SERVICE FEES	PER ORDER FEE	GRAND TOTAL	FEE AS % OF TOTAL EXPENSE
UNITED CENTER	JELLY ROLL	Friday, October 11, 2024	\$84.50	\$24.45	\$8.85	\$117.80	28%
WINTRUST ARENA	AEW DYNAMITE & COLLISION	Wednesday, November 27, 2024	\$85.00	\$23.25	\$6.75	\$115.00	26%
NOW ARENA	CHRIS TOMLIN	Friday, November 15, 2024	\$80.00	\$17.85	\$5.25	\$103.10	22%
ALLSTATE ARENA	WWE NXT	Tuesday, October 1, 2024	\$80.00	\$16.75	\$6.20	\$102.95	22%
VIBRANT ARENA - MOLINE	TOBYMAC MERCY ME	Sunday, November 17, 2024	\$84.00	\$15.95	\$4.00	\$103.95	19%

FINANCIAL IMPACT

The current Ticketmaster agreement has been very successful resulting in approximately \$1 more per paid ticket compared to the previous ticketing platform. Given this success, the NOW Arena staff would like to renew the current agreement to continue all the advantages provided by Ticketmaster. While it is difficult to calculate, NOW Arena staff expects revenue from ticket fees to remain stable at the current level and certainly not decrease.

RECOMMENDATION

Authorization to enter into a Licensed User Agreement with Ticketmaster, LLC for ticketing services at the NOW Arena.

ATTACHMENTS

1. OVG - Village of Hoffman Estates NOW Arena - TM Agreement 11.22.24

LICENSED USER AGREEMENT

THIS LICENSED USER AGREEMENT ("Agreement") is entered into as of November __, 2024 and made effective as of October 15, 2024 ("Effective Date"), by and between Ticketmaster L.L.C., a Virginia limited liability company ("Ticketmaster"), and Global Spectrum, L.P., d/b/a OVG360, a Delaware limited partnership, as agent for Village of Hoffman Estates d/b/a NOW Arena ("Client"). This Agreement consists of this Licensed User Agreement, and any Addenda, Exhibits and/or Schedules attached hereto which are incorporated herein by this reference. The meanings of all capitalized terms used in this Agreement are set forth in Section 16 hereof. In consideration of the mutual promises and covenants set forth herein, the parties hereby agree as follows:

1. **TERM:** The term of this Agreement shall begin on the Effective Date and shall continue through June 30, 2029 (the "Term"); provided that the parties may begin performance prior to the Term to facilitate Ticket sales as contemplated hereunder. Thereafter, the Term of this Agreement may be renewed for an additional three (3) years upon mutual written agreement of the parties entered into not less than ninety (90) days prior to the end of the initial Term. Each twelve (12) month period commencing on July 1 and continuing through the following June 30 shall be a "Contract Year" as such term is used herein; provided, the initial Contract Year shall begin on the Effective Date and continue through the following June 30, 2025.

2. **TICKET SALES RIGHTS; EXCLUSIVITY:**

(a) **Grant of Rights:** Except as otherwise provided below in Section 2(b), in consideration for the licenses granted and services provided by Ticketmaster hereunder, and any compensation paid to Client pursuant to this Agreement, Client hereby grants to Ticketmaster, and Ticketmaster accepts from Client, the right during the Term of this Agreement, to be the exclusive seller, as Client's agent, of all Tickets for the Sellable Capacity for every Attraction via any and all means and methods, including on the Internet, by telephone, computer, IVR, outlets, television, clubs, auctions, VIP packages, presales, upsells, or by any other means of distribution, whether existing now or at any time in the future. Except as set forth in Section 2(b), Client shall ensure that the entire Sellable Capacity for every Attraction shall be made available for distribution on the TM System.

(b) **Sales by Client:** Subject to the terms of Section 2(c), Client retains the right to: (i) sell single Tickets from the Facility Box Office to persons physically present at the Facility Box Office; (ii) sell Season/Contract Tickets; (iii) conduct Group Sales of Tickets; (iv) provide a reasonable number of House Seats for any Attraction; and (v) sell, offer for sale or otherwise distribute up to ten percent (10%) of the Sellable Capacity of Tickets for any Multicultural Attraction through a third party ticketing provider website. "Multicultural Attraction" shall mean any Attraction with the predominate purpose of celebrating diverse cultures, ethnicities, customs and traditions through multicultural entertainment and/or food.

(c) **No Third Party Systems or Services:** Except as specifically permitted under Section 2(b)(v) above, Client shall not directly or indirectly use, promote, advertise, authorize or permit the use of any third party that promotes, engages in or facilitates the sale, resale or issuance of Tickets for any Attraction, other than (i) Ticketmaster-approved third parties (such approval not to be unreasonably withheld), or (ii) in connection with (A) media placements controlled by third parties, (B) advertising and promotion (and not, for the avoidance of doubt,

ticket sales or distribution) with respect to Special Events, and (C) Attractions which are private in nature or which are included only in a “premium package” sales and for which no public ticket sales are made. Ticketmaster acknowledges that Client is under no obligation to take affirmative steps to prevent or limit Ticket holders from re-selling such Tickets through any third party that promotes, engages in or facilitates the sale, resale or issuance of Tickets.

(d) **No Minimum Sales:** It is agreed and understood that neither Ticketmaster nor Client guarantees or will guarantee that any minimum or fixed number of Tickets will be sold through the TM System for any Attraction.

(e) **Acknowledgement by Client:** Client acknowledges that Ticketmaster acts as the agent of certain third parties that may be a direct or indirect competitor of Client. Client also acknowledges that Ticketmaster has entered and may in the future (including during the Term of this Agreement) enter into new business relationships with other third parties, including those in the entertainment and sports industry, such as performers who perform at the Facility, for a variety of services. Client further acknowledges that any such sales or services or solicitations to provide such sales or services as contemplated under this subsection do not compete with Client or conflict with this Agreement or Ticketmaster’s rights, duties or obligations under this Agreement.

(f) **Acknowledgement by Ticketmaster:** Ticketmaster acknowledges that nothing set forth in this Agreement shall prevent Client from purchasing from any third party customer data related to Attractions.

3. **COMPENSATION:**

(a) **Ticketmaster Charges and Fees:** In consideration for the licenses granted and services provided by Ticketmaster hereunder as an agent of Client, and any compensation paid to Client pursuant to this Agreement, Ticketmaster shall be entitled to assess and receive charges and fees in the amounts set forth on Exhibit A, all of which charges and fees shall be assessed against consumers, except for Inside Charges, and, at Client’s option, Archtics Transaction Fees, which shall be assessed against Client. In the event applicable law prohibits the assessment of such fees against consumers, Ticketmaster and Client shall agree on alternative means for compensating Ticketmaster for its services in amounts reasonably comparable to those set forth in this Agreement, and as permitted by applicable law. Notwithstanding the above, charges and fees with respect to any Attractions presented by Feld Entertainment (including, without limitation, Disney on Ice, Circus, and Motor Sports) (“Feld Attractions”) at the Facility shall be determined pursuant to a separate national agreement between Ticketmaster and Feld Entertainment; provided to the extent such national agreement is no longer in effect for any reason, Ticketmaster fees shall be as set forth on Exhibit A for all such Feld Attractions.

(b) **Payment Processing Fees:**

(i) **Sales by Ticketmaster:** With respect to Tickets purchased from Ticketmaster with credit cards, debit cards, gift cards or any other electronic methods of payment, the payment authorization and processing fees (“Payment Processing Fees”) shall be passed on to Client at the rates set forth on Exhibit A, which percentage rates shall be deducted by Ticketmaster from the Ticket sales proceeds, or, at Client’s option, upon notice to Ticketmaster,

the Convenience Charge may be adjusted to include Client's portion of such Payment Processing Fees, provided that the Convenience Charge will be rounded up to the nearest \$0.05. Notwithstanding the above, with respect to any Feld Attractions, Client agrees that Client shall be obligated to pay for the Payment Processing Fees for Tickets to Feld Attractions, or shall obtain the agreement of Feld Entertainment to adjust the fees payable for such Feld Attractions to include the amount of such Payment Processing Fees; in any such event Ticketmaster shall not be obligated to absorb the Payment Processing Fees with respect to the Face Value of Tickets to any Feld Attractions.

(ii) **Client Sales Using TM Charge:** In connection with Client's sales of Tickets utilizing electronic payments and authorized via TM Charge using either Visa or MasterCard, Ticketmaster's credit card processor ("Processor") shall deduct the merchant fees in an amount set forth on Exhibit A for transactions processed on a daily basis. The fees charged to Client for use of TM Charge are subject to automatic increases equal to any actual increases in Ticketmaster's Processor fees. Client shall also be responsible for any and all other amounts charged to Ticketmaster (if any) by a Processor for processing Client's transactions, (other than as a result of Ticketmaster's negligence, willful misconduct or material breach of any agreement to which it is a party), including, without limitation, chargebacks, fraudulent credit card use and additional charges for failure to meet the specific timing or other qualifications of the applicable credit card association or company. In the event that Client desires to process or accept any credit or debit cards or other electronic payment methods other than Visa or MasterCard utilizing TM Charge, then the fees for such service shall be mutually agreed upon by Client and such credit card companies or payment providers, as applicable, and Client shall enter into its own merchant agreement with such parties.

(c) **Compensation to Client:**

(i) **Equipment Credit:** Ticketmaster shall provide Client with a one-time ("Equipment Credit") in the amount of Twenty Thousand Dollars (\$20,000) to be used by Client as a credit against the purchase of certain equipment for Client's use in connection with the subject matter hereof. Any unused Equipment Credit shall be forfeited upon the termination or expiration of the Agreement. The Equipment Credit, having no cash value, shall not at any time be payable directly to Client. To the extent that Ticketmaster's purchase of equipment for Client's use in connection with the subject matter hereof at any time exceeds the Equipment Credit amount in the aggregate during the Term, Ticketmaster shall invoice Client for, and Client shall pay to Ticketmaster within thirty (30) days of invoice receipt, such incremental amount in excess of the Equipment Credit. In the event Client fails to pay such invoice when due, Ticketmaster may deduct the amount of such invoice from the settlements otherwise due and owing to Client. The parties acknowledge and agree that, unless otherwise mutually agreed upon by the parties, all equipment purchased using the Equipment Credit, or otherwise invoiced for pursuant to this paragraph, shall be owned and maintained by Client, and shall not be deemed "Hardware" for any purpose set forth in the Agreement.

4. **LICENSE AND USE OF HARDWARE AND SOFTWARE:**

(a) **License:** In consideration for the exclusive Ticket sales rights granted Ticketmaster as provided above, Ticketmaster hereby grants Client a non-exclusive, non-transferable (except as permitted pursuant to Section 17(d)) license to use the Hardware and

Software (collectively, the "License") in exchange for the fees set forth herein. For avoidance of doubt, Client represents, and Ticketmaster acknowledges, that the current manager and operator of the Facility is Global Spectrum, L.P., d/b/a OV360 ("OVG") and that OVG and its employees shall have the same rights of use of the License as a Client hereunder.

(b) **Use:** The Hardware and Software and all related materials may only be used by Client in connection with the Attractions and only with systems used, operated and owned by Ticketmaster, and only for the purposes stated in this Agreement, and may not be utilized by or in connection with services, software, hardware or systems provided or supplied by any third party. Client shall use the Hardware and Software in a careful and proper manner and shall comply with and conform to all federal, state, county, municipal and other laws, ordinances and regulations in any way relating to the possession, use or maintenance of the Hardware and Software including, but not limited to, federal, state or other laws applicable to commercial emails. Client may make a single copy of Archtics only to be used for data analytics and reporting, archival or backup purposes; **COPYING FOR ANY OTHER PURPOSE IS PROHIBITED.** Except as otherwise provided in the immediately preceding sentence or otherwise expressly in this Agreement, Client hereby agrees: (i) to use commercially reasonable efforts not to permit copying or reproduction of the Hardware or Software in any manner, including without limitation, use in a sharing arrangement or transmission over the Internet or over e-mail and similar electronic transmission; (ii) not to disassemble, re-manufacture, repair, re-configure, enhance, upgrade, modify, translate, adapt, create derivative works from or of, decompile or reverse engineer the Software in any way nor merge them into any other program for any purpose; (iii) not to transfer, license or sub-license, assign, rent, sell, grant, publish, disclose, display, dispose of or otherwise make available the Software, or any rights therein or copies or derivatives thereof, including other templates or working systems; (iv) not to delete, remove, change or otherwise alter any trademarks, copyright notices or other proprietary marks in or on the Hardware or Software, or any copies, modifications or partial copies thereof; (v) not to "hack," or attempt to "hack," any of the Software, the servers on which the Software is hosted or any other portion of the Ticketmaster network, or otherwise attempt to circumvent, or navigate outside of, the borders of such Software servers in any manner whatsoever; and (vi) not to perform any SQL database operations other than "SELECT" for any system production tables (i.e., tables starting with dba.t_<wildcard>) from any non-Archtics interface to the database (e.g., ISQL, Access, Crystal Reports, etc.).

(c) **Passwords:** Client agrees that use of the TM System by Client shall be restricted to a reasonable number of Client's personnel having passwords in the event that Ticketmaster assigns such passwords. Such passwords shall not be transferable without the written permission of Ticketmaster, which permission shall not be unreasonably delayed, conditioned, or withheld. Upon Ticketmaster's reasonable request, Client (i) shall identify, as the case may be, the users (by name, position and site address), who use or view the TM System or from where the TM System is used, and (ii) shall provide to Ticketmaster, upon request, access to any database which records access to the TM System, except to the extent such database may include confidential information of Client which Ticketmaster does not have a need to know for the purpose of fulfilling its obligations under this Agreement.

(d) **TM Charge:**

(i) **Use and Operation of TM Charge:** Ticketmaster shall transmit data relating to Ticket sales made by Client using TM Charge to the Processor, provided Ticketmaster has received Client's merchant number(s) and other necessary information for Ticketmaster to

use for the transmission of sales data. Client shall be responsible for promptly notifying Ticketmaster and Processor, if applicable, of any changes to the information provided pursuant to this Section. Processor will then transmit such data to the applicable credit card company for payment to Client, subject to Client having entered into the applicable Client Processor Agreements (as further described below). Ticketmaster shall use its best efforts to ensure the accuracy of information transferred from the Processor via TM Charge, but Ticketmaster does not guarantee the accuracy and timeliness of such information. Client shall comply with all applicable credit card association or company guidelines (e.g. swiping all retail transactions and using customer address information for all non-face-to-face transactions). Ticketmaster shall provide Client with daily transaction reports regarding authorized and settled transactions. Client shall review, on a regular basis, all reports provided to Client by Ticketmaster. Client also agrees that, for operational and monitoring purposes, the Processor may provide Ticketmaster with processing and settlement reports related to sales of Tickets using TM Charge.

(ii) **Effect of Termination of Ticketmaster's Processor Agreement:** Ticketmaster has entered into an agreement with the Processor (the "Processor Agreement"), and Client agrees to enter into an agreement with such Processor on mutually agreed terms (the "Client Processor Agreement") as soon as practicable after the date of this Agreement. The Client Processor Agreement shall provide that if the related Processor Agreement expires or terminates, then the Client Processor Agreement shall also expire or terminate without any early termination penalties or charges. In order to facilitate streamlined credit card authorization processing for Ticketmaster and its clients, Ticketmaster continues to seek to maintain relationships with superior processors throughout the Term of this Agreement. In the event that Ticketmaster elects to use a different Processor, Client shall enter into an agreement with such new Processor if Client desires to continue utilizing TM Charge with respect to such new Processor, it being acknowledged and agreed by Client, however, that use of certain Software (e.g., AccountManager) may require utilization of TM Charge.

(e) **Client's Website/Interface Page:** Beginning on or shortly after the execution of this Agreement, and subject to the completion of the installation of Archtics, Ticketmaster will develop the Interface Page that will enable Client's Subscribers to access their account information and conduct "real-time" transactions by linking to the Interface Page from the Client's Website. The Interface Page may contain a short, related textual description of AccountManager features and shall contain Ticketmaster's designated wording and graphic depiction thereof, currently "by Ticketmaster."

(f) **Group Sales Restrictions:** All Group Sales must comply with the definition of Group Sales hereunder. In the event that Ticketmaster reasonably determines that a Group Sale is not a valid Group Sale, Ticketmaster shall have the right to assess against Client the amount of fees that Ticketmaster would otherwise have been entitled to assess under this Agreement with respect to any such Tickets had they been purchased through Ticketmaster as single Tickets, and not from Client as a Group Sale.

(g) **Hosted Platform:** During the Term, Ticketmaster shall host the Software and provide and maintain the Hosted Platform on which the Software will be installed and run, including provision of the physical environment including physical security, HVAC and power for the required server hardware for the Hosted Platform and the Software. Ticketmaster will also provide access via certain Internet connectivity, by being responsible for network operation and availability from the public Internet up to the termination cables at the network interface card on

the server hardware for the Hosted Platform. Ticketmaster will not be responsible for power at the Facility or Client's connectivity to the Internet.

(h) **TM+**: Ticketmaster shall enable its proprietary, integrated primary and secondary market Ticket inventory platform and technology on the TM.com Website, which platform and technology shall enable consumers searching for Tickets to an Attraction to simultaneously view Tickets available for initial sale directly by Client pursuant to the Agreement, in addition to Tickets available for resale from other consumers (collectively, "TM+"), in accordance with the terms and conditions set forth on **Exhibit C** attached hereto.

(i) **TM1 Engagement**. Ticketmaster shall provide Client with use of an email permission marketing tool which shall be powered by a third-party enterprise-level interactive software and marketing provider, and which shall be integrated with the TM System ("TM1 Engagement") in accordance with the terms and conditions set forth in **Exhibit D** attached hereto. The parties acknowledge and agree that "Software" as such term is used in the Agreement shall not be deemed to incorporate TM1 Engagement, it being understood that TM1 Engagement is a third-party software solution.

(j) **Presence and Related Hardware**. Ticketmaster shall, at no additional charge, provide Client with the use of Ticketmaster's proprietary access management system ("Presence") and certain Presence related equipment identified in Exhibit B attached hereto (including all necessary Hardware to properly outfit the Facility with Presence subject to application of the Equipment Credit set forth in Section 3(c)(ii)) which, among other things, enables the use of non-barcoded Tickets and allows for the identification of individual attendees accessing an Attraction (as opposed to the original Ticket purchasers only).

(k) **Platinum Tickets and VIP Packages**: The terms and conditions set forth in **Exhibit E** attached hereto shall apply in connection with the sale of Platinum Tickets and VIP Packages.

(l) **Representations and Warranties**. Ticketmaster represents and warrants that the Hardware and Software, and the use by Client of the TM System as contemplated hereby, do not infringe on any third party's intellectual property rights, including without limitation copyrights or patent rights.

5. **INSTALLATION AND SET-UP:**

(a) **Infrastructure and Installation**: Ticketmaster will install the Hardware furnished by Ticketmaster, and provide Client with access to the Software. Client will provide (i) a redundant connectivity solution between the Facility and Ticketmaster's central computer facility for interfacing that satisfies Ticketmaster's minimum system requirements and reasonable connectivity performance requirements of both parties, and (ii) unless otherwise agreed to between the parties, any type of equipment and technology necessary to assist Ticketmaster in completing the installation of such Hardware or Software. Ticketmaster shall have no responsibility for any internal wiring or cabling (e.g., electrical, data lines, etc.) necessary for installation, operation or for proper functioning of the TM System at the Facility.

(b) **Attraction Set-Up**: In order to effectively utilize Ticketmaster's distribution

technologies, within a reasonable time before (but in no event less than the time period described below) the scheduled on-sale date of Tickets for each Attraction (the "On-Sale Date"), Client shall furnish Ticketmaster with all necessary information with respect to the Attraction, including, without limitation, seating layout of the Facility, Ticket structure, discounts permissible, Attraction Taxes, any information necessary to calculate Attraction Taxes, if applicable, Ticket header information, logos, entry information, vision and hearing information, wheelchair and other accessible seating information and such other information as is necessary for the proper sale of Tickets (collectively, the "Set-Up Information"). The parties intend that all accessible seating Tickets that are available for sale to persons desiring accessible seating shall be made available for sale on the TM System and such accessible seating Tickets shall not be released into the general pool of Tickets that are available for sale until forty-eight (48) hours before an Attraction. Client must provide the Set-Up Information to Ticketmaster at least five (5) business days prior to the On-Sale Date for new Attractions that do not utilize seating charts then existing in the TM System and at least three (3) business days prior to the On-Sale Date for new Attractions that utilize seating charts then existing in the TM System. Ticketmaster shall have no responsibility and, to the extent allowed under applicable law, Client shall indemnify and hold Ticketmaster harmless from and against any and all liabilities, claims, expenses (including court costs and reasonable outside attorneys' fees) and causes of action resulting from the inaccuracy of any Set-Up Information furnished by Client pursuant hereto.

(c) **Facility Box Office Will-Call Services:** At all times during the Term of this Agreement, Client shall maintain a designated Facility Box Office location for the pick-up of Tickets purchased through Ticketmaster distribution channels. The pick-up location shall be open during the normal hours of operation of the Facility Box Office. Client shall notify Ticketmaster of Client's will-call capabilities and will-call Facility Box Office hours. Client shall verify the identity of each person picking up Tickets at will-call via a valid photo identification (government issued) and the credit card or other electronic payment method used in the Ticket sales transaction. Client shall not release Tickets to any customer whose identity has not been so verified.

(d) **Supplies:** Client shall be responsible for maintaining adequate nondurable operational supplies used at the Facility in connection with the operation of the Hardware and Software to assure continuous operations at the Facility.

(e) **Ticket Stock:** Client shall be responsible for the security of Ticket stock in its possession, and the risk of loss of Ticket stock shall shift to Client upon the delivery thereof to Client or Client's authorized representative, agent or employee.

6. **MAINTENANCE AND SUPPORT:**

(a) **Hardware and Software Maintenance and Support:** Ticketmaster shall provide ordinary and routine maintenance and repair services and adequate support of the Hardware and Software at the Facility to meet the reasonably anticipated service needs of Client from time to time and in accordance with industry standards at no additional charge, provided that such maintenance, repair or support is not necessitated by the negligence or willful misconduct of Client, its employees, agents or representatives. Support services will be provided, on a return call basis, during Ticketmaster's normal business hours by personnel qualified to answer telephone inquiries by Client seeking advice on questions and problems. Non-emergency calls made at the end of the day, which require support services that would keep staff beyond normal working hours, will be deferred to the following business day. Support will be provided for off-

hour critical system emergencies. Ticketmaster will not be obligated to continue to provide maintenance with respect to any version of Archtics Software used by Client for more than one (1) year after a release by Ticketmaster of an upgraded version of the same Software. Ticketmaster shall maintain an archive of Client's Archtics database for up to two (2) years in the format of Client's then current Archtics version. Ticketmaster shall retain archives of Client's Archtics database in excess of two (2) prior years in an offline form to be stored at Ticketmaster's data center, which prior archives shall not be updated to Client's then current Archtics version; provided, that Ticketmaster shall extract data from such prior archives at Client's request and deliver such data extracts to Client.

(b) **Training of Client's Employees:** Client shall staff the Facility Box Office with its employees for the proper operation of the TM System for Ticket sales made through the Facility. Ticketmaster shall train, at its expense, Client's employees who shall be reasonably necessary for the initial staffing of the Facility Box Office and for initial operation of the TM System for single Ticket sales at the Facility, and upon Client's request from time to time no more than once every two (2) Contract Years during the Term, shall provide refresher training, at Ticketmaster's expense. Ticketmaster shall also provide additional training at its cost to other employees of Client to the extent such training is necessary as a consequence of changes initiated by Ticketmaster or changes in Ticketmaster's method of operation (including without limitation changes or updates to Hardware or Software provided by Ticketmaster); provided, such additional training may be included in the refresher training set forth above. To the extent Client determines any change in personnel by Client in connection with Facility Box Office sales requiring additional training by Ticketmaster beyond that initially contemplated hereunder, Client agrees to absorb all of the pre-approved (in writing; provided, if such expenses are not approved, Ticketmaster shall be relieved of its obligations to provide such training) and reasonable out-of-pocket expenses (including any and all reasonable travel expenses) thereof.

(c) **Notification by Client:** In the event of any breakdown or malfunction in the operation of any of the Hardware or Software, or difficulties encountered in connection with access to any of the Software, Client agrees to promptly notify Ticketmaster of any such breakdown, malfunction or difficulty to assist Ticketmaster in performing its obligations hereunder.

(d) **Access to Client's Equipment and Data:** Client shall permit Ticketmaster, at Ticketmaster's sole discretion and upon reasonable written notice, the right at a reasonable time to inspect Client's pertinent sites and equipment (including any existing LAN or other network user monitor device) for the purpose of determining compliance with the terms of the License granted hereunder. In order to correctly diagnose faults in the equipment and data related to the Software and Hardware, Client will provide Ticketmaster 24 hour remote access to Client's installation, pertinent sites, equipment (including any existing LAN or other network user monitor device) and user data through PC Anywhere, subject to Client's reasonable security requirements. Failure to provide such access may prohibit effective action by Ticketmaster and render Ticketmaster unable to proceed, and in such circumstances, Ticketmaster shall be under no liability for failure to perform its obligations hereunder.

(e) **Additional Archtics Services:** With respect to initial implementation of Archtics, Ticketmaster shall also provide, at no additional cost to Client, (i) on-site support from Ticketmaster's national or regional personnel, (ii) regular upgrades to the Archtics software as released to Ticketmaster's customers, (iii) unique Archtics customization (e.g., diagrams, invoices, other executables, etc.), (iv) custom reporting, and (v) customized on-line assistance

(the services described in clauses (iii) through (v) are referred to herein as “Customization Services”). Two (2) hours of Customization Services each week are included in the annual maintenance fees of Archtics listed on Exhibit A. Customization Services requested by Client in excess of this level of support shall be charged to Client in accordance with Ticketmaster’s standard rates.

7. **ADVERTISING:**

(a) **Advertising on Tickets Fulfilled at Facility Box Office:** For physical Tickets fulfilled by Client at the Facility Box Office, Client shall either (i) provide, or pay Ticketmaster to provide, its own blank custom Ticket stock and Ticket envelopes in which case Client shall have the right to sell advertising on such Ticket stock and Ticket envelopes or (ii) have Ticketmaster provide Ticketmaster’s standard Ticket stock and Ticket envelopes in which case Ticketmaster shall have the right to sell advertising on such Ticket stock and Ticket envelopes; provided, Ticketmaster shall use its best efforts to not place any advertisements on Ticket stock and Ticket envelopes for Tickets fulfilled by Client at the Facility Box Office for entities that compete in the same categories of Client’s sponsors, for which Client has provided written notice of such sponsors to Ticketmaster in advance of Ticketmaster’s delivery of such Ticket stock and Ticket envelopes.

(b) **Ticketmaster Advertisements:** During the Term, Client hereby grants to Ticketmaster the right, in Ticketmaster’s sole discretion, to advertise, in any medium determined by Ticketmaster, including on the TM.com Website or affiliated websites, Attractions and the availability of Tickets at the Facility Box Office and via Ticketmaster distribution channels, and the availability of the Software and, in connection therewith, to use the name and logo of Client, the Attraction, the Facility and all other reasonably pertinent information regarding the Attractions. Client further grants to Ticketmaster the right, in its sole discretion, to use the name and logo of Client and Client’s Website address on the Interface Page. Notwithstanding anything to the contrary herein, (i) Ticketmaster shall obtain Client’s prior approval in each instance before using Client’s, Facility’s, or Attraction’s logos in any manner except that such approval shall not be required solely to the extent Ticketmaster utilizes them pursuant to Ticketmaster’s current standard practices, which are limited to the purpose of promoting Client’s Ticket sales (and so long as such logos are displayed in the form provided by Client), and (ii) in no event shall the use of such logos state or imply a sponsorship or endorsement relationship between Client, the Facility or Attraction, on the one hand, and any third party, on the other hand. For avoidance of doubt, the foregoing grant of rights shall not extend to any third-party logos or other intellectual property of third parties for which Ticketmaster shall be solely responsible for securing in connection with any such advertisements.

(c) **Client Advertisements:** Client may, during the Term hereof, provide and place advertisements in any form of media which Client shall desire to promote the availability of Tickets, the TM.com Website or affiliated websites and the Attractions (except on websites or other media operated by, or on behalf of, third parties that promote, engage in or facilitate the sale, resale or issuance of Tickets); provided, however, that in the event Client shall place any such advertisements, it shall use its commercially reasonable efforts to cause Ticketmaster’s name, logos and if the advertisement relates to the availability of Tickets, the applicable TM.com Website address to be displayed or hyperlinked in the advertisement. Client shall cause Client’s Website to deeplink to specified web page(s) within the applicable TM.com Website where Ticket

purchasers can begin the process of purchasing Tickets to Attractions. Client agrees to promote the availability of Tickets on the TM.com Website by including, at a minimum, one “above-the-fold” graphic Ticketmaster branded link to the TM.com Website on each web page featuring one or more of the Attractions on the Facility Website. Such link will include the TM.com Website graphic logo and a call to action such as “buy Tickets,” with the exact creative to be in Client’s sole discretion.

(d) **Ticketmaster Client Style Guide**: The look and feel of any and all links from Client’s Website to the Interface Page or the applicable TM.com Website are subject to Ticketmaster’s prior approval, which shall not be unreasonably withheld, conditioned or delayed; provided that once such links have been approved they may be utilized subsequently by Client hereunder until Ticketmaster revokes such approval in writing. Client shall comply with all terms and conditions of Ticketmaster’s Client Style Guide, as it may be updated from time to time.

(e) **Client Style Guide**: The look and feel of any and all links from the Interface Page or the applicable TM.com Website to Client’s Website are subject to Client’s prior approval, which shall not be unreasonably withheld, conditioned or delayed. Ticketmaster shall comply with all terms and conditions of Client’s or its applicable affiliates’ style guide(s), as it or they may be updated from time to time.

(f) **Advertising Revenue**: Ticketmaster and Client shall separately receive and retain their respective income derived from advertising which each is entitled to sell under subsections (a), (b) and (c) above.

8. **ACCOUNTING PROCEDURES**:

(a) **Payments by Ticketmaster**:

Client hereby authorizes Ticketmaster and the financial institution indicated by Client (“Bank”) to deposit all settlement and other funds payable to Client hereunder to the applicable accounts as designated by Client in writing to Ticketmaster (“Client’s Account”), which Client may change at any time upon prior written notice to Ticketmaster in accordance with this Agreement.

Ticketmaster shall collect all Ticket Receipts derived from Ticket sales made by Ticketmaster and shall initiate payment of Ticket Receipts to which Client is entitled on Friday of each week with each weekly payment to be on account of TM System Ticket sales made by Ticketmaster during Monday through Sunday of the week preceding such payment date. Initiation of the settlement payment via direct deposit shall constitute full performance by Ticketmaster of its obligation to make such settlement payment to Client or to any person whatsoever. If funds to which Client is not entitled are deposited into Client’s Account, Client authorizes Ticketmaster to direct the Bank to return said funds. Client hereby releases Ticketmaster from liability for delays or errors beyond Ticketmaster’s reasonable control, including but not limited to any errors resulting from any inaccurate or outdated Account information provided by Client or bank processing delays, or for any related damages. Client acknowledges and agrees that direct deposit of such funds may require up to two (2) business days for Bank processing. Each weekly settlement payment shall be accompanied by a written accounting. In the event of an error, Client also authorizes the initiation of a debit to Client’s Account to correct the error Client shall designate an email address (set forth below its signature line of this Agreement) for delivery of such accounting and information regarding Attractions and Ticket sales, and shall promptly notify Ticketmaster of any

changes to such email address. The direct deposit authorization provided herein shall remain in full force and effect until Ticketmaster has received written notification from Client of its termination in such time and such manner as to afford Ticketmaster a reasonable opportunity to act upon it.

(b) **Cancelled Attractions; Refunds:** In the event that any Attraction for which Ticketmaster sold Tickets is cancelled, postponed, or materially modified (e.g., substitute material portions of acts) for any reason (each, a "Cancelled Attraction"), the Account Balance shall be held and made available for distribution by Ticketmaster to Ticket purchasers entitled to refunds for Tickets for Cancelled Attractions purchased from Ticketmaster. For purposes of this Agreement, the term "Account Balance" shall mean the amount of funds held at any time by Ticketmaster on account of Ticket sales for all Attractions, less the amount of Ticket sales proceeds which Ticketmaster is entitled to retain hereunder. Ticketmaster shall refund the Ticket price at the original point of purchase (e.g., by Internet Sales) in such manner and at such time (e.g. before or after the scheduled date of the performance of such Attraction) as Ticketmaster, in its reasonable discretion, determines and to exchange Tickets pursuant to any exchange policy that may be adopted by Client and Ticketmaster. It is agreed and understood that Ticketmaster is the Ticket selling agent of Client and therefore Ticketmaster's agreement to make any refunds as the agent of Client is subject and limited to Ticketmaster holding or receiving from Client the full amount of funds necessary to make refunds to all Ticket purchasers properly entitled to a refund. Ticketmaster's current policy is to refund the Ticketmaster fees (excluding delivery fees) assessable with respect to the initial sale of Tickets to any Cancelled Attraction, and Ticketmaster will notify Client of any change to such policy applicable to Ticketmaster's clients generally. Client shall be responsible for all refunds and exchanges of Tickets initially purchased from the Facility Box Office.

(c) **Chargebacks:** Ticketmaster reserves the right to deduct from Client's settlement, portions of any Chargebacks that Ticketmaster is assessed by its merchant bank related to the Face Value, Processing Fee, and any other amounts due from Ticketmaster to Client for up to twelve (12) months after the occurrence of an Attraction. Ticketmaster shall be responsible for the remaining portions of any Chargebacks, except to the extent caused by Client's failure to obtain signatures, swipe credit cards, or follow any procedures provided by Ticketmaster or the merchant bank with respect to acceptance of credit cards, including, but not limited to, cardholder verification instructions for will-call and other alternative Ticket delivery/pick-up services. For purposes of this Agreement, "Chargebacks" shall mean the amounts that the merchant bank is charged back by a cardholder or a card issuer under the card organization's rules (e.g., cardholder dispute, fraud, declined transaction, returned Tickets for Cancelled Attractions, etc.).

(d) **Insolvency; Deficiency Amounts; Security for Repayment:** Client shall provide prompt written notice to Ticketmaster in the event it files any voluntary or involuntary petition under the bankruptcy or insolvency laws or upon any appointment of a receiver for all or any portion of Client's business or the assignment of all or substantially all of the assets of Client for the benefit of creditors (each, a "Material Financial Event"). The parties agree that this Agreement constitutes a financial accommodation by Ticketmaster to Client as such term is utilized in 11 U.S.C. §365. If at any time, the Account Balance is not sufficient to pay for anticipated refunds or Chargebacks, Client shall deliver the amount of such deficiency ("Deficiency Amount") to Ticketmaster no later than twenty-four (24) hours after notice by Ticketmaster to Client. Ticketmaster shall have the right to set off any Deficiency Amount against

any amounts held by Ticketmaster on behalf of Client. In the event of any Material Financial Event or in the event Client has not paid any Deficiency Amount when due, Ticketmaster shall have the option to (i) require Client to provide additional security to Ticketmaster of a type (e.g., letter of credit, guaranty or performance bond) and in an amount as requested by Ticketmaster in its sole discretion, which Client shall provide to Ticketmaster within five (5) business days after Ticketmaster's request, or (ii) suspend payment of Ticket Receipts to which Client is entitled in advance of the occurrence of Attractions and instead deliver Ticket Receipts to which Client is entitled post-performance (i.e. Friday of each week with respect to Attractions that occurred Monday through Sunday of the week preceding such payment date).

(e) **Counterfeit Tickets:** It is agreed and understood that Ticketmaster shall not be liable to Client for the printing and sale of counterfeit Tickets.

(f) **Audit of Sales:** No more than one (1) time each calendar year, and upon prior written notice during normal business hours, during the Term of this Agreement and for one (1) year thereafter, (i) Client shall have the right at its own expense to audit Ticket sales for Attractions by Ticketmaster to assure Ticketmaster's compliance with the terms of this Agreement, and (ii) Ticketmaster shall have the right at its own expense to audit Ticket sales for Attractions made by Client and by others, to assure their compliance with the terms of this Agreement. In the event such audit reflects an under or overpayment, as the case may be, to the auditing party, then the other party shall (A) promptly remedy such discrepancy, and (B) if such under or overpayment is in excess of seven percent (7%) of all amounts due and payable for the period under audit, pay the reasonable out-of-pocket fees and expenses incurred by the auditing party in connection therewith.

(g) **Archtics Transaction Fees:** Ticketmaster, at its option, may deduct Archtics Transaction Fees from the amounts owed to Client under this Agreement or may invoice Client for such fees.

(h) **License and Maintenance Fees:** Any installments of license or maintenance fees set forth on Exhibit A shall be invoiced and payable within thirty (30) days of the first day of each Contract Year during the Term.

(i) **Request for Taxpayer Identification Number and Certification:** Client shall complete the required Form W-9 provided in Exhibit F to this Agreement and return it to Ticketmaster with this Agreement for purposes of reporting to the Internal Revenue Service.

9. **TAXES:**

(a) **Taxes on Hardware:** Subject to Section 17(d), Client shall keep the Hardware free and clear of all levies, liens and encumbrances which are caused by Client or under Client's control and shall promptly reimburse Ticketmaster for all license fees, registration fees, assessments, charges and taxes, whether federal, state, county, municipal or other governmental or quasi-governmental, with respect to the Hardware located at the Facility, including, without limitation, use, excise and property taxes, and penalties and interest with respect thereto, except and excluding, however, any taxes based on or measured solely by Ticketmaster's net income.

(b) **Attraction Taxes:** Client shall be responsible for calculating any and all Client Taxes, for preparing and timely filing any and all tax returns or reports required to be filed in respect of any such Client Taxes and for timely remitting Client Taxes to the appropriate taxing authority. Ticketmaster will collect and turn over to Client the amounts to which Client is entitled as provided in Section 8(a). In the event that Ticketmaster pays any Client Taxes on behalf of Client or Ticketmaster pays any Client Taxes due to a failure by Client to provide Ticketmaster with the required writing or documentation of any Client tax exemptions pursuant to Section 9(d) below, Client shall promptly reimburse Ticketmaster for any and all such Client Taxes paid by Ticketmaster, including penalties and interest assessed with respect thereto (other than Client Taxes, penalties and interest that Ticketmaster pays directly out of Client's Ticket Receipts), and shall also promptly reimburse Ticketmaster for any and all expenses or damages (as reasonably substantiated with corresponding written documentation) that result from the failure by Client to properly calculate and timely remit Client Taxes assessed on all amounts received by Client under this Agreement, to timely file all related returns or reports, or to timely reimburse Ticketmaster for any and all such Client Taxes, interest and penalties, paid directly by Ticketmaster (as substantiated with written documentation), as provided above. Notwithstanding the foregoing, in the event that Ticketmaster is ever required by applicable law to remit Client Taxes directly on behalf of Client and file related tax returns or reports, Ticketmaster shall have the right to do so upon notice to Client, and thereafter "Ticket Receipts" shall be defined to be reduced by such Client Taxes. Ticketmaster shall be responsible for calculating any and all Ticketmaster Taxes, for preparing and timely filing any and all tax returns or reports required to be filed in respect of any such Ticketmaster Taxes, and for timely remitting such Ticketmaster Taxes to the appropriate taxing authority. Ticketmaster shall provide, at Principal's request, copies of its non-confidential tax related reports filed with Cook County. If Principal is audited, Ticketmaster shall use its reasonable efforts to cooperate and provide requested information.

(c) **Client's Taxpayer ID Number:** Client certifies that Client's federal taxpayer identification number (FEIN or SSN) is 36-2434131.

(d) **Client's Tax Exemptions:** From time to time, Client shall notify Ticketmaster in writing of any and all Client tax exemptions (if applicable) and provide Ticketmaster with reasonable proof of Client's tax exemptions.

(e) **Taxes on License and Maintenance Fees:** The license and maintenance fees set forth on Exhibit A are exclusive of any sales, use, value added, excise or other taxes, and Client shall be responsible for paying all such applicable taxes.

10. **LOSS AND DAMAGE TO THE HARDWARE; INSURANCE:**

(a) Client acknowledges that the Hardware will be used by Client at the Facility and at Client offices and that Ticketmaster does not own, operate or control such locations. Accordingly, Client hereby assumes and shall bear the entire risk of loss and damage to the Hardware, ordinary wear and tear excepted, whether or not insured against, once installed, unless occasioned by the negligence or willful misconduct of Ticketmaster, from any and every cause whatsoever from the date of delivery of the Hardware to the Facility or Client site until removal thereof following termination or expiration of this Agreement. No such loss or damage to the Hardware shall impair any obligation of Client or Ticketmaster under this Agreement. In the event of loss or damage of any kind to any Hardware, Client, at its sole option, shall within thirty (30) days after such loss or damage:

(i) Replace the lost or damaged item with the same exact item, or replace the same with similar property, in good repair, condition and working order to the reasonable satisfaction of Ticketmaster; or

(ii) Pay Ticketmaster in cash the replacement cost of the Hardware, and Ticketmaster shall promptly install new hardware to replace the lost or damaged Hardware.

(b) Client shall, at its own expense, provide and maintain at all times during the Term hereof property insurance to protect the Hardware against loss caused by fire (with extended coverage), vandalism, malicious mischief, theft, or any other cause in an amount equal to the full replacement value of the Hardware. Should Client become unable to provide or maintain such insurance coverage, Client shall promptly notify Ticketmaster in writing prior to the expiration of any such coverage, and, thereafter, Ticketmaster shall have the right, but shall not be obligated, to provide insurance coverage for the occurrences specified above and charge Client the costs of such insurance coverage.

(c) Both parties shall provide, at their sole expense, commercial general liability and property damage coverage with minimum limits of \$1,000,000 per occurrence and \$2,000,000 in the aggregate.

(d) Ticketmaster shall provide, at its sole expense, technology errors and omissions or equivalent professional liability insurance providing coverage for claims arising out of the products and services to be provided under this Agreement, including Privacy, Data Breach and Network Security Liability coverage, with limits not less than \$1,000,000 for each individual claim relating to any incidents covered thereunder. Coverage shall extend to breaches to and failures in electronic and physical security, ransomware attacks, breach of business confidential or proprietary information and invasion of or breach of an individual's privacy.

(e) Ticketmaster shall provide Worker's Compensation Insurance in the amounts required by statute, and Employers Liability Insurance in at least the following amounts: (a) Bodily Injury by Accident - \$1 million each accident, (b) Bodily Injury by Disease - \$1 million each employee, and (c) Bodily Injury by Disease - \$1 million policy limit to cover Ticketmaster's Employees.

(f) Ticketmaster shall provide Automobile Liability Insurance with limits of not less than \$1 million bodily injury/property damage per occurrence. Coverage shall include autos, hired and non-owned autos.

(g) All insurance provided and maintained by each party shall be in such amounts, under such forms of policies pursuant to this Section and shall provide for the waiver of the insurer's right of subrogation against Client and Ticketmaster, as applicable. All of Client's policies of insurance shall include Ticketmaster, Live Nation Worldwide, Inc. and its licensors, if any, and their respective parents, members, partners, affiliates, divisions and subsidiaries as an additional named insured on a primary and non-contributory basis irrespective of any other insurance, whether collectible or not, with respect to the operations of Client per this written Agreement. All of Ticketmaster's policies of insurance shall include Client, Global Spectrum, L.P., and each of their respective licensors, if any, and their respective parents, members, partners, affiliates, divisions and subsidiaries as an additional named insured on a primary and non-contributory basis irrespective of any other insurance, whether collectible or not, with respect to

claims arising out of the operations of Ticketmaster per this written Agreement. Further, each party shall provide the other party at least thirty (30) days' prior written notice of cancellation, non-renewal or material modification of any such policies. Each party shall, upon request, furnish the other with certificates of such insurance or other evidence satisfactory to the other party as to its compliance with the provisions of this Section.

11. **TITLE:**

(a) **Hardware/Software:** Client covenants and agrees that the Software and Hardware and any deliverables or work product furnished under this Agreement are, and shall at all times be and remain, personal property which shall, at all times, remain the sole and exclusive property of Ticketmaster, and Client shall have no right, title or interest therein or thereto except as a licensed user thereof. Client acknowledges and agrees that Ticketmaster has invention rights, copyrights, and other intellectual property rights in the TM System and the information contained therein which prohibit copying, sale, modification and re-manufacture of the TM System and information regarding the TM System and which will be enforced. Client hereby agrees that it will, whenever reasonably requested by Ticketmaster, execute, acknowledge and deliver, or cause to be executed, acknowledged and delivered, agreements, instruments, and documents necessary or desirable, in form satisfactory to Ticketmaster, to protect the rights and ownership of Ticketmaster to and of the Software and Hardware, including but not limited to certificates from parties with a real property interest in the premises wherein the Hardware may be located waiving any claim with respect to the Hardware. Except as may be necessary to prevent damage to or destruction of the Hardware or otherwise in case of emergency, Client will not move the Hardware nor permit such Hardware to be moved without Ticketmaster's prior written consent, which consent shall not be unreasonably withheld, conditioned or delayed, and shall give Ticketmaster prompt written notice of any attachment or other judicial process affecting any item of Hardware. Upon the expiration or termination of this Agreement, Client shall return the Software and Hardware to Ticketmaster in good repair, condition and working order, ordinary wear and tear resulting from proper use thereof alone excepted, and any and all licenses and other rights to the Software and Hardware shall terminate with respect to Client.

(b) **Intellectual Property:** Each party shall retain all right, title and interest in and to its respective trademarks, service marks and trade names worldwide ("Intellectual Property") subject to a limited non-exclusive, non-transferable license necessary to perform this Agreement and as further set forth herein. Each party grants the other a royalty-free, non-exclusive, non-transferable license, during the Term, within the United States and worldwide solely with respect to the Internet (and in such other geographic areas as are specifically approved in writing by the other party), to include such party's pre-approved Intellectual Property solely in connection with the promotions and marketing contemplated in this Agreement. Each party shall use the other's Intellectual Property only as provided, and shall not alter the Intellectual Property in any way, nor shall it act or permit action in any way that would impair the rights of owning party in its Intellectual Property. Each party acknowledges that its use of the other party's Intellectual Property shall not create any right, title or interest in or to such Intellectual Property. Each party shall have the right to monitor the quality of the other party's use of its Intellectual Property. Additionally, each party shall notify the other promptly in writing of any known infringement of the other's Intellectual Property. Any references to a party's Intellectual Property shall contain the appropriate trademark, copyright or other legal notice provided from time to time by owning party.

(c) **Purchaser Data:** Principal and Ticketmaster each has rights in the Purchaser Data (as defined in Addendum 1). Principal and Ticketmaster's Processing of the Purchaser Data shall be in compliance with Addendum 1.

12. **CONFIDENTIAL INFORMATION:**

(a) The parties acknowledge that by reason of their relationship hereunder, they may from time to time disclose information regarding their business, products, software technology, Intellectual Property and other information that is confidential and of substantial value to the other party, which value would be impaired if such information were disclosed to third parties ("Confidential Information"). The provisions of this Agreement shall be deemed to be Confidential Information, but subject to the Illinois Freedom of Information Act (as amended).

(b) Confidential Information shall not include information that (i) is or becomes generally available to the public other than as a result of the breach of the confidentiality obligations in this Agreement by the receiving party, (ii) is or has been independently acquired or developed by the receiving party without violating any of the confidentiality obligations in this Agreement or any other agreement, (iii) was within the receiving party's possession prior to it being furnished to the receiving party by or on behalf of the disclosing party, or (iv) is received from a source other than the disclosing party; provided that, in the case of (iii) and (iv) above, the source of such information was not known by the receiving party to be bound by a confidentiality obligation to the disclosing party or any other party with respect to such information.

(c) Each party agrees that it will keep the Confidential Information strictly confidential and will not use in any way for its own account or the account of any third party, nor disclose to any third party, any Confidential Information revealed to it by the other party without the other party's prior written consent, except to the extent expressly permitted by this Agreement; provided, however, that (i) the receiving party may disclose the Confidential Information, or any portion thereof, to its directors, officers, employees, agents, legal and financial advisors, controlling persons and entities who need to know such information to perform such party's obligations under this Agreement and who agree to treat the Confidential Information in accordance with the confidentiality obligations in this Agreement, and (ii) Client may disclose this Agreement to its and its affiliates' lenders. Each party shall use the same degree of care to avoid disclosure or use of the other party's Confidential Information as it employs with respect to its own Confidential Information of like importance and represents that it has adequate procedures to protect the secrecy of such Confidential Information including without limitation the requirement that employees have executed non-disclosure agreements which have the effect of adequately protecting Confidential Information.

(d) In the event that either party receives a request to disclose all or any part of the Confidential Information under the terms of a subpoena, document request, notice of deposition or other legal proceeding, such party agrees to notify the other pursuant to Section 17(h) below, within forty-eight (48) hours after receipt of such legal document, and such party agrees to cooperate with the other in any attempt to obtain a protective order.

13. **LIMITATION ON LIABILITY:** In no event shall either party be liable for any indirect, consequential, exemplary, incidental, special or punitive damages, including also lost profits, lost savings, lost Ticket revenues, lost opportunity costs or any other economic loss, of any type or nature, or for events or circumstances beyond that party's reasonable control, even if

that party has been advised of the possibility of such damages. Neither occasional short term interruptions of service which are not unreasonable under comparable industry standards nor interruptions of service resulting from events or circumstances beyond Ticketmaster's reasonable control (and which are not directly due to Ticketmaster's negligence) shall be cause for any liability or claim against Ticketmaster hereunder, nor shall any such occasion render Ticketmaster in default under this Agreement, so long as Ticketmaster uses commercially reasonable efforts to remedy such interruptions of services at no cost to Client.

14. INDEMNIFICATION:

(a) To the fullest extent permitted by law (solely with respect to an obligation to indemnify by any governmental or state entity/agency), Client shall indemnify and defend Ticketmaster and its parents, subsidiaries, and affiliates, and each of their respective owners, officers, directors, employees, representatives, and agents and their successors and assigns (collectively, for purposes of this Section, "Ticketmaster's Indemnitees") against, and hold Ticketmaster's Indemnitees harmless from, any and all suits, judgments, actions, damages, expenses (including court costs and reasonable outside attorneys' fees), obligations, losses, liabilities and liens, and other claims of any nature, kind, or description, imposed on, incurred by, or asserted against, Ticketmaster's Indemnitees occurring as a result of, or in connection with: (i) any Event of Default under this Agreement by Client or any of its officers, directors, employees and agents (collectively, "Client's Representatives"); (ii) misuse of the TM System (including without limitation any customization of Client's Website or the Interface Page (if applicable) and any e-mail campaigns or distributions using the TM System) or possession and use of the Hardware (if any) by Client or any of Client's Representatives; (iii) any Attraction held or scheduled to be held at the Facility (including any injuries or deaths occurring at or in connection with any Attraction or the failure of any Attraction to occur or to occur in the manner advertised or promoted); (iv) Client's use or disclosure of the Purchaser Data; (v) any email campaigns or distributions conducted by Ticketmaster on Client's behalf, with Client's prior written approval, or conducted by Client including, without limitation, email campaigns or distributions in violation of federal, state or other laws applicable to commercial emails; or (vi) any violation by Client of any applicable law or regulation; except, in each case, to the extent that any such claims shall relate to Ticketmaster's negligence or willful misconduct with respect thereto or is otherwise covered by Ticketmaster's indemnification of Client as stated in subsection (b) below. The provisions of this subsection (b) shall not be construed to eliminate or reduce any other indemnification or right which any of Ticketmaster's Indemnitees have by law or equity. All Ticketmaster's Indemnitees shall be entitled to be represented by counsel at their own expense.

(b) Ticketmaster shall indemnify and defend Client (including OVG), and each of their respective parents, subsidiaries, owners, officers, directors, employees, representatives and agents and their successors and assigns (collectively, for purposes of this Section, "Client's Indemnitees") against, and hold Client's Indemnitees harmless from, any and all suits, judgments, actions, damages, expenses (including court costs and reasonable outside attorneys' fees), obligations, losses, liabilities and liens, and other claims of any nature, kind, or description, imposed on, incurred by, or asserted against, Client's Indemnitees occurring as a result of, or in connection with: (i) any Event of Default under this Agreement by Ticketmaster; or any of its officers, directors, employees and agents, (ii) any alleged patent, trademark, copyright, or other intellectual property infringement asserted against Client's Indemnitees with respect to Client's use of the TM System, (iii) any violation by Ticketmaster of any applicable law or regulation; or (iv) Ticketmaster's use or disclosure of the Purchaser Data; except, in each case, to the extent

that any such claim shall relate to Client's negligence or willful misconduct with respect thereto or is otherwise covered by Client's indemnification of Ticketmaster as stated in subsection (a) above. The provisions of this subsection (b) shall not be construed to eliminate or reduce any other indemnification or right which any of Client's Indemnitees have by law or equity. All Client's Indemnitees shall be entitled to be represented by counsel at their own expense.

(c) The indemnified party must notify the other party promptly in writing of any claim hereunder, and provide, at such other party's expense, all reasonably necessary assistance, information and authority to allow the other party to control the defense and settlement of such claim; provided that the indemnifying party may only settle or compromise a claim with the prior written approval of the indemnified party (which approval shall not be unreasonably withheld or delayed), except that no such approval shall be required if the settlement or compromise (i) provides only for payment of money damages which are paid fully by the indemnifying party and/or, where intellectual property rights of third parties are involved, provides only for limitations on continued use of materials or items covered by such third party intellectual property rights, (ii) does not include any admission of wrongdoing or guilt on the part of indemnified party, and (iii) includes a full release of indemnified party and its directors, officers, employees and agents from any further claims, lawsuits, damages, liabilities, costs and expenses that the third party bringing the claim has, has had, or may thereafter have. If the indemnified party provides notice of a claim as set forth above and is not notified within fifteen (15) days following written request by the indemnified party that the indemnifying party intends to defend the claim, the indemnified party shall be entitled to defend such claim, and settle or compromise such claim, subject to the indemnification provided for herein.

15. **TERMINATION:**

(a) This Agreement may be terminated by either party in the event of any material default in or material breach of the terms and conditions of this Agreement by the other party, after the other party has received written notice of default and thirty (30) business days (or ten (10) business days, in the case of a monetary default) to cure such default (each such occurrence, after the expiration of such cure period, shall be an "Event of Default"); or the filing of any voluntary or involuntary petition against the other party under the bankruptcy or insolvency laws of any applicable jurisdiction, which petition is not dismissed within sixty (60) days of filing, or upon any appointment of a receiver for all or any portion of the other party's business, or any assignment of all or substantially all of the assets of such other party for the benefit of creditors. Upon an Event of Default by Ticketmaster, Ticketmaster shall, without demand, forthwith pay to Client all amounts due and owing pursuant hereto, and Client may, in addition to terminating this Agreement, require Ticketmaster to remove all Hardware from the Facility. Upon an Event of Default by Client, Client shall, without demand, forthwith pay to Ticketmaster all amounts due and owing pursuant hereto, and Client authorizes Ticketmaster to set off any amounts owed to Ticketmaster hereunder against any amounts held by Ticketmaster on behalf of Client, and Ticketmaster may, in addition to terminating this Agreement, terminate Client's right to access and use the TM System and take immediate possession of the Hardware and Software wherever the same may be located without demand, notice or court order.

(b) This Agreement may be terminated by either party in the event the other infringes the terminating party's intellectual property or other property right, including without limitation, any copyright, license right or trade secret, and the other party fails to cease such infringement within ten (10) business days' written notice from the non-breaching party.

(c) Upon the effective date of any termination or expiration of this Agreement, provisions regarding ownership of intellectual property rights, representations and warranties, confidentiality, indemnification, limitation of liability, non-solicitation, jurisdiction and venue shall remain in full force and effect; each party shall immediately cease the use of the other party's Intellectual Property; and each party shall return, or at the other party's request, destroy all copies of Confidential Information, and all other property belonging to and/or received from the other party.

(d) No remedy referred to in this Section is intended to be exclusive, but each shall be cumulative and in addition to any other remedy herein or otherwise available at law or in equity, each and all of which are subject to the limitations contained in Section 13 hereof.

16. **DEFINITIONS:** As used in this Agreement, the following terms shall have the respective meanings indicated below unless the context otherwise requires:

"AccountManager" means the Ticketmaster AccountManager software and hosting services that allow Subscribers to manage their Season/Contract Ticket accounts.

"Archtics" means Ticketmaster's software that delivers extensive season, miniplan and single Ticket functionality in connection with the Ticketmaster host system and distribution channels for inventory control by Ticketmaster and Client.

"Archtics Transaction Fees" means the amounts Ticketmaster charges for certain Software transactions as described in Exhibit A.

"Attraction" means a concert, sporting, entertainment or other act or event of any kind or nature whatsoever to be held at the Facility, excluding local or civic events for which there is not generally a charge for admission (e.g., graduations, proms, fundraising galas, or similar community events for which tickets are provided/sold directly by the hosting party without distributing through a third party ticketing services provider).

"Attraction Taxes" means any and all sales, amusement, admissions and other taxes, charges, fees, levies or other assessments measured by reference to a charge per Ticket sold or determined based upon the purchase price of a Ticket assessed by federal, state, county, municipal or other governmental or quasi-governmental authorities as a result of, or in connection with, any Attraction, including Client Taxes and Ticketmaster Taxes as further described below. To the extent such taxes relate to the funds paid or owed to Client under this Agreement such portion of Attraction Taxes may also be referred to herein as Client Taxes, and to the extent such taxes relate to fees or charges collected and retained by Ticketmaster under this Agreement, such portion of Attraction Taxes may also be referred to herein as Ticketmaster Taxes.

"Chargebacks" is defined in Section 8(c) hereof.

"Client's Website" means an Internet website(s) owned, operated and maintained by, or on behalf of, Client.

"Confidential Information" is defined in Section 12 hereof.

“Contract Year” is defined in Section 1 hereof.

“Convenience Charge” means the per Ticket amount charged to a consumer for the convenience of purchasing Tickets through the TM System.

“Event of Default” is defined in Section 15(a) hereof.

“Face Value” means the face price of a Ticket as determined by Client, which shall be inclusive of all applicable Attraction Taxes and Facility-related fees.

“Facility” means the venue located at 5333 Prairie Stone Parkway, Hoffman Estates, IL 60192, and currently known as NOW Arena.

“Facility Box Office” means the Facility’s Ticket sales locations that are operated by Client and located at the Facility, or any temporary site prior to Facility opening as designated and operated by Client.

“Group Sales” means sales of Tickets by Client to a group consisting of at least ten (10) people for use by the group members to attend an Attraction as a group. In no event shall Group Sales consist of the sale of Tickets to individuals to attend an event separately, or to a ticket resale platform or marketplace, professional ticket reseller or other party with the primary purpose of reselling such Tickets; provided such “primary purpose of reselling” is reasonably known to or identifiable by Client in connection with such sale.

“Hardware” means all of that certain computer hardware, communications equipment, terminals and hook-ups (including replacements thereof) listed with particularity on Exhibit B or otherwise supplied by Ticketmaster to Client at any time during the Term of this Agreement, but excluding (i) any computer hardware, communications equipment, terminals and hook-ups purchased by Client to provide the connectivity to and interfacing with the TM System required under this Agreement, and (ii) any computer hardware, communications equipment, terminals and hook-ups purchased by Client from Ticketmaster.

“Hosted Platform” shall mean the equipment, operating system, hardware and software specifications, and networking environment on and with which the TM System and Software are hosted by Ticketmaster, and additions or replacements to the foregoing which may be implemented by Ticketmaster in accordance with the terms of this Agreement.

“House Seats” means Tickets provided by Client (i) to the Attraction’s promoter, performing act or event, or their managers or agents (i.e. band holds); (ii) for distribution through legitimate fan clubs in accordance with current guidelines (i.e. fan club holds); (iii) for legitimate promotional or charitable purposes (e.g. radio station promotions); or (iv) to fulfill reasonable non-public internal management requests (e.g., employees, sponsors, players and their families), provided that House Seats Tickets shall not be distributed to the general public.

“Inside Charges” means the amounts Ticketmaster charges Client to sell, issue and process Tickets utilizing the TM System under this Agreement.

“Intellectual Property” is defined in Section 11(b) hereof.

“Internet Sales” means all sales of Tickets over the Internet, or via mobile or smart phone application.

“License” is defined in Section 4(a) hereof.

“MiniPlan Tickets” means specifically designated Tickets sold directly by Client to a single consumer on an annual or season basis across a set of at least two (2) Attractions.

“Payment Processing Fees” is defined in Section 3(b).

“Processing Fee” means the per order amount charged by Ticketmaster to a consumer for purchasing Tickets via Ticketmaster distribution channels through the TM System.

“Purchaser Data” is defined in Section 11(c) hereof.

“sale and sell” and any derivations thereof in this Agreement shall include any distribution for consideration, by any means or method (including without limitation, on the Internet or by auction) and shall include resales.

“Season/Contract Tickets” means specifically designated Tickets sold directly by Client on an annual basis across all Attractions or across all of a category of Attractions (i.e., luxury suites, club level seats and season Tickets).

“Sellable Capacity” means the admission capacity of the Facility for any particular Attraction.

“Software” means Ticketmaster’s ticketing system software known and marketed as Ticketmaster Classic, TM+, Presence, TM Charge, the additional Ticket sales software and Internet-based premium Ticketmaster services that include Archtics, Hosted Platform and AccountManager, and any new versions thereof or any other deliverables for TM System access provided to Client by Ticketmaster during the Term.

“Special Events” means any of the following: (a) any event (single or multi-day) in connection with which no tickets (or only a limited number of tickets) are sold to the general public, which may include, but shall not be limited to, certain private/semi-private concerts, tours or comedy shows, award shows, television programs (live or recorded), television specials, any photo-shoot or the filming, recording, streaming, broadcasting and/or other media recordation (whether now known or hereafter devised) of any events (each, a “Recordation”), trade shows, exhibitions, shareholders meetings and sales meetings; (b) any event intended to honor one or more individuals or to benefit one or more charities or other not-for-profit organizations or causes; and (c) any event produced or promoted by a third party licensee (or by Client, in the case of an event that is part of a broader third party-produced tour) that has, or is reasonably expected by Client or such third party licensee to have, as the presenting, co-presenting or title sponsor of such event, the brand, products or services of a third party that is in the business of live event primary and/or secondary market ticketing.

“Subscribers” means any person who holds an account on Client’s AccountManager.

“Term” is defined in Section 1 hereof.

“Ticket” means a printed, electronic or other type of evidence of the right, option or opportunity to occupy space at or to enter or attend an Attraction or Attractions even if not evidenced by any physical manifestation of such right, such as a “smart card”.

“Ticket Forwarding” means the ability of Client or Subscribers to forward Tickets directly to a recipient with a valid email address.

“Ticket Receipts” means the Face Value of all Tickets sold by Ticketmaster, plus any Convenience Charges and Processing Fees retained by Client, less any applicable Inside Charges (exclusive of Ticketmaster Taxes in jurisdictions in which Client is required to remit Attraction Taxes to the applicable taxing authority) and Payment Processing Fees, and less any Client Taxes for jurisdictions in which Ticketmaster is required to remit Client Taxes to the applicable taxing authority.

“TM Charge” means the electronic payment processing system within the TM System that utilizes the global banking association networks to authorize electronic payment for purchases of Tickets to Attractions sold by Client from the Facility Box Office as permitted under this Agreement.

“TM.com Website” means any Internet websites owned, operated and maintained by Ticketmaster, including, without limitation, any co-branded versions and any version distributed through any broadband distribution platform or through any platform or device including television, broadband and wireless technologies.

“TM System” means the Hardware, Software, TM.com Website, related procedures and personnel, and repair and maintenance services established and maintained by Ticketmaster and its affiliates for the purpose of selling, distributing, auditing and controlling the sale of Tickets for Attractions, including, without limitation, by Internet Sales, and the processing of transactions through the Software.

17. **MISCELLANEOUS:**

(a) **Governing Law/Jurisdiction:** This Agreement shall be interpreted and governed by the laws of the state or commonwealth in which the Facility is located, without reference to conflict of laws principles. Each of the parties hereto agrees that the state courts, and the United States federal courts, that are located in the state or commonwealth in which the Facility is located shall each have subject matter jurisdiction hereunder and personal jurisdiction over each of the parties hereto. Each such party hereby consents thereto, and hereby waives any right it may have to assert the doctrine of forum non conveniens or to object to venue to the extent that any proceeding is conducted in accordance with the foregoing provision.

(b) **Waiver of Jury Trial:** In the event the parties are required for any reason to submit any dispute hereunder to trial, the parties expressly agree to waive the right to a jury trial, because the parties hereto, all of whom are represented by counsel, believe that the complex commercial and professional aspects of their dealing with one another make a jury determination neither desirable nor appropriate.

(c) **Entire Agreement; Modification:** This Agreement constitutes the entire and exclusive agreement between the parties hereto with respect to the subject matter hereof and supersedes and cancels all previous oral or written communications, proposals, agreements, and commitments. No modification to this Agreement, nor any waiver of any rights, shall be effective unless assented to in writing by the party to be charged and the waiver of any breach or default shall not constitute a waiver of any other right hereunder or any subsequent breach or default. A party's delay in enforcing its rights hereunder shall not be construed as a waiver of such rights or remedies.

(d) **Assignment:** Without the prior written consent of Ticketmaster, Client shall not (i) directly or indirectly assign, transfer, pledge or hypothecate its rights or obligations in this Agreement or any interest therein; or (ii) permit the Hardware (if any) or any part thereof to be used, or access to the Software or any part thereof to be had, by anyone other than Client (including OVG), or any successor manager to OVG, or any of their authorized employees except in the event of an assignment by Client to any parent, subsidiary, affiliate or successor-in-interest (including, without limitation, a successor by virtue of an acquisition) which is not a direct competitor of Ticketmaster, or as collateral security pursuant to Client's debt or financing agreements in effect from time to time, in which event no such consent shall be required. Any such assignment shall not relieve Client of any of its obligations hereunder. Without the prior written consent of Client, Ticketmaster shall not assign or transfer its rights or obligations in this Agreement or any interest therein, except in the event of an assignment by Ticketmaster to any parent, subsidiary, affiliate or successor-in-interest (including, without limitation, a successor by virtue of an acquisition), in which event no such consent shall be required. Any assignment, transfer, pledge or hypothecation for which consent is required hereby and which is made without such consent shall be void. Notwithstanding the foregoing, Client agrees and acknowledges that certain of Ticketmaster's duties and obligations under this Agreement may be performed on Ticketmaster's behalf by one or more of its parent, subsidiaries and affiliates, and no such performance shall be deemed to be an assignment or breach of this Agreement by Ticketmaster.

(e) **Relationship of the Parties:** Each party is an independent contractor and not an agent or partner of, or joint-venturer with, the other party for any purpose other than as set forth in this Agreement (e.g., Ticketmaster is the agent of Client solely with respect to Ticket sales and distribution). Neither party by virtue of this Agreement shall have any right, power, or authority to act or create any obligation, express or implied, on behalf of the other party.

(f) **Force Majeure:** Neither party will be liable or responsible to the other party, nor be deemed to have defaulted under or breached this Agreement, for any delay or failure in fulfilling or performing any term of this Agreement, when and to the extent such failure or delay is caused by or results from acts beyond the impacted party's control, including, without limitation, the following force majeure events ("Force Majeure Events"): (a) acts of God; (b) flood, fire, earthquake, explosion, pandemic or epidemic; (c) war, invasion, hostilities (whether war is declared or not), terrorist threats or acts, riot, or other civil unrest; (d) government order or law; (e) actions, embargoes, or blockades in effect on or after the date of this Agreement; (f) action by any governmental or quasi-governmental authority; (g) national or regional emergency; (h) strikes, labor stoppages or slowdowns, or other industrial disturbances; and (i) shortage of adequate power. The impacted party shall use commercially reasonable efforts to end the failure or delay and ensure the effects of such Force Majeure Events are minimized. The impacted party shall resume the performance of its obligations as soon as reasonably practicable after the removal of the cause.

(g) **Severability**: If any provision of this Agreement is found to be invalid or unenforceable in any jurisdiction (a) the validity or enforceability of such provision shall not in any way be affected with respect to any other jurisdiction, and the validity and enforceability of the remaining provisions shall not be affected; and (b) the parties shall replace such provision by one or more valid and enforceable provisions approximating the original provision as closely as possible.

(h) **Notices**: Any notices required to be given under this Agreement must be sent to each party, in writing, at the address set forth immediately below the signature line hereto or at such address as may be provided by each party in writing from time to time, by certified or registered mail, return receipt requested or by an overnight courier. Notices will be deemed effective the day following sending if sent by overnight courier or five days after sending if sent by certified or registered mail. Settlement reports may be delivered from Ticketmaster to Client by email with confirmation reply email from recipient; therefore Client shall promptly notify Ticketmaster of any change to its email address set forth immediately below the signature line hereto.

(i) **Binding Agreement/Counterparts**: The terms, conditions, provisions and undertakings of this Agreement shall be binding upon and inure to the benefit of each of the parties hereto and their respective successors and permitted assigns; provided, however, that this Agreement shall not be binding until executed by each of the parties. This Agreement may be executed in multiple counterparts, including .pdf and facsimile copies, which when taken together constitute a single instrument.

(j) **Legal Review**: Each of the parties has had the opportunity to have its legal counsel review this Agreement on its behalf. If an ambiguity or question of intent arises with respect to any provision of this Agreement, this Agreement will be construed as if drafted jointly by the parties. The parties expressly agree that the construction and interpretation of this Agreement shall not be strictly construed against the drafter.

(k) **Attorneys' Fees**: In addition to any other rights hereunder, the substantially prevailing party, as a court of competent jurisdiction (as provided above) may determine, in any claim or other dispute which relates to this Agreement, regardless of whether such claim or other dispute arises from a breach of contract, tort, violation of a statute or other cause of action, shall have the right to recover and collect from the other party its reasonable costs and expenses incurred in connection therewith, including, without limitation, its reasonable attorneys' fees. If a party substantially prevails on some aspects of such claim or dispute but not others, the court may apportion any award of costs or attorneys' fees in such manner as it deems equitable.

(l) **Client Listings**: Client's execution of this Agreement indicates approval for Client to be listed as a Ticketmaster client in monthly newsletters for distribution to event industry clients, in product boiler plate information, and in future releases about Ticketmaster products and services for distribution to trade and consumer media. At any time, Client may, in its sole discretion, direct Ticketmaster to stop using Client's name for the purposes listed in this Section by sending notice to Ticketmaster via email at client.news@ticketmaster.com.

(m) **Survival of Terms**: Any provision of this Agreement that contemplates performance or observance subsequent to any termination or expiration of this Agreement, including without limitation provisions related to use of the Software, payments of amounts owed for a previously completed Contract Year, payment upon an Event of Default, Purchaser Data, limitations on liability, indemnification, confidential information, governing law and waivers of jury trials, shall survive any termination or expiration of this Agreement and continue in full force and effect.

(n) **Representations and Warranties**: Each party represents and warrants that it is duly organized, validly existing and in good standing under the laws of the state of its organization; it is duly authorized and in good standing to conduct business in the state or commonwealth in which the Facility is located; it has all necessary power and has received all necessary approvals to execute and deliver this Agreement; and the individual executing this Agreement on behalf of such party has been duly authorized to act for and bind such party.

[Signature Page Follows.]

IN WITNESS WHEREOF, Ticketmaster and Client have caused this Licensed User Agreement to be duly executed as of the date set forth below.

TICKETMASTER L.L.C.,
a Virginia limited liability company

GLOBAL SPECTRUM, L.P., d/b/a OVG360,
a Delaware limited partnership,
as agent for Village of Hoffman Estates d/b/a
NOW Arena

By: _____

By: _____

Print Name: Geoff Carns

Print Name: William McLeod

Title: SVP – Venues & Promoters

Title: Mayor of Hoffman Estates

Date: _____

Date: _____

Address: 325 N. Maple Drive
Beverly Hills, CA 90210

Address: 5333 Prairie Stone Parkway
Hoffman Estates, IL 60192

Attn: Geoff Carns

Attention:

With a copy to:

With a copy to:

Attn: Ticketmaster L.L.C.
325 N. Maple Drive
Beverly Hills, CA 90210
General Counsel

OVG360
150 Rouse Boulevard, Suite 300
Philadelphia, PA 19112
Attn: General Counsel

EXHIBIT A
COMPENSATION

1. **Charges and Fees.**

(a) **Convenience Charge (Per Ticket) and Processing Fee (Per Order)**: The per Ticket Convenience Charges and per order Processing Fees shall be determined and (subject to the terms set forth herein) retained by Client during the Term of this Agreement; provided, however, in the event the per Ticket Convenience Charges in any single transaction exceeds the amount of \$12.75 per Ticket (subject to escalation in the amount of \$0.15 per Ticket per Contract Year) (the "Standard Per Ticket Fee Cap"), then Client and Ticketmaster shall each retain fifty percent (50%) of any amount of such aggregate per Ticket and/or order fees for such transaction in excess of the Standard Per Ticket Fee Cap. In addition, in the event any per Ticket fee or per order fee in any single transaction is less than the applicable Inside Charge due Ticketmaster as set forth in subsection (b) following, Ticketmaster reserves the right to invoice Client for the difference between such per Ticket fee or per order fee and the amount of such Inside Charge, or to setoff such amount against any funds held by Ticketmaster on account of Client.

(b) **Inside Charges:**

Client shall pay Ticketmaster the following Inside Charges:

<u>Type of Ticket</u>	<u>Per Ticket Inside Charge</u>	<u>Per Order Inside Charge</u>
For all Tickets sold via the Facility Box Office	\$0.00 per Ticket	\$0.00 per order
For Tickets sold to multicultural Attractions via Ticketmaster distribution channels with the following Face Values:		
\$0.01 to \$29.99	\$2.25 per Ticket	\$0.00 per order (all Face Values)
\$30.00 and above	\$2.75 per Ticket	
For Tickets sold to all other Attractions via Ticketmaster distribution channels with the following Face Values:		
\$0.01 to \$19.99	\$2.50 per Ticket	\$0.00 per order (all Face Values)
\$20.00 to \$39.99	\$3.50 per Ticket	
\$40.00 and above	\$4.50 per Ticket	

The per Ticket Inside Charges for all Tickets sold via Ticketmaster distribution channels set forth above shall be subject to automatic increase on the first day of the second Contract Year and on the first day of each Contract Year thereafter during the Term in the amount of \$0.15 per Ticket.

Notwithstanding the above, the parties will confer together in good faith with respect to Ticketmaster waiving its Inside Charges for certain community and/or charitable Attractions for which complimentary Tickets are distributed and/or no revenue is retained by Client on the sale of Tickets to such Attractions.

(c) **Delivery Fees.**

(i) **Mail Fee.** Ticketmaster shall be entitled to assess and receive a fee in the amount of \$6.25 per order against purchasers of Tickets using the U.S. mail method of delivery (the "Mail Fee"). The Mail Fee shall be subject to automatic increase on the first day of the second Contract Year and on the first day of each Contract Year thereafter during the Term in the amount of \$0.25 per order.

(ii) **Mobile and Credit Card Entry Delivery.** Ticketmaster shall not assess any mobile delivery fee or credit card entry delivery fee against purchasers of Tickets using the mobile, and/or credit card entry methods of delivery.

(iii) **Will Call Fee.** Ticketmaster shall be entitled to assess a fee in an amount of up to \$5.00 per order, as directed by Client, against purchasers of Tickets via Ticketmaster distribution channels electing the will call method of Ticket fulfillment ("Will Call Fee"), and shall pay Client the entirety of such Will Call Fee, less applicable taxes or Payment Processing Fees (calculated at the rate set forth below) on such amount.

(d) **Archtics Fees:**

Client shall pay Ticketmaster the following Archtics Fees, which shall under no circumstances be combined with or additive to Inside Charges:

(i) **Archtics Transaction Fees:**

<u>Type of Transaction</u>	<u>Amount of Archtics Transaction Fee</u>	
New Season/Contract Ticket sales	\$3.00 per seat	
MiniPlan Ticket sales	Same seat MiniPlans with 4 or more Attractions:	\$3.00 per seat
	Different seat MiniPlans with 6 or more Attractions:	\$3.00 per seat
	Same seat MiniPlans with 2 to 3 Attractions:	The per Ticket Inside Charges for such Tickets set forth above, per seat
	Different seat MiniPlans with 2 to 5 Attractions:	The per Ticket Inside Charges for such Tickets set forth above, per seat
Suite additional	\$3.00 per Ticket	
Right of first refusal to purchase Tickets	\$3.00 per Ticket	
Per invoice processing	\$1.00 per payment processed	
Donations	\$1.00 per donation processed	
Ticket forwarding	\$0.00 per Ticket	

<u>Type of Transaction</u>	<u>Amount of Archtics Transaction Fee</u>
Electronic check payment	\$1.00 per payment processed
Interactive voice response (IVR)	\$1.00 per payment processed
Ticket transfer	\$0.00 per Ticket
Added value	10% of gross transaction value, subject to cap of \$20.00
Ticket upgrades	\$3.00 per Ticket
Ticket exchanges	\$3.00 per Ticket
Donations	\$1.00 per Ticket
Single Attraction Ticket sales to Subscribers	The per Ticket Inside Charges for such Tickets set forth above, per seat
Self-service Group Sales via AccountManager	\$2.00 per Ticket

In the event Client elects to charge Subscribers for the Software transactions in addition to and above the applicable Archtics Transaction Fees charged by Ticketmaster as set forth above, such additional amount charged by Client up to an amount equal to the Archtics Transaction Fee may be retained by Client and any excess amount charged by Client shall be divided equally between Client and Ticketmaster.

(ii) **Archtics License and Maintenance Fees:**

<u>Software</u>	<u>License Fee</u>
Archtics	\$12,500 per Contract Year* *Includes one (1) initial Archtics database build. A \$10,000 (one-time) fee shall be charged for each additional database build requested or otherwise required by Client.
Archtics – User Licenses	\$1,500 per Contract Year* * Includes five (5) connection for Client's use. An annual \$1,500 per connection fee shall be charged for each additional connection requested or otherwise required by Client.
AccountManager	\$10,000 per Contract Year* *Includes one (1) initial AccountManager site build. A \$2,500 (one-time) fee shall be charged for each additional site build requested or otherwise required by Client.

Ticketmaster will provide maintenance and repair services and support for all Software and Hardware at the highest level of industry standards at no additional charge.

2. **Payment Processing Fees:**

<u>Type of Sale</u>	<u>Percentage Rate</u>
Ticketmaster distribution channels	2.50% of Face Value of Tickets plus any fees added to the Face Value

Client Sales using TM Charge	2.50% of all transactions processed
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Any percentage rates set forth above are subject to automatic increase due to any actual and reasonable increases in the interbank rates imposed on Ticketmaster.

EXHIBIT B

HARDWARE

Quantity	Description
Up to 9	POS Kits
9	Monitors
13	BOCA Lemur S Ticket Printers
30	TM/1 Entry Janam XT3 Scanners
1	Router

EXHIBIT C

TM+ Terms and Conditions

Ticketmaster shall enable TM+ for all Attractions in accordance with the settlement terms set forth in this Exhibit C below.

TM+ Settlement Terms

- For any primary market Ticket inventory sold through TM+, Ticketmaster shall continue to sell such Tickets and settle the proceeds of such sales with Client in accordance with the terms and conditions for such transactions as set forth in the Agreement.
- For any secondary market Ticket inventory sold through TM+, Ticketmaster shall assess its standard fees against the buyers and sellers of such Tickets in amounts as determined by Ticketmaster in accordance with general industry standards; provided, Ticketmaster will price buyer and seller fees so as to maximize revenue, which may differ by Attractions or over time for the same Attractions, which amounts currently include: (i) a seller fee generally in an amount of up to twelve percent (12%) of the Ticket posting price (i.e., the price set by the seller upon posting such Ticket for sale), and (ii) a buyer fee generally in an amount of up to seventeen and five-tenths percent (17.5%) of the Ticket listing price (i.e., the posting price plus the seller fee), with a \$5.00 minimum.
- **TM+ Revenue Share:**
 - Client shall be entitled to receive from Ticketmaster ten percent (10%) of the Net Resale Fees collected (and not refunded or subject to chargeback) by Ticketmaster on account of secondary market Ticket sales through TM+ (the “TM+ Revenue Share”).
 - For purposes of this Exhibit C, the following terms shall have the following meanings:
 - “Net Resale Fees” shall be defined as the gross amount collected from the seller and new purchaser of a secondary market inventory Ticket via TM+ less (i) the proceeds paid to the Ticket seller, (ii) an amount equal to 3.5% of the gross amount collected from the new purchaser (to cover credit card processing fees), (iii) any applicable sales, admission or similar tax, and (iv) Actual Direct Costs.
 - “Actual Direct Costs” shall be defined as the actual out-of-pocket customer acquisition costs for TM+ (e.g., costs to unaffiliated third parties on search engine marketing (SEM) or commissions to third party affiliates of Ticketmaster linking customers to TM+) that, in each case, are incurred by Ticketmaster for any Attraction for which Ticket sales are governed by the Agreement and which is promoted solely by Client.

- The TM+ Revenue Share will be paid to Client on a quarterly basis for all such sales occurring in any calendar quarter, on or before the thirtieth (30th) day of the month following each calendar quarter. Client shall be provided with documentation supporting the calculation of the TM+ Revenue Share with the final settlement for each quarter. In the event that any Attraction for which Ticketmaster has made any TM+ Revenue Share payment to Client becomes a Cancelled Attraction, Client shall promptly repay to Ticketmaster the amount of such TM+ Revenue Share payments in respect of such Cancelled Attraction. In addition, with respect to Client's Season/Contract Ticket holders who resold their Tickets to any such Cancelled Attraction through AccountManager, Client will be responsible for recovering the seller proceeds directly from such Season/Contract Ticket holders, and remitting such proceeds to Ticketmaster in order to process refunds in respect of such secondary market transactions.
- Each settlement relating to the TM+ Revenue Share pursuant to this Exhibit C shall be accompanied by a report of the applicable transactions during such settlement period.

EXHIBIT D

TM1 Engagement TERMS AND CONDITIONS

Ticketmaster shall make TM1 Engagement available for Client's use in exchange for the fees set forth in Schedule 1 attached hereto.

The parties acknowledge and agree that Client is selecting the Base plan annual subscription plan. During the Term of the Agreement, Client shall have the opportunity to upgrade Client's current plan to a higher one, or downgrade to any lower plan, upon written notice to Ticketmaster and payment of the new annual subscription fee; provided, that such new plan shall not take effect until the beginning of the next Contract Year. For the avoidance of doubt, any unsent emails comprising the annual sent messages threshold and any unused Ticketmaster professional services hours for Client's plan during each Contract Year shall expire at the conclusion of each such Contract Year, and no TM1 Engagement credit of any kind shall be provided to Client in connection with such unsent emails and/or unused hours.

Notwithstanding anything to the contrary set forth in Schedule 1 attached hereto, Ticketmaster agrees to waive the Base plan annual subscription fee; provided however, the number of Ticketmaster professional service hours included for no charge shall be 0 hours. In the event Client exceeds the applicable email threshold for Client's current plan in any Contract Year, or in the event Client elects to upgrade Client's current plan to a higher one, Ticketmaster shall invoice Client at that time for the incremental amount of the annual subscription fee applicable to such higher volume of emails sent.

In the event Client fails to pay any TM1 Engagement related invoice in full within thirty (30) days of issuance, Ticketmaster may deduct the unpaid amount of such invoice from the settlements otherwise due and owing to Client under the Agreement, or upon providing notice in writing to Client of such unpaid amounts and Client's failure to cure within fifteen (15) business days of receipt of such notice, Ticketmaster may elect to terminate the provision of TM1 Engagement services.

Ticketmaster shall provide all necessary maintenance and service support with respect to the use of TM1 Engagement, as described in Schedule 2 attached hereto. Ticketmaster agrees to absorb all fees and other amounts due to any third party in connection with the use of TM1 Engagement, and support costs with respect thereto.

Ticketmaster agrees to provide, and Client agrees to use, TM1 Engagement only in compliance with all applicable laws and administrative rulings and in accordance with Ticketmaster's posted privacy policies. Client shall also include in any non-transactional email communications that Client may make using TM1 Engagement a mechanism to provide the recipient with the right to "opt-out" from receiving further non-transactional email communications from Client and Client shall honor such opt-out preferences. Client shall indemnify Ticketmaster's Indemnitees against, and hold Ticketmaster's Indemnitees harmless from, any and all claims, actions, damages, expenses (including court costs and reasonable attorneys' fees), obligations, losses, liabilities and liens, imposed on, incurred by, or asserted against Ticketmaster's Indemnitees occurring as a result of, or in connection with any email campaigns or distributions conducted by Client including, without limitation, email campaigns or distributions in violation of

federal, state or other laws applicable to commercial emails; except, in each case, to the extent that any such claims shall relate to Ticketmaster's failure to comply with applicable law, negligence or willful misconduct with respect thereto.

Schedule 1 to Exhibit D

Plan	Annual Sent Messages			Annual Subscription Fee*	# of Client User Licenses Included**	# of Ticketmaster Professional Services Hours Included***	Ticketmaster's Premium Automation Package****
Base	0	to	1,000,000	\$3,500	2	1 hour (Q&A call)	NOT INCLUDED
Plan 1	1,000,001	to	2,000,000	\$5,000	2	5 hours/ year	
Plan 2	2,000,001	to	4,000,000	\$10,500	3	10 hours/year	
Plan 3	4,000,001	to	6,000,000	\$14,000	3	15 hours/year	
Plan 4	6,000,001	to	12,000,000	\$21,000	3	20 hours/year	
Plan 5	12,000,001	to	18,000,000	\$28,000	3	25 hours/year	
Plan 6	18,000,001	to	30,000,000	\$35,000	4	30 hours/year	
Plan 7	30,000,001	to	48,000,000	\$42,000	4	35 hours/year	
Plan 8	48,000,001	or	More	Custom Pricing	Custom	Custom	

*The annual subscription fees for each plan set forth in the schedule above shall be subject to automatic increase on the first day of the second Contract Year and on the first day of each Contract Year thereafter during the Term in the amount of 5% of the previous Contract Year's annual subscription fee for each such plan.

**Additional user licenses may be purchased by Client for \$600 per additional user license/ per Contract Year, and such \$600 per additional user license/ per Contract Year fee shall not be pro-rated for any partial Contract Year except to the extent explicitly provided otherwise in the Exhibit to which this Schedule 1 is attached. Client shall notify Ticketmaster of its election to purchase additional user licenses during each Contract Year for which Client intends to use such additional user licenses, and Client's election to purchase additional user licenses during any particular Contract Year shall not carry forward into the continued use of such additional user licenses during any subsequent Contract Years.

***Except to the extent explicitly provided otherwise in the Exhibit to which this Schedule 1 is attached, notwithstanding the chart above, the number of Ticketmaster professional service hours included in any annual subscription plan for which Ticketmaster has waived or has otherwise provided a credit or discount towards Client's annual subscription fee shall be 0.

***The amount of any unused Ticketmaster professional service hours included for any Contract Year shall expire at the conclusion such Contract Year, or upon the termination or expiration of the Agreement, whichever is earlier. For the avoidance of doubt, any unused Ticketmaster professional service hours included for any Contract Year shall not be rolled forward for use in any subsequent Contract Year.

***Additional Ticketmaster professional service hours may be purchased by Client at the rate of \$250 per additional hour, or at the bulk discount rate of \$225 per additional hour where Client purchases 50 or more hours in a single transaction, it being understood any such hours (including any of those purchased in bulk), consistent with the terms set forth above, shall expire at the conclusion of the Contract Year in which they were purchased, or upon the termination or expiration of the Agreement, whichever is earlier.

****Client may elect to activate Ticketmaster's Premium Automation Package as an optional add-on for \$1,200 per Contract Year, and such \$1,200 per Contract Year fee shall not be pro-rated for any partial Contract Year except to the extent explicitly provided otherwise in the Exhibit to which this Schedule 1 is attached. For clarity, standard two-touch welcome automations are included with each Client subscription plan and do not require activation of Ticketmaster's Premium Automation Package. Any activation of Ticketmaster's Premium Automation Package shall be for the remainder Term of the Agreement (and not just for the remainder of the then-current Contract Year).

Schedule 2 to Exhibit D

Plan				Annual Sent Messages	TM1 Engagement Ticketmaster Support
Base	0	to	1,000,000		• Unlimited issue resolution technical support via Ticketmaster product support • Implementation Services • Industry-specific web-based training • Industry-specific user guides • Industry-specific best practices documentation and webinars • Deliverability Support
Plan 1	1,000,001	to	2,000,000		
Plan 2	2,000,001	to	4,000,000		
Plan 3	4,000,001	to	6,000,000		
Plan 4	6,000,001	to	12,000,000		
Plan 5	12,000,001	to	18,000,000		
Plan 6	18,000,001	to	30,000,000		
Plan 7	30,000,001	to	48,000,000		
Plan 8	48,000,001	or	More		

EXHIBIT E

PLATINUM TICKETS AND VIP PACKAGES

1. Platinum Tickets and VIP Packages

(a) Definitions.

“Platinum Ticket” means any dynamically-priced Ticket that represents the most select category of seats for an Attraction resulting from proximity to stage or other superior amenities as mutually determined by Client and Ticketmaster, which is sold by Ticketmaster on behalf of Client.

“Platinum Ticket Fee” means a fee assessed by Ticketmaster against each Platinum Ticket purchaser in an amount equal to eighteen percent (18%) (which incorporates a Payment Processing Fee in the same percentage amount as set forth in the Agreement with respect to standard Ticket sales) of the Platinum Ticket Price (excluding any applicable delivery and processing fees) for each Platinum Ticket sold by Ticketmaster via the TM.com Website. Additionally, Ticketmaster shall charge Client a “Platform Fee” in the amount of five percent (5%) of the Platinum Ticket Price (excluding any applicable delivery and processing fees), which shall be deducted from the Platinum Proceeds as an Inside Charge prior to settlement. The Platinum Ticket Fee and the Platform Fee payable to Ticketmaster in connection with each sale of a Platinum Ticket shall be in lieu of any per Ticket Convenience Charge or Inside Charge otherwise due Ticketmaster under this Agreement in respect of standard Ticket sales.

“Platinum Ticket Price” means the total price a purchaser pays for a Platinum Ticket sold via the TM.com Website, inclusive of applicable taxes, but exclusive of the Platinum Ticket Fee. The Platinum Ticket Price shall initially be established by Client in consultation with Ticketmaster, and any subsequent adjustments to the Platinum Ticket Price shall be administered in accordance with parameters accepted by Client in advance.

“Platinum Proceeds” means the Platinum Ticket Price collected by Ticketmaster, which, for the avoidance of doubt, shall not include the Platinum Ticket Fee.

“VIP Package(s)” means Ticket packages for an Attraction which entitle the purchaser of the Ticket to additional benefits to be fulfilled solely by Client (and not, for the avoidance of doubt, the artist or performing act of any Attraction), including but not limited to, access to unique experiences surrounding the Attraction and/or unique merchandise.

“VIP Package Fee” means a fee assessed by Ticketmaster in the amount of eighteen (18%) (which incorporates a Payment Processing Fee in the same percentage amount as set forth in the Agreement with respect to standard Ticket sales) of the VIP Package Price, which amount shall be charged to the VIP Package purchaser in addition to the VIP Package

Price. The VIP Package Fee is in lieu of any per Ticket Convenience Charge or Inside Charge otherwise due Ticketmaster under this Agreement in respect of standard Ticket sales.

"VIP Package Price" means the total price of the VIP Package paid by the purchaser as set by Client, inclusive of the Face Value of the Ticket and applicable taxes.

"VIP Package Proceeds" means the VIP Package Price, which, for the avoidance of doubt shall not include the VIP Package Fee.

(b) **Platinum Tickets.**

(i) **Platinum Ticket Set-Up Information.** Client will provide Ticketmaster with notice of its desire to have Ticketmaster enable a Platinum Ticket offer for any applicable Attraction, and shall provide Ticketmaster with required Set-Up Information in respect of such offer so that Ticketmaster may set up the offer for sale through the TM.com Website.

(ii) **Platinum Ticket Fulfillment.** Ticketmaster shall fulfill Platinum Ticket orders in the same manner as standard Tickets through Ticketmaster's ordinary distribution channels as requested by the purchaser.

(iii) **Platinum Ticket Settlement.** Ticketmaster shall pay Client the Platinum Proceeds, less the Platform Fee, for each Platinum Ticket sold by Ticketmaster during a calendar week along with settlement of Ticket Receipts for the applicable week. Client shall be responsible for remitting any applicable taxes on the Platinum Ticket Price, and Ticketmaster shall be responsible for remitting any applicable taxes on the Platinum Ticket Fee. Notwithstanding the foregoing, in the event that Ticketmaster is ever required by applicable law to remit taxes on the Platinum Ticket Price directly on behalf of Client, Ticketmaster shall have the right to do so upon notice to Client. Except as provided otherwise above, settlements of Platinum Proceeds shall be made in accordance with and subject to the accounting and refund procedures set forth in this Agreement.

(iv) **Platinum Ticket Fee Royalty.** Client shall be entitled to receive from Ticketmaster a royalty in the amount of thirty percent (30%) of each Platinum Ticket Fee received (and not refunded or subject to chargeback) by Ticketmaster. Notwithstanding the above, Payment Processing Fees, delivery fees, processing fees, and taxes (in each case, if any) related to any Platinum Ticket Fee shall be deducted from the Platinum Ticket Fees before the Platinum Ticket Fee royalties are calculated. Neither party makes any representation that any specific number of Platinum Tickets nor any amount of Platinum Ticket Fee royalties shall be available in connection with any Attraction for which the sale of Platinum Tickets has been enabled. Platinum Ticket Fee royalties shall be paid to Client during a calendar week along with the settlement of Ticket Receipts for the applicable week.

(c) **VIP Packages.**

(i) **VIP Package Offer Information.** Client will provide Ticketmaster with reasonable advance written notice of its desire to have Ticketmaster enable a VIP Package, which notice shall include an accurate and complete description of the VIP Package content,

applicable dates for the sales campaign, and any other information reasonably requested by Ticketmaster (the "Offer Information"). Notwithstanding anything to the contrary, Ticketmaster shall not be obligated to offer a VIP Package for an Attraction if, in the reasonable discretion of Ticketmaster, the VIP Package contains content prohibited from sale via the TM.com Website (e.g., pornography, gambling, etc.). Ticketmaster and Client will work together to develop appropriate messaging appearing on the TM.com Website to inform all purchasers of VIP Package elements and benefits. Ticketmaster shall have final control over any and all messaging on the TM.com Website, and reserves the right to reject any messaging proposed by Client for any reasonable reason, including, without limitation, size constraints. Notwithstanding the foregoing, Ticketmaster shall have no responsibility or liability in the event that information (including Offer Information) provided to Ticketmaster by Client relating to the VIP Package, is incorrect or incomplete, and Client shall indemnify, defend and hold Ticketmaster's Indemnitees harmless from any and all claims, actions, damages, expenses, obligations, losses, liabilities and liens, imposed on, incurred by, or asserted against Ticketmaster's Indemnitees occurring as a result of, or in connection with the Offer Information.

(ii) VIP Package Fulfillment.

(1) Ticketmaster Responsibilities. Ticketmaster will control access to the VIP Package by distributing to each applicable purchaser a unique barcode which will allow the purchaser to redeem the VIP Package elements from Client at the Attraction. Ticketmaster shall be responsible solely for enabling a barcode for each Purchaser to use to redeem the VIP Package elements, together with instructions for redemption (including (i) that Client is the party responsible for fulfilling the VIP Package elements, (ii) the time frames during which redeeming purchasers may redeem the VIP Package elements, and (iii) the relevant Client customer service contact information for purposes of handling customer support issues relating to such redemption). Ticketmaster shall be solely responsible for customer service inquiries relating solely to enabling the barcode.

(2) Client Responsibilities. Client shall allow purchasers to redeem the VIP Package elements at the Facility. Client shall be responsible for performing all fulfillment, redemption and delivery obligations, and customer service related to all fulfillment and delivery of VIP Package elements, and all costs associated therewith, and shall indemnify, defend and hold Ticketmaster's Indemnitees harmless from any and all claims, liabilities, obligations, losses, liabilities and liens related to, or occurring as a result of or in connection with, fulfillment, redemption and delivery of the VIP Package elements.

(iii) VIP Package Settlement.

(1) Ticketmaster shall pay Client the VIP Package Proceeds for each VIP Package sold by Ticketmaster during a calendar week along with settlement of Ticket Receipts for the applicable week. Notwithstanding anything to the contrary, Client shall not receive any payment, nor shall a sale be deemed to have been made, if any VIP Package is the subject of a chargeback or for which Ticketmaster refunds the Ticket portion of the VIP Package.

(2) Client agrees that it shall be responsible for all refunds related to the VIP Package elements, and to the extent Ticketmaster receives any VIP Package element

refund requests, Ticketmaster shall refer the purchaser to a customer service number provided by Client to Ticketmaster for such customer service issues. In no event shall Ticketmaster be liable for a refund of the VIP Package elements. In addition, Client shall be responsible for all Chargebacks related to the VIP Packages, and Ticketmaster shall have the right to deduct amounts due for Chargebacks from the VIP Package Proceeds otherwise payable by Ticketmaster to Client. In the event such VIP Package Proceeds are inadequate to cover actual Chargebacks, Client shall be responsible for, and shall refund to Ticketmaster within ten (10) days of Ticketmaster's written notice all amounts related to all Chargebacks of VIP Packages sold by Ticketmaster.

(3) Client shall be responsible for remitting any applicable taxes on the VIP Package Price, and Ticketmaster shall be responsible for remitting any applicable taxes on the VIP Package Fee. Notwithstanding the foregoing, in the event that Ticketmaster is ever required by applicable law to remit taxes on the VIP Package Price directly on behalf of Client, Ticketmaster shall have the right to do so upon notice to Client.

(iv) VIP Package Fee Royalty. Client shall be entitled to receive from Ticketmaster a royalty in the amount of thirty percent (30%) of each VIP Package Fee received (and not refunded or subject to chargeback) by Ticketmaster. Notwithstanding the above, Payment Processing Fees, and taxes (in each case, if any) related to any related to any VIP Package Fee shall be deducted from the VIP Package Fees before the VIP Package Fee royalties are calculated. Neither party makes any representation that any specific number of VIP Packages nor any amount of VIP Package Fee royalties shall be available in connection with any Attraction for which the sale of VIP Packages has been enabled. VIP Package Fee royalties shall be paid to Client during a calendar week along with settlement of Ticket Receipts for the applicable week.

EXHIBIT F

Form W-9 (Rev. October 2007) Department of the Treasury Internal Revenue Service	Request for Taxpayer Identification Number and Certification	Give form to the requester. Do not send to the IRS.			
Print or type see specific instructions on page 2	Name (as shown on your income tax return)				
	Business name, if different from above				
	Check appropriate box: ☐ Individual/sole proprietor ☐ Corporation ☐ Partnership ☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶ ☐ Exempt payee ☐ Other (see instructions) ▶				
	Address (number, street, and apt. or suite no.)				
	City, state, and ZIP code				
	Requester's name and address (optional)				
	List account number(s) here (optional)				
Part I Taxpayer Identification Number (TIN)					
Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> on page 3.					
<table border="1" style="width: 100%; border-collapse: collapse;"><tr><td style="width: 60%; padding: 5px;">Social security number : : : : : :</td><td style="width: 40%; text-align: center; padding: 5px;">OR</td><td style="width: 60%; padding: 5px;">Employer identification number : : : : : :</td></tr></table>			Social security number : : : : : :	OR	Employer identification number : : : : : :
Social security number : : : : : :	OR	Employer identification number : : : : : :			
Part II Certification					
Under penalties of perjury, I certify that:					
- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and - I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and - I am a U.S. citizen or other U.S. person (defined below).					
Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.					
Sign Here	Signature of U.S. person ▶	Date ▶			
General Instructions					
Section references are to the Internal Revenue Code unless otherwise noted.					
Purpose of Form					
A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.					
Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:					
- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued), - Certify that you are not subject to backup withholding, or - Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.					
Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.					
Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are: - An individual who is a U.S. citizen or U.S. resident alien, - A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States, - An estate (other than a foreign estate), or - A domestic trust (as defined in Regulations section 301.7701-7).					
Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.					
The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases: The U.S. owner of a disregarded entity and not the entity,					

Cat. No. 10231X

Form **W-9** (Rev. 10-2007)

ADDENDUM 1

DATA PROCESSING TERMS

[TO BE ATTACHED]



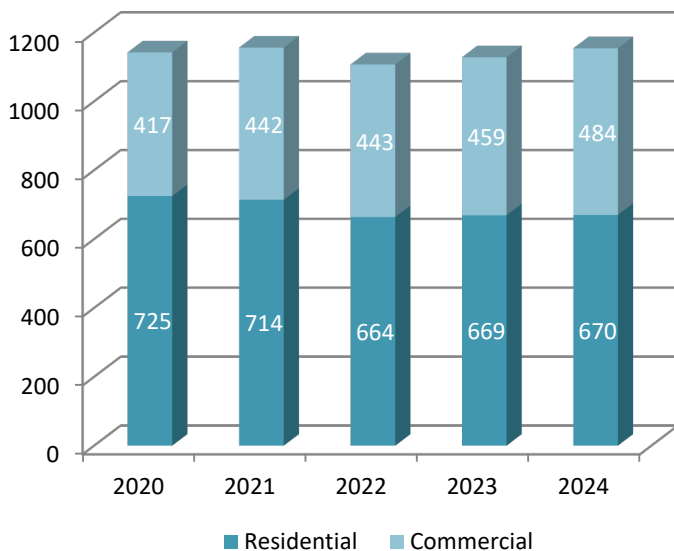
HOFFMAN ESTATES

DEPARTMENT OF FINANCE MONTHLY REPORT OCTOBER 2024

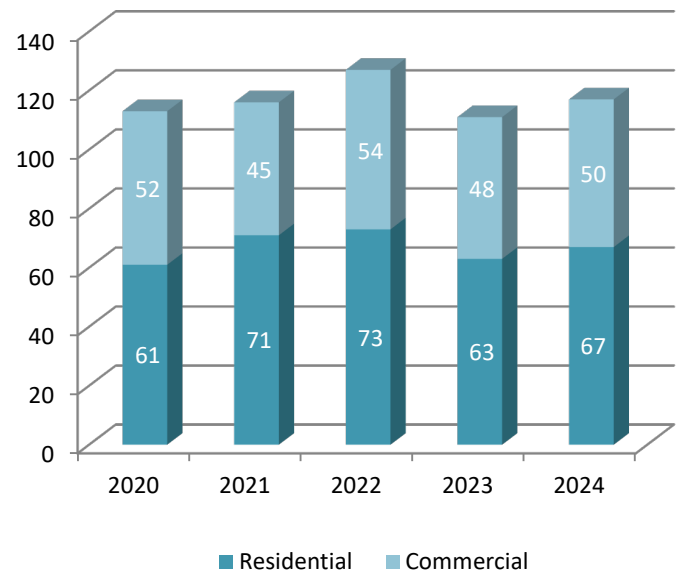
Water Billing

A total of 14,818 residential water bills were mailed on October 1st for August's water consumption. Average consumption was 5,320 gallons, resulting in an average residential water bill of \$58.53. Total consumption for all customers was 144 million gallons, with 79 million gallons attributable to residential consumption. When compared to the September 2023 billing, residential consumption increased by 6.3%.

**Total Water Consumption
Year-To-Date Comparison
Month of October**



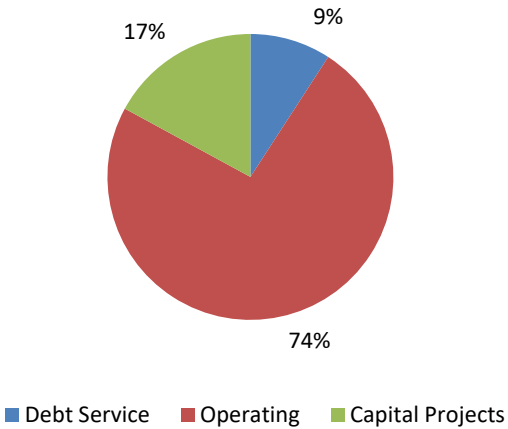
**Total Water Consumption
Month of October**



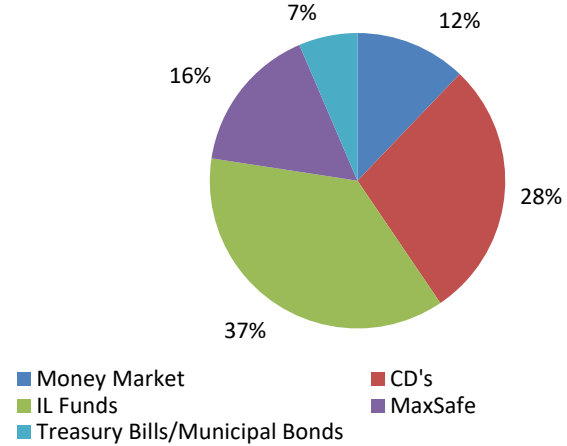
Village Investments

As of October 31, 2024, the Village's investment portfolio (not including pension trust funds) totaled \$104.1 million. Of this amount, \$76.8 million pertained to the various operating funds. As can be seen in the following graphs, the remaining \$27.3 million is related to debt service and capital projects funds.

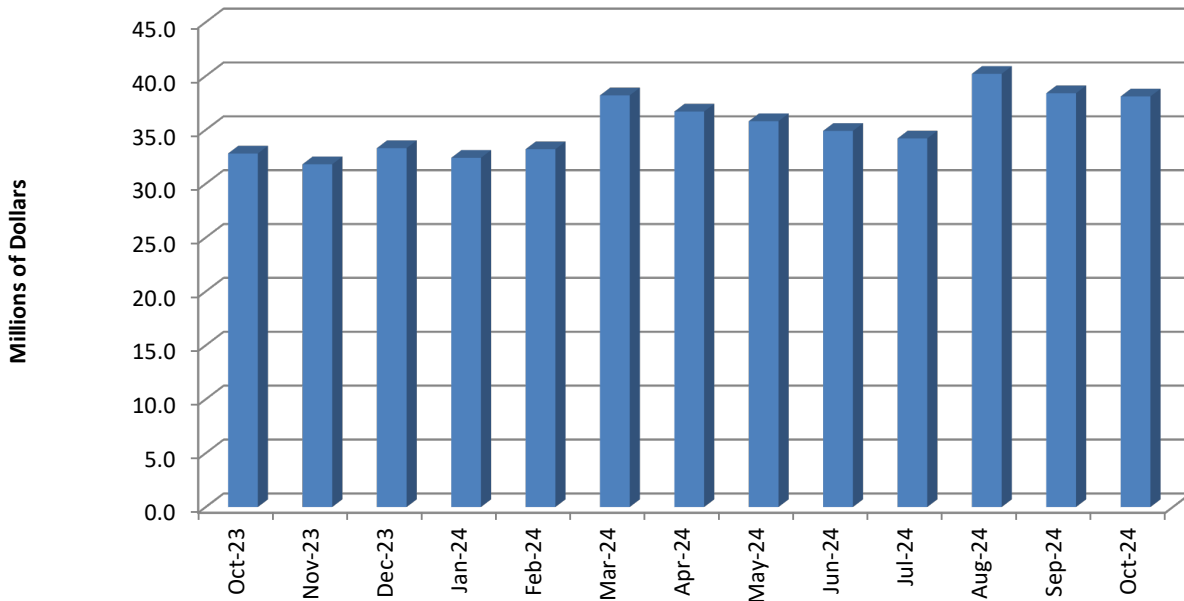
**Investment Portfolio by Fund Type
As October 31, 2024**



**Investment Portfolio by Type
As of October 31, 2024**



General Fund Investments



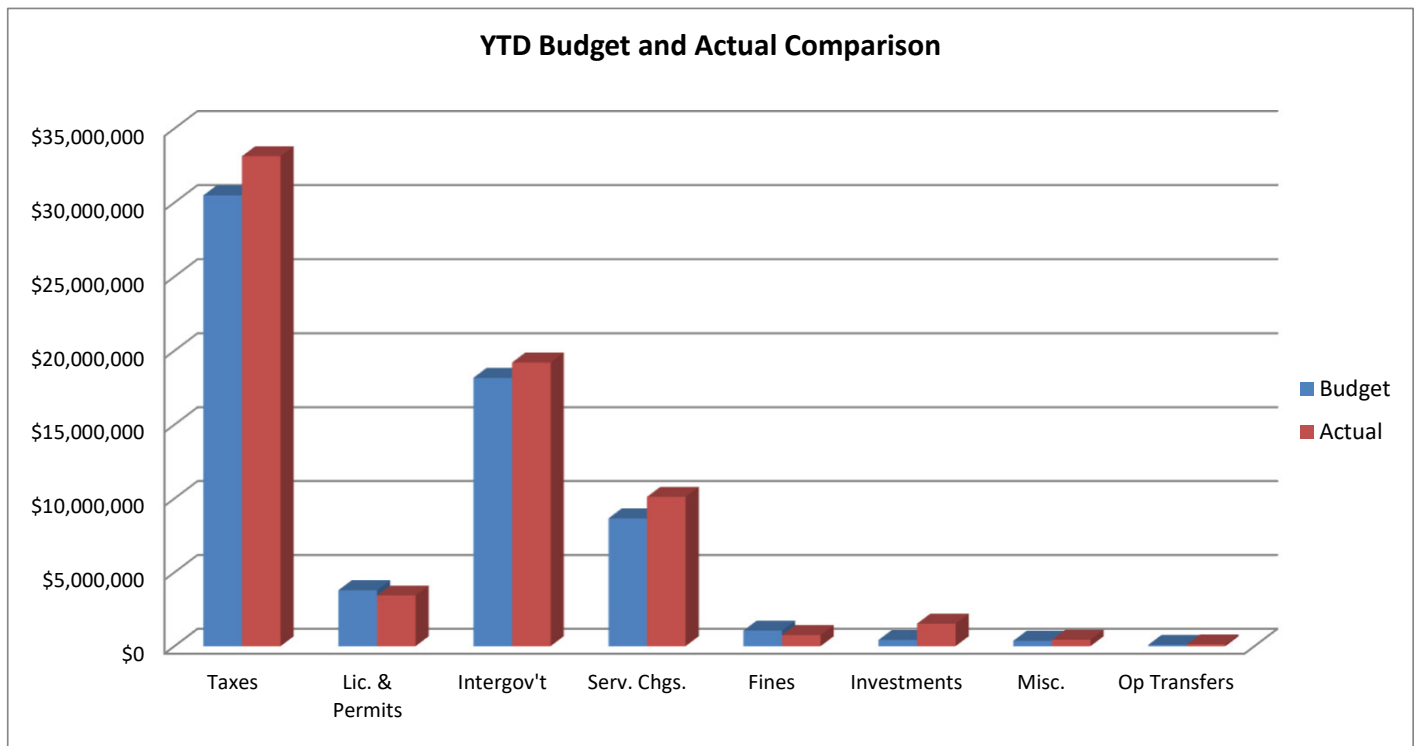
Operating Funds

General Fund

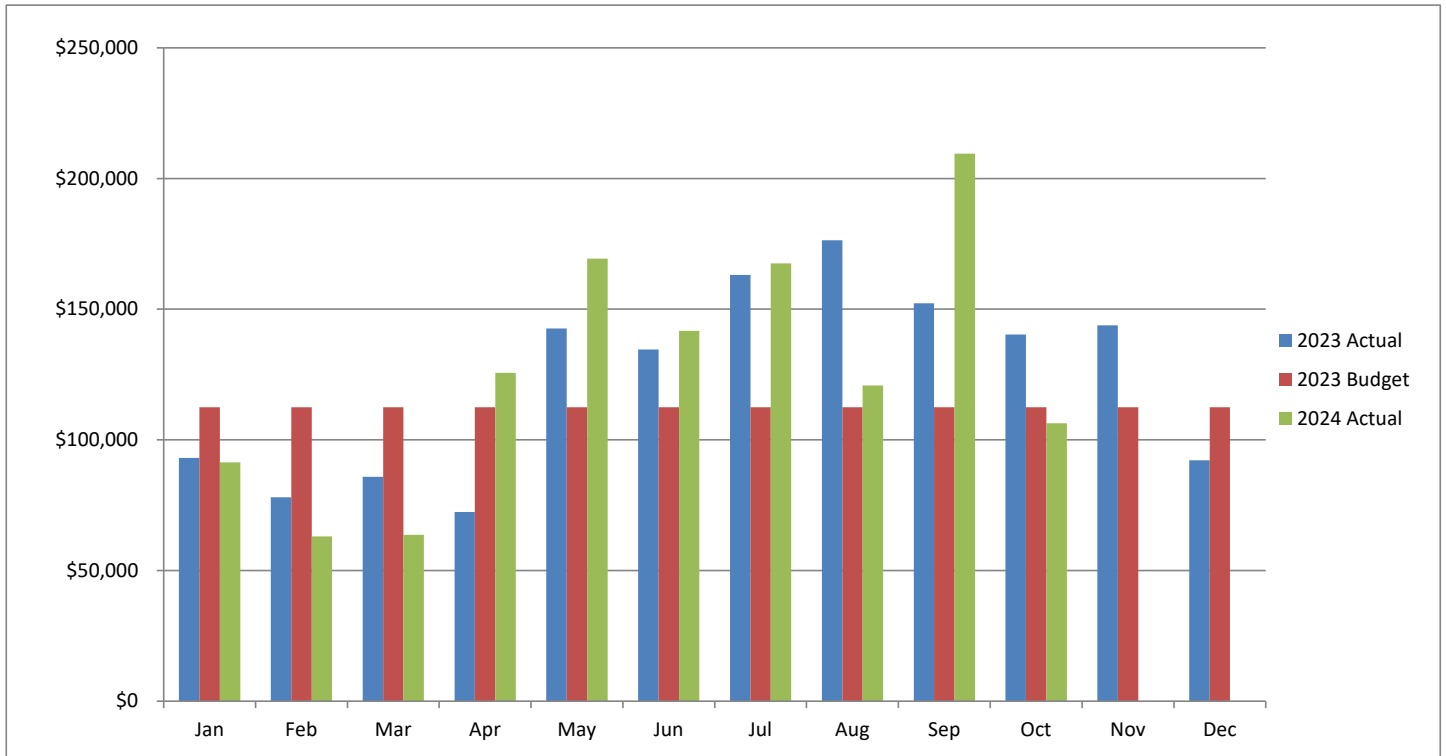
For the month of October, General Fund revenues totaled \$6,881,79 and expenditures totaled \$6,917,842 resulting in a deficit of \$36,103.

Revenues: October year-to-date figures are detailed in the table below. Charges for services over budget due to large developments happening in the Village. Fines and forfeits are under budget due to various red light cameras being out of service because of IDOT infrastructure upgrades. Investment income is over budget due to higher interest rates being realized. Most miscellaneous revenues are not received on a monthly basis.

	YEAR-TO-DATE	YEAR-TO-DATE	
REVENUES	BUDGET	ACTUAL	VARIANCE
Taxes	\$ 30,484,328	\$ 33,127,987	8.7%
Licenses & Permits	3,790,417	3,425,018	-9.6%
Intergovernmental	18,169,833	19,199,466	5.7%
Charges for Services	8,651,674	10,110,104	16.9%
Fines & Forfeits	1,055,417	750,106	-28.9%
Investments	416,667	1,523,395	265.6%
Miscellaneous	365,625	432,234	18.2%
Operating Transfers	91,667	120,064	31.0%
TOTAL	\$ 63,025,627	\$ 68,688,374	9.0%

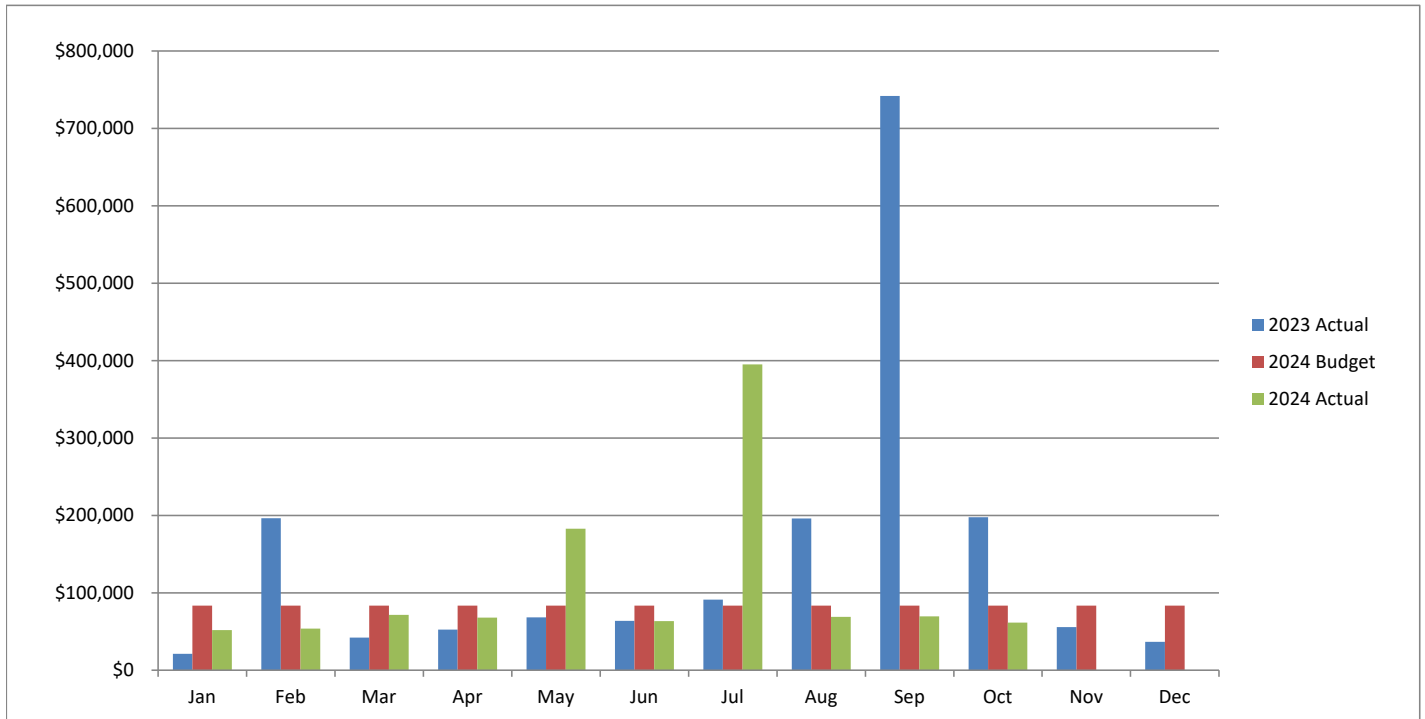


Hotel Tax



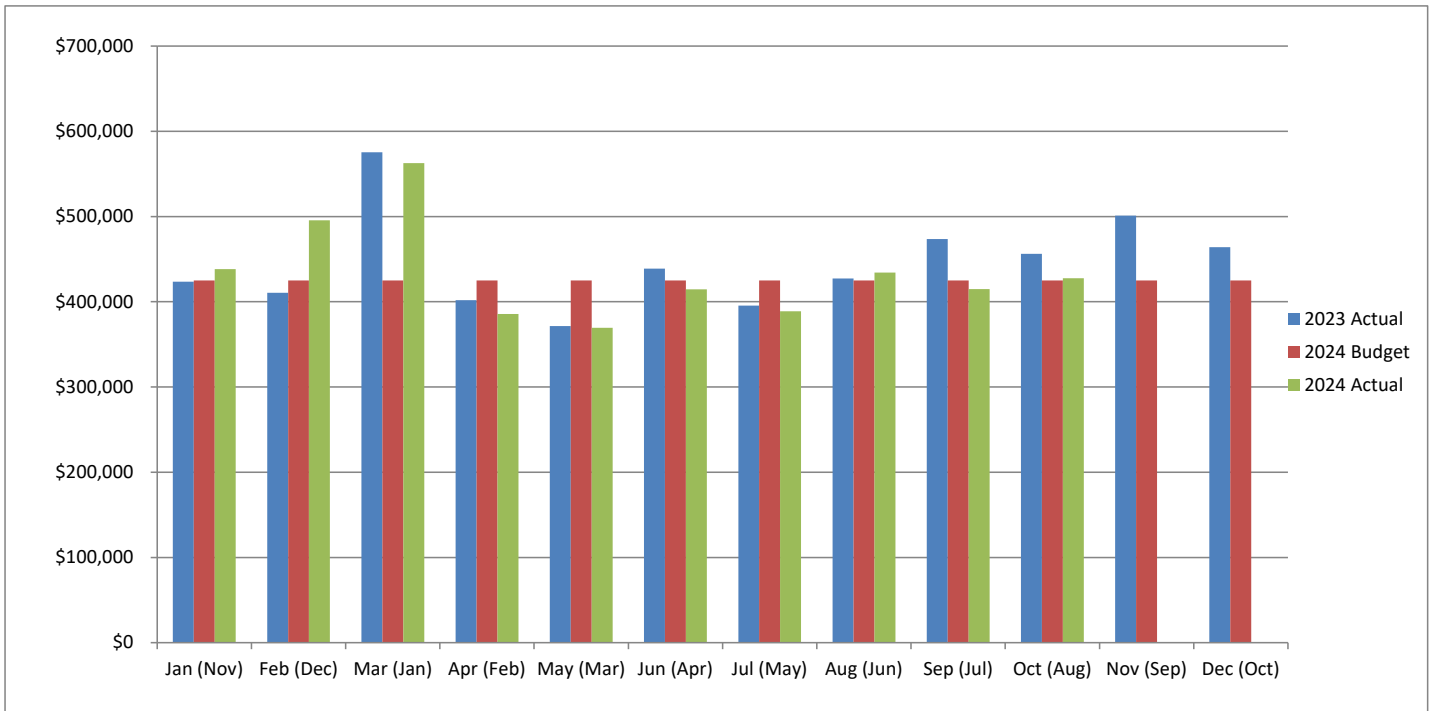
<u>Month Received</u>	<u>2023 Actual</u>	<u>2023 Budget</u>	<u>2024 Actual</u>	<u>Cumulative Variance 2024 Actual vs. Budget</u>
Jan	\$ 93,131	\$ 112,500	\$ 91,334	\$ (21,166)
Feb	78,005	\$ 112,500	63,041	(70,625)
Mar	85,887	\$ 112,500	63,678	(119,447)
Apr	72,430	\$ 112,500	125,653	(106,294)
May	142,631	\$ 112,500	169,377	(49,417)
Jun	134,604	\$ 112,500	141,729	(20,188)
Jul	163,051	\$ 112,500	167,496	34,808
Aug	176,407	\$ 112,500	120,820	43,128
Sep	152,299	\$ 112,500	209,478	140,106
Oct	140,271	\$ 112,500	106,340	133,946
Nov	143,778	\$ 112,500		
Dec	92,198	\$ 112,500		
YTD Totals	<u>\$ 1,474,692</u>	<u>\$ 1,350,000</u>	<u>\$ 1,258,947</u>	

Real Estate Transfer Tax



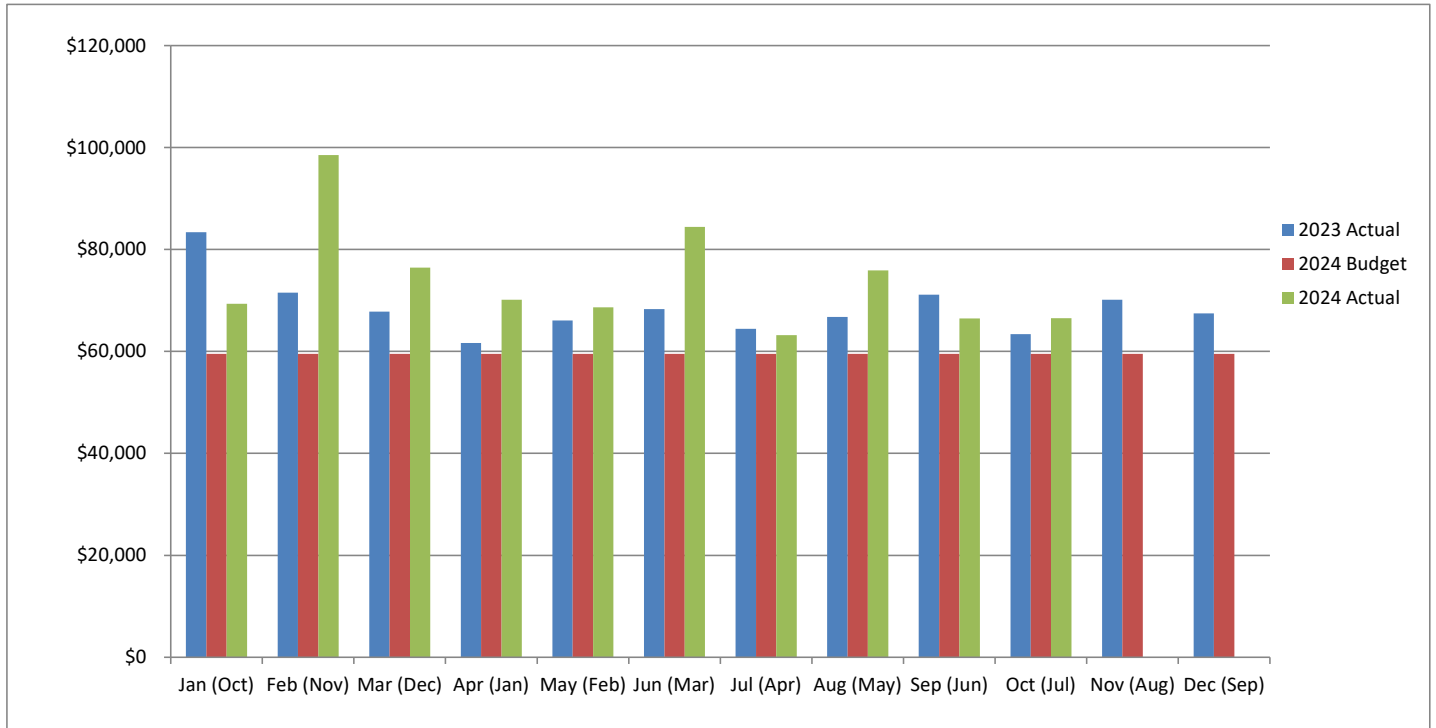
<u>Month Received</u>	<u>2023 Actual</u>	<u>2024 Budget</u>	<u>2024 Actual</u>	<u>Cumulative Variance 2024 Actual vs. Budget</u>
Jan	\$ 21,084	\$ 83,333	\$ 51,857	\$ (31,476)
Feb	196,242	\$ 83,333	53,610	(61,200)
Mar	42,126	\$ 83,333	71,360	(73,173)
Apr	52,464	\$ 83,333	67,779	(88,727)
May	68,106	\$ 83,333	182,845	10,784
Jun	63,592	\$ 83,333	63,269	(9,280)
Jul	91,242	\$ 83,333	395,201	302,588
Aug	196,094	\$ 83,333	68,872	288,126
Sep	741,763	\$ 83,333	69,494	274,287
Oct	197,639	\$ 83,333	61,413	252,367
Nov	55,658	\$ 83,333		
Dec	36,649	\$ 83,333		
YTD Totals	<u><u>\$ 1,762,659</u></u>	<u><u>\$ 1,000,000</u></u>	<u><u>\$ 1,085,700</u></u>	

Home Rule Sales Tax



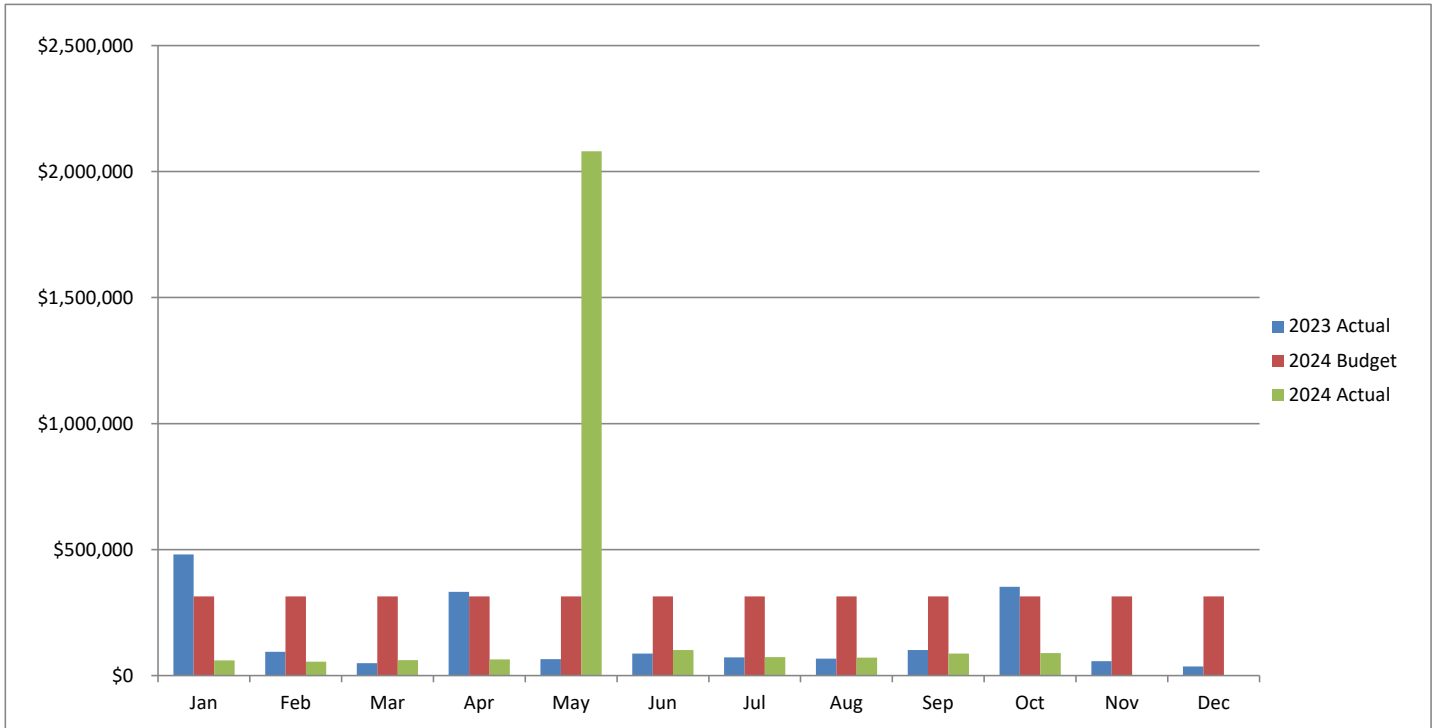
Month Received (Liability Period)	2023 Actual	2024 Budget	2024 Actual	Cumulative Variance 2024 Actual vs. Budget
Jan (Nov)	\$ 423,652	\$ 425,000	\$ 438,150	\$ 13,150
Feb (Dec)	410,413	425,000	495,684	83,834
Mar (Jan)	575,375	425,000	562,546	221,380
Apr (Feb)	401,910	425,000	385,564	181,944
May (Mar)	371,535	425,000	369,402	126,346
Jun (Apr)	438,949	425,000	414,474	115,820
Jul (May)	395,586	425,000	388,903	79,723
Aug (Jun)	427,355	425,000	434,217	88,940
Sep (Jul)	473,705	425,000	414,799	78,739
Oct (Aug)	456,324	425,000	427,556	81,295
Nov (Sep)	501,054	425,000		
Dec (Oct)	464,039	425,000		
YTD Totals	\$ 5,339,897	\$ 5,100,000	\$ 4,331,295	

Telecommunications Tax



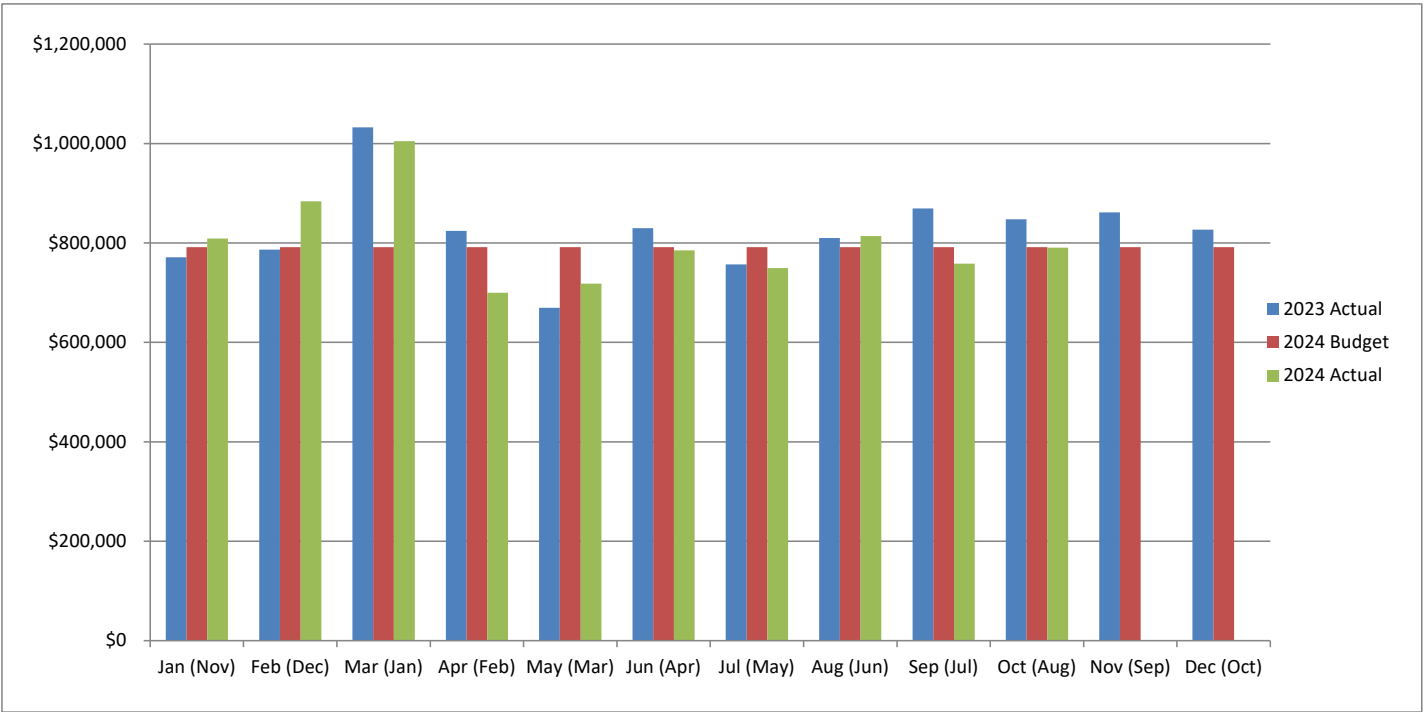
Month Received (Liability Period)	<u>2023 Actual</u>	<u>2024 Budget</u>	<u>2024 Actual</u>	Cumulative Variance 2024 Actual vs. Budget
Jan (Oct)	\$ 83,366	\$ 59,500	\$ 69,354	\$ 9,854
Feb (Nov)	71,550	59,500	98,545	48,899
Mar (Dec)	67,812	59,500	76,426	65,825
Apr (Jan)	61,670	59,500	70,137	76,462
May (Feb)	66,092	59,500	68,632	85,594
Jun (Mar)	68,300	59,500	84,410	110,504
Jul (Apr)	64,435	59,500	63,214	114,218
Aug (May)	66,758	59,500	75,906	130,624
Sep (Jun)	71,144	59,500	66,451	137,575
Oct (Jul)	63,377	59,500	66,541	144,616
Nov (Aug)	70,128	59,500		
Dec (Sep)	67,442	59,500		
YTD Totals	<u>\$ 822,074</u>	<u>\$ 714,000</u>	<u>\$ 739,616</u>	

Building Permits



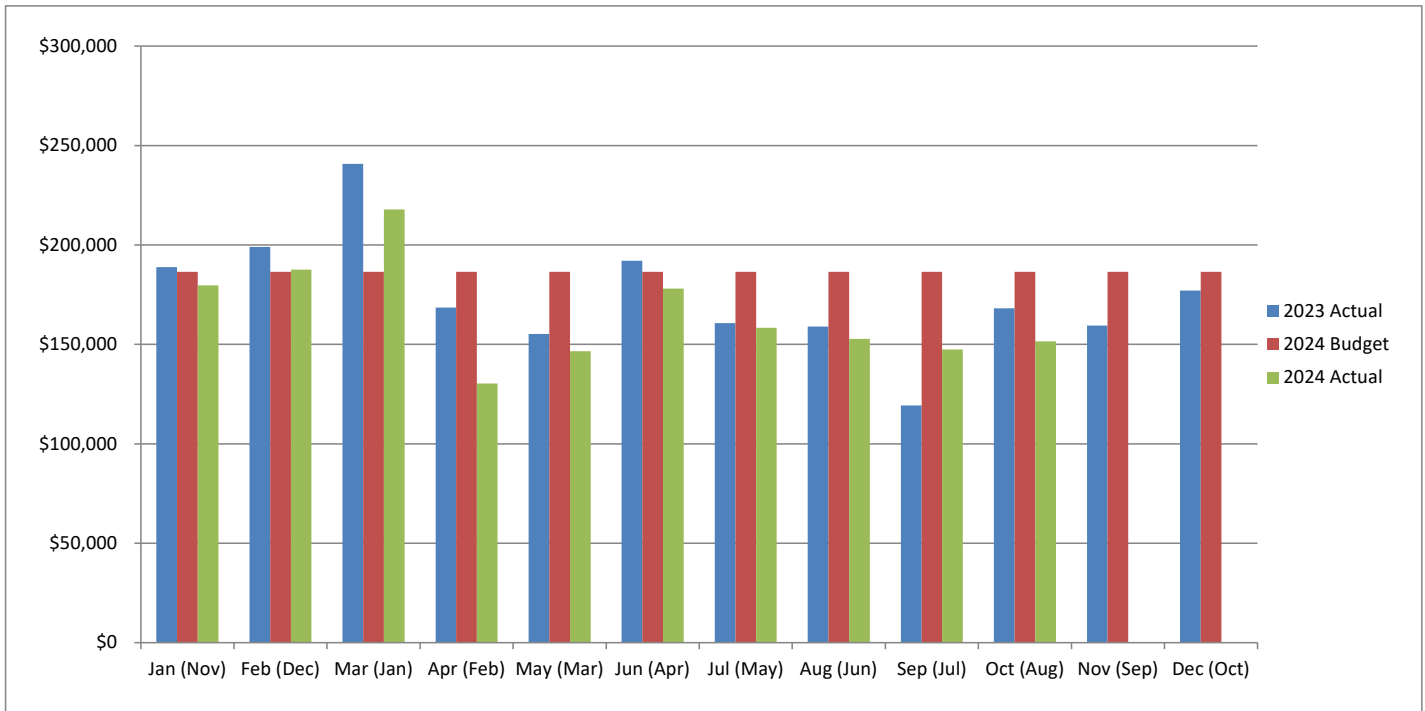
<u>Month Received</u>	<u>2023 Actual</u>	<u>2024 Budget</u>	<u>2024 Actual</u>	Cumulative Variance 2024 Actual vs. Budget
Jan	\$ 480,762	\$ 313,917	\$ 60,040	\$ (253,877)
Feb	93,900	313,917	55,603	(512,190)
Mar	48,876	313,917	61,283	(764,824)
Apr	331,985	313,917	63,753	(1,014,988)
May	65,328	313,917	2,080,295	751,390
Jun	87,754	313,917	100,907	538,381
Jul	71,887	313,917	72,916	297,380
Aug	67,226	313,917	71,097	54,560
Sep	101,257	313,917	87,733	(171,623)
Oct	352,417	313,917	89,729	(395,811)
Nov	56,749	313,917		
Dec	35,910	313,917		
YTD Totals	<u>\$ 1,794,051</u>	<u>\$ 3,767,000</u>	<u>\$ 2,743,355</u>	

State Sales Tax



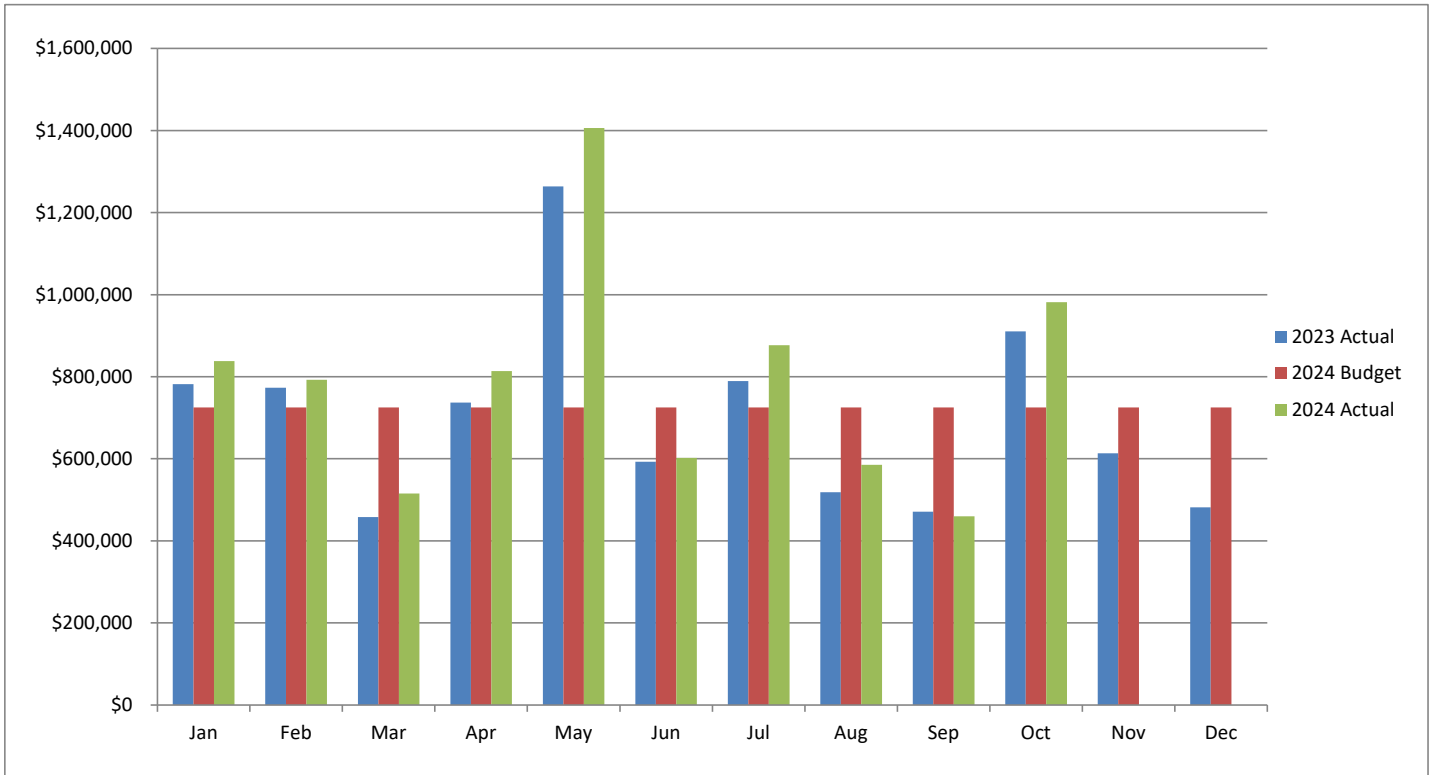
<u>Month Received (Liability Period)</u>	<u>2023 Actual</u>	<u>2024 Budget</u>	<u>2024 Actual</u>	<u>Cumulative Variance 2024 Actual vs. Budget</u>
Jan (Nov)	\$ 771,190	\$ 791,667	\$ 808,921	\$ 17,254
Feb (Dec)	786,357	791,667	883,554	109,142
Mar (Jan)	1,032,688	791,667	1,004,852	322,327
Apr (Feb)	824,218	791,667	699,648	230,308
May (Mar)	669,436	791,667	718,105	156,747
Jun (Apr)	829,826	791,667	785,198	150,278
Jul (May)	756,911	791,667	749,612	108,223
Aug (Jun)	809,698	791,667	813,594	130,151
Sep (Jul)	869,194	791,667	758,519	97,003
Oct (Aug)	847,472	791,667	790,555	95,891
Nov (Sep)	861,673	791,667		
Dec (Oct)	826,887	791,667		
YTD Totals	<u><u>\$ 9,885,550</u></u>	<u><u>\$ 9,500,000</u></u>	<u><u>\$ 8,012,559</u></u>	

Local Use Tax



Month Received (Liability Period)	2023 Actual	2024 Budget	2024 Actual	Cumulative Variance 2024 Actual vs. Budget
Jan (Nov)	\$ 188,807	\$ 186,439	\$ 179,612	\$ (6,827)
Feb (Dec)	199,028	186,439	187,649	(5,617)
Mar (Jan)	240,748	186,439	217,806	25,749
Apr (Feb)	168,546	186,439	130,348	(30,342)
May (Mar)	155,297	186,439	146,545	(70,236)
Jun (Apr)	192,095	186,439	178,024	(78,651)
Jul (May)	160,727	186,439	158,305	(106,786)
Aug (Jun)	158,964	186,439	152,768	(140,457)
Sep (Jul)	119,330	186,439	147,388	(179,508)
Oct (Aug)	168,165	186,439	151,456	(214,491)
Nov (Sep)	159,504	186,439		
Dec (Oct)	177,037	186,439		
YTD Totals	<u>\$ 2,088,248</u>	<u>\$ 2,237,270</u>	<u>\$ 1,649,901</u>	

Income Tax

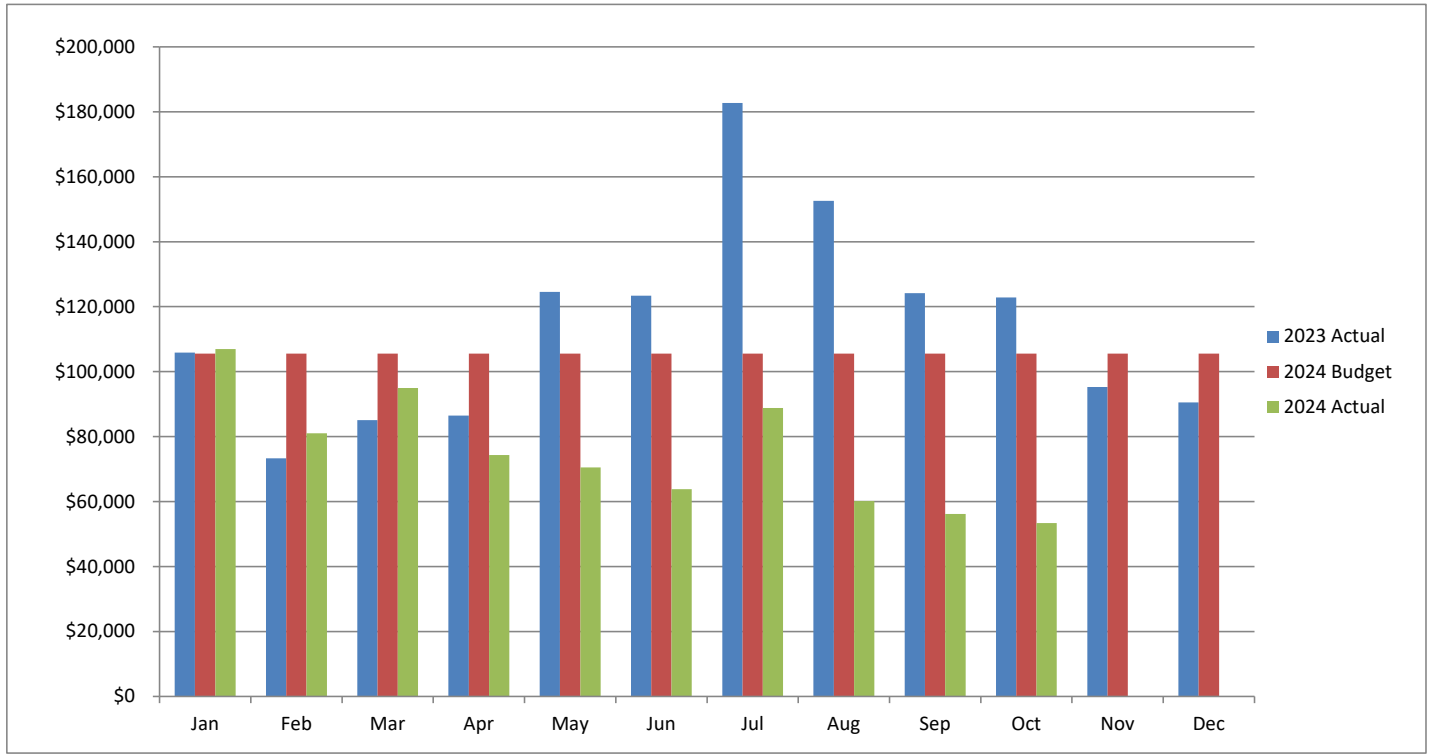


2022-2023		
Month		
<u>Received</u>	<u>Liab Pd</u>	<u>2023 Actual</u>
Jan	Dec-22	\$ 781,805
Feb	Jan-23	773,017
Mar	Feb-23	457,829
Apr	Mar-23	736,856
May	Apr-23	1,263,622
Jun	May-23	592,522
Jul	Jun-23	789,418
Aug	Jul-23	518,836
Sep	Aug-23	470,926
Oct	Sep-23	910,298
Nov	Oct-23	613,171
Dec	Nov-23	481,759
YTD Totals		<u><u>\$ 8,390,058</u></u>

2023-2024			
Month			
<u>Received</u>	<u>2024 Budget</u>	<u>Liab Pd</u>	<u>2024 Actual</u>
Jan	\$ 725,000	Dec-23	\$ 837,825
Feb	725,000	Jan-24	792,766
Mar	725,000	Feb-24	515,268
Apr	725,000	Mar-24	813,514
May	725,000	Apr-24	1,405,762
Jun	725,000	May-24	602,488
Jul	725,000	Jun-24	876,499
Aug	725,000	Jul-24	585,640
Sep	725,000	Aug-24	459,756
Oct	725,000	Sep-24	981,749
Nov	725,000	Oct-24	
Dec	725,000	Nov-24	
			<u><u>\$ 7,871,266</u></u>

Cumulative Variance 2023 Actual vs. Budget
\$ 112,825
180,591
(29,141)
59,373
740,135
617,623
769,122
629,762
364,518
621,267

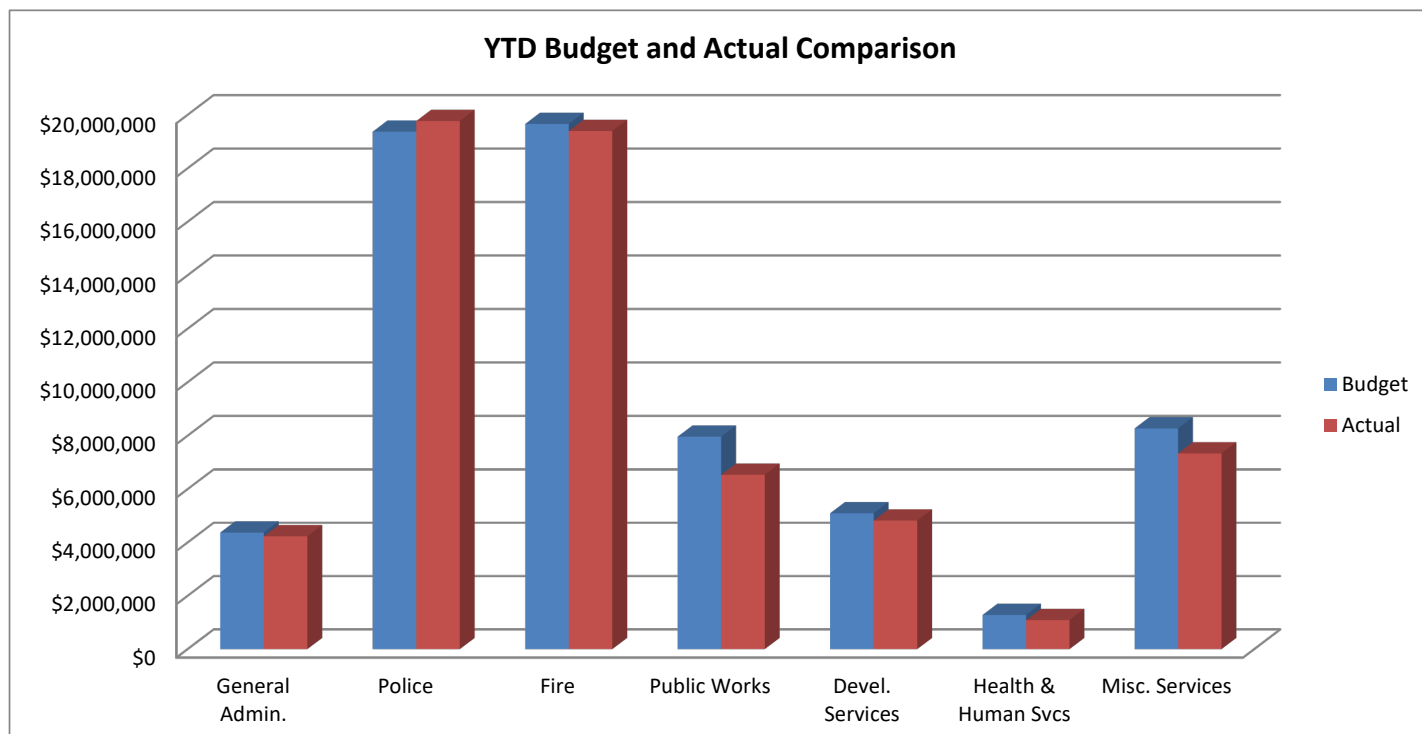
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<u>Month Received</u>	<u>2023 Actual</u>	<u>2024 Budget</u>	<u>2024 Actual</u>	Cumulative Variance 2023 Actual vs. Budget
Jan	\$ 105,833	\$ 105,542	\$ 106,948	\$ 1,406
Feb	73,355	105,542	81,016	(23,119)
Mar	85,109	105,542	94,997	(33,664)
Apr	86,480	105,542	74,338	(64,868)
May	124,553	105,542	70,474	(99,936)
Jun	123,364	105,542	63,803	(141,674)
Jul	182,696	105,542	88,831	(158,385)
Aug	152,626	105,542	60,138	(203,789)
Sep	124,167	105,542	56,183	(253,147)
Oct	122,829	105,542	53,378	(305,311)
Nov	95,297	105,542		
Dec	90,540	105,542		
YTD Totals	<u><u>\$ 1,366,849</u></u>	<u><u>\$ 1,266,500</u></u>	<u><u>\$ 750,106</u></u>	

Expenditures: General Fund expenditures in October were \$288,618 below the budgeted figure of \$6,629,225. The summary of year-to-date actuals versus budgeted expenditures shown below reflect positive variances for the Village departments for the year. The Legal division is over due to a property tax bill for the new Fire Station property acquired.

EXPENDITURES	YEAR-TO-DATE	YEAR-TO-DATE	VARIANCE
	BUDGET	ACTUAL	
Legislative	\$ 378,217	\$ 328,864	13.0%
Administration	1,009,383	972,430	3.7%
Legal	430,575	496,314	-15.3%
Finance	1,143,058	1,152,556	-0.8%
Village Clerk	221,200	209,014	5.5%
HRM	649,317	617,691	4.9%
Communications	454,483	372,253	18.1%
Emergency Operations	84,492	84,508	0.0%
Police	19,368,733	19,767,576	-2.1%
Fire	19,657,692	19,392,837	1.3%
Public Works	7,963,775	6,537,708	17.9%
Development Services	5,095,525	4,821,825	5.4%
H&HS	1,283,050	1,089,921	15.1%
Miscellaneous	8,274,324	7,338,715	11.3%
TOTAL	\$ 66,013,824	\$ 63,182,212	4.3%



Department News

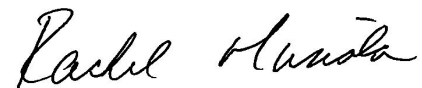
During the month of October, Finance staff attended the following training sessions:

- Attended the IGFOA Training: “Grocery Tax & Other Legislative Changes” and “Cash Flow Forecasting & Investing” (Director of Finance, Assistant Finance Director, and Accountant I)

During the month of October, Finance staff participated in the following events and planning meetings:

- Participated in the quarterly Police Pension Board meeting (Treasurer, and Director of Finance).
- Presented FY2025-2029 Capital Improvements Program (Director of Finance, and Assistant Finance Director).

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Rachel Musiala". The signature is written in a cursive, flowing style.

Rachel Musiala

MONTHLY REPORT STATISTICS

October-24

	<u>Oct-24</u>	<u>YTD Oct-24</u>	<u>Oct-23</u>	<u>YTD Oct-23</u>	<u>% Inc / Dec</u>	
					<u>Month</u>	<u>Year</u>
<u>Credit Card Transactions</u>						
Finance and Code Front Counter						
Number	300	3,103	300	2,842	0.0%	9.2%
Amount	\$ 41,956	424,304	\$ 55,960	412,544	-25.0%	2.9%
Internet Sales						
Number	2,683	28,242	2,399	26,602	11.8%	6.2%
Amount	\$ 492,303	4,919,519	\$ 444,997	4,471,172	10.6%	10.0%
Total						
Number	2,983	31,345	2,699	29,444	10.5%	6.5%
Amount	\$ 534,259	5,343,824	\$ 500,956	\$ 4,883,716	6.6%	9.4%
Credit Card Company Fees						
General Fund	\$ 125	1,269	\$ 366	1,304	-65.7%	-2.7%
Water Fund	8,252	78,485	7,215	65,662	14.4%	19.5%
Total Fees	\$ 8,377	\$ 79,753	\$ 7,581	\$ 66,966	10.5%	19.1%
<u>Accounts Receivable</u>						
Invoices Mailed						
Number	52	550	47	585	10.6%	-6.0%
Amount	\$ 91,113	1,979,497	\$ 88,371	1,859,889	3.1%	6.4%
Invoices Paid						
Number	48	608	52	603	-7.7%	0.8%
Amount	\$ 129,409	1,953,263	\$ 85,611	1,865,000	51.2%	4.7%
Reminders Sent						
Number	10	110	14	113	-28.6%	-2.7%
Amount	\$ 6,130	119,304	\$ 4,386	54,130	39.8%	120.4%
<u>Accounts Payable</u>						
Checks Issued						
Number	383	3,329	91	3,088	320.9%	7.8%
Amount	\$ 5,465,266	30,662,529	\$ 2,729,135	23,922,305	100.3%	28.2%
Manual Checks Issued						
Number	24	253	22	210	9.1%	20.5%
As % of Total Checks	6.27%	7.60%	24.18%	6.80%	-74.1%	11.8%
Amount	\$ 1,015,225	4,066,461	\$ 42,303	1,328,220	2299.9%	206.2%
As % of Total Checks	18.58%	13.26%	1.55%	5.55%	1098.4%	138.9%
<u>Utility Billing</u>						
New Utility Accounts	78	807	66	776	18.2%	4.0%
Bills Mailed / Active Accounts	15,724	157,304	15,699	157,219	0.2%	0.1%
Final Bills Mailed	100	1,153	81	990	23.5%	16.5%
Shut-Off Notices	981	10,815	1,204	10,618	-18.5%	1.9%
Actual Shut-Offs	10	153	15	168	-33.3%	-8.9%
Total Billings	\$ 2,322,093	21,703,856	\$ 2,200,858	21,452,516	5.5%	1.2%
Direct Debit (ACH) Program						
New Accounts	60	791	45	436	33.3%	81.4%
Total Accounts	6,437	62,960	6,088	59,925	5.7%	5.1%
As % of Active Accounts	40.94%	40.02%	38.78%	38.12%	2.2%	5.0%
Water Payments Received in Current Month						
Total Bills Mailed	15,724	157,304	15,699	157,219	0.2%	0.1%
ACH Payments	6,437	62,960	6,088	59,925	5.7%	5.1%
ACH Payments-% of Total Bills	40.94%	40.02%	38.78%	38.12%	5.6%	5.0%
On-line Payments (Internet Sales)	2,197	22,357	2,067	21,123	6.3%	5.8%
On-line Payments-% of Total Bills	13.97%	14.21%	13.17%	13.44%	6.1%	5.8%
Over-the-phone Payments	492	4,911	466	4,858	5.6%	1.1%
Over-the-phone Payments-% of Total Bills	3.13%	3.12%	2.97%	3.09%	5.4%	1.0%
Mail-in Payments	6,351	64,693	6,821	68,750	-6.9%	-5.9%
Mail-in Payments-% of Total Bills	40.39%	41.13%	43.45%	43.73%	-7.0%	-6.0%

WATER BILLING ANALYSIS
October 31, 2024

Residential Billings
Average Monthly Consumption/Customer

<u>Month Billed</u>	<u>2021-2022</u>	<u>2022-2023</u>	<u>2023-2024</u>
October	4,943	4,281	4,377
November	4,158	4,243	4,191
December	4,173	4,057	4,079
January	4,344	4,648	4,203
February	4,599	3,945	4,370
March	3,945	3,766	3,886
April	4,186	4,361	4,092
May	4,195	3,753	4,014
June	4,430	4,878	4,319
July	5,072	5,692	4,910
August	5,085	4,780	4,670
September	4,738	5,031	5,320
October	4,281	4,377	5,320
13 Month Average -	4,473	4,447	4,442
% Change -	-5.4%	-0.6%	-0.1%

Total Water Customers

Average Bill

<u>Customer Type</u>	<u>Oct-23</u>	<u>Oct-24</u>	<u>% Change</u>	<u>Customer Type</u>	<u>Oct-23</u>	<u>Oct-24</u>	<u>% Change</u>
Residential	14,797	14,818	0.1%	Residential	\$ 68.05	\$ 58.53	-14.0%
Commercial	902	906	0.4%				
Total	15,699	15,724	0.2%				

Total Consumption - All Customers (000,000's)

<u>Month-To-Date</u>			<u>Year-To-Date</u>				
	<u>Oct-23</u>	<u>Oct-24</u>	<u>% Change</u>		<u>Oct-23</u>	<u>Oct-24</u>	<u>% Change</u>
Residential	65	79	17.7%	Residential	669	670	0.1%
Commercial	<u>50</u>	<u>65</u>	<u>23.1%</u>	Commercial	<u>459</u>	<u>484</u>	<u>5.4%</u>
	115	144	25.2%		1,128	1,154	2.3%

STATEMENT OF INVESTMENTS-VILLAGE

As of October 31, 2024

Fund	Investment Date	Book Value	Market Value	Maturity Value	Rate of Interest
<u>General Fund</u>					
Illinois Funds - General	09/30/86	8,055,068.14			4.957
Illinois Funds - Veterans Memorial	05/01/92	351.78			4.957
HE Community Bank-Money Market	07/13/04	1,980,900.94			5.010
Treasury Bills/Municipal Bonds	08/09/21	5,221,199.80	4,932,243.73	5,221,199.80	0.930
PMA iPrime	11/07/08	1,128,719.12			4.760
CD with PMA	08/22/13	21,681,818.67	23,441,072.39	23,441,118.67	4.290
		<u>38,068,058.45</u>			
<u>Motor Fuel Tax</u>					
Illinois Funds	09/30/86	492,501.36			4.957
HE Community Bank-Money Market		558,559.38			5.010
		<u>1,051,060.74</u>			
<u>Asset Seizure - State</u>					
Illinois Funds	11/30/98	62,644.05			4.957
<u>Asset Seizure - BATTLE</u>					
Illinois Funds	07/10/08	1,015.82			4.957
<u>Municipal Waste System</u>					
Illinois Funds	08/31/98	8,937.32			4.957
HE Community Bank-Money Market		294,903.23			5.010
		<u>303,840.55</u>			
<u>2015A & 2015C G.O.D. S.</u>					
HE Community Bank-Money Market		425,862.25			5.010
<u>Central Road Corridor Improv.</u>					
Illinois Funds	12/15/88	10,987.52			4.957
PMA iPrime	11/07/08	4,301.97			4.760
		<u>15,289.49</u>			
<u>Hoffman Blvd Bridge Maintenance</u>					
Illinois Funds	07/01/98	12,614.58			4.957
HE Community Bank-Money Market		278,191.59			5.010
		<u>290,806.17</u>			
<u>Western Corridor</u>					
Illinois Funds	06/30/01	1,694,381.26			4.957
CD with PMA	08/22/13	965,070.33	964,640.79	997,752.69	4.290
PMA iPrime	01/07/09	32,805.75			4.760
		<u>2,692,257.34</u>			

STATEMENT OF INVESTMENTS-VILLAGE

As of October 31, 2024

Fund	Investment Date	Book Value	Market Value	Maturity Value	Rate of Interest
<u>Prairie Stone Capital</u>					
Illinois Funds	08/22/91	453,350.15			4.957
PMA iPrime	02/10/11	24,192.14			4.760
		<u>477,542.29</u>			
<u>Road Improvement</u>					
Illinois Funds	01/01/15	304,081.91			4.957
Treasury Bills	08/09/21	740,377.17	741,198.56	778,800.00	0.930
PMA iPrime		1,956.31			4.760
		<u>1,046,415.39</u>			
<u>Western Area Rd Impr Impact Fees</u>					
Illinois Funds	08/01/98	1,142,126.89			4.957
HE Community Bank-Money Market		144,654.59			5.010
		<u>1,286,781.48</u>			
<u>Capital Improvements</u>					
Illinois Funds	12/31/96	268,980.87			4.957
<u>Capital Vehicle & Equipment</u>					
Illinois Funds	12/31/96	1,802,813.63			4.957
PMA iPrime	01/07/09	69,731.81			4.760
		<u>1,872,545.44</u>			
<u>Capital Replacement</u>					
Illinois Funds	02/01/98	6,055,216.89			4.957
HE Community Bank-Money Market	07/13/04	1,702,851.59			5.010
PMA iPrime	11/07/08	44,105.99	242,600.00	249,918.25	4.760
		<u>8,044,774.47</u>			
<u>Water and Sewer</u>					
Illinois Funds	09/30/86	11,464,098.00			4.957
Treasury Bills	08/09/21	740,377.17	741,198.57	740,377.18	0.930
PMA iPrime	11/07/08	854,852.97			4.760
HE Community Bank-Money Market		1,807,230.58			5.010
CD with PMA		3,180,800.00	3,180,800.00	3,180,800.00	
		<u>18,047,358.72</u>			
<u>Water and Sewer-2017 Bond Projects</u>					
PMA iPrime	09/13/17	858,707.93			4.760

STATEMENT OF INVESTMENTS-VILLAGE
As of October 31, 2024

Fund	Investment Date	Book Value	Market Value	Maturity Value	Rate of Interest
<u>Now Arena Operating</u>					
Illinois Funds		431,243.22			4.957
HE Community Bank-Money Market		2,572,783.07			5.010
PMA iPrime		151,470.30			4.760
		<u>4,834,971.06</u>			
<u>Now Arena</u>					
H.E. Community Bank-MaxSafe		2,894,037.30	1,679,286.74	1,746,281.82	5.010
<u>Insurance</u>					
Illinois Funds	11/10/87	1,409,550.07			4.957
HE Community Bank-Money Market		414,433.74			5.010
PMA iPrime	11/07/08	99,666.02			4.760
CD with PMA	08/22/13	1,435,568.56	1,434,787.60	1,491,424.42	4.290
		<u>3,359,218.39</u>			
<u>Information Technology</u>					
Illinois Funds	02/01/98	1,174,490.75			4.957
HE Community Bank-Money Market		278,579.13			5.010
PMA iPrime	11/07/08	54,857.37	341,538.42	344,860.47	4.760
		<u>1,850,245.65</u>			
<u>Roselle Road TIF</u>					
Illinois Funds	09/30/03	1,967,071.00			4.957
HE Community Bank-Money Market		808,658.45			5.010
PMA iPrime	11/07/08	130,869.93			4.760
		<u>2,906,599.38</u>			
<u>Barr./Higgins TIF</u>					
Illinois Funds	08/26/91	320,306.06			4.957
HE Community Bank-Money Market		1,002,483.06			5.010
		<u>1,322,789.12</u>			
<u>2019 Captial Project Fund</u>					
HE Community Bank-Money Market		361,343.55			5.010
PMA iPrime	09/13/17	554,171.20			4.760
		<u>1,469,685.95</u>			
<u>Lakewood Center TIF</u>					
Illinois Funds		1,271,147.09			4.957
HE Community Bank-Money Market		56,722.69			5.010
		<u>1,327,869.78</u>			

STATEMENT OF INVESTMENTS-VILLAGE

As of October 31, 2024

Fund	Investment Date	Book Value	Market Value	Maturity Value	Rate of Interest
<u>Hig/Old Sutton TIF</u>					
HE Community Bank-Money Market		83,454.58			5.010
<u>Hig/Hassell TIF</u>					
HE Community Bank-Money Market		666,176.02			5.010
<u>2018G.O. Debt Serv.</u>					
HE Community Bank-Money Market		465,879.18			5.010
<u>2024 G.O. Debt Serv.</u>					
PMA iPrime		8,640,541.47			4.760
Total Investments		<u>\$ 104,081,238.13</u>			
Total Invested Per Institution			Percent Invested		
Illinois Funds		38,402,978.36	36.90		
CD with PMA		29,527,650.43	28.37		
HE Community Bank-MaxSafe		2,894,037.30	2.78		
HE Community Bank-Money Market		13,903,667.62	13.36		
Treasury Bills/Municipal Bonds		6,701,954.14	6.44		
ISC at PMA		12,650,950.28	12.15		
		\$104,081,238.13	100.00		
Total Invested Per Fund					
Total Investments - Operating Funds			\$76,779,339.61		
Total Investments - Debt Service Funds			9,532,282.90		
Total Investments - Capital Projects Funds			\$17,769,615.62		
Total Investments - All Funds			\$104,081,238.13		

PMA INVESTMENTS
October 31, 2024

	Settlement	Maturity	Cost	Market Value	Interest Rate
GENERAL FUND					
US Treasury N/B (48772)	08/10/21	02/15/25	2,229,177	2,099,270	2.000%
US Treasury N/B (48771)	08/10/21	08/15/25	2,229,210	2,069,315	2.000%
US Treasury N/B (50976)	02/24/22	02/28/26	762,813	763,659	0.500%
Western Alliance Bank	01/31/24	01/30/25	1,762,250	1,762,250	5.008%
Flagstar Bank NA	02/07/24	05/07/25	244,547	244,455	4.663%
Morgan Stanley PVT Bank	02/07/24	08/07/25	244,507	244,523	4.505%
Morgan Stanley Bank NA	02/07/24	08/07/25	244,507	244,523	4.505%
Bank of New York Mellon	02/07/24	08/07/25	244,507	244,523	4.505%
iPrime Term Series 202500529AA52	05/31/24	05/29/25	7,500,000	7,500,000	5.100%
iPrime Term Series 20250725AA52	07/26/24	07/25/25	5,200,000	5,200,000	5.100%
iPrime Term Series 20260406AA105556	09/27/24	04/06/26	3,000,000	3,000,000	3.603%
BOM Bank	10/01/24	06/30/25	241,500	241,500	4.637%
TexasBank CDARS	10/03/24	10/02/25	3,000,000	3,000,000	3.765%
GENERAL FUND TOTALS:			\$26,903,018	\$26,614,016	
WESTERN CORRIDOR FUND					
Schertz Bank & Trust	01/31/24	07/24/25	233,350	233,350	4.792%
Financial Federal Bank	01/31/24	07/24/25	232,650	232,650	5.000%
Investar Bank NA	02/14/24	05/14/25	249,567	249,255	4.412%
Southern First Bank NA	02/14/24	05/14/25	249,504	249,386	4.533%
WESTERN CORRIDOR TOTALS:			\$965,070	\$964,641	
ROAD IMPROVEMENT FUND					
US Treasury N/B (50976)	02/24/22	02/28/26	740,377	741,199	0.500%
ROAD IMPROVEMENT TOTALS:			\$740,377	\$741,199	
CAPTIAL REPLACEMENT FUND					
Gbank	10/01/24	06/30/25	242,600	242,600	4.048%
CAPTIAL REPLACEMENT TOTALS:			\$242,600	\$242,600	
WATER & SEWER FUND					
US Treasury N/B (50976)	02/24/22	02/28/26	740,377	741,199	0.500%
First Capital Bank	10/01/24	06/30/25	242,900	242,900	3.892%
Cornerstone Bank	10/01/24	06/30/25	241,900	241,900	4.415%
First Federal Bank & Trust	10/01/24	06/30/25	211,200	211,200	3.842%
ServisFirst Bank	10/01/24	06/30/25	242,400	242,400	4.159%
Priority Bank	10/01/24	06/30/25	242,400	242,400	4.142%
iPrime Term Series 20251024AA105364	10/25/24	10/24/25	2,000,000	2,000,000	4.360%
WATER & SEWER TOTALS:			\$3,921,177	\$3,921,999	
NOW ARENA FUND					
First Priority Bank	01/31/24	7/24/2025	233,100	233,100	4.833%
First Internet Bank of Indiana	01/31/24	7/24/2025	233,450	233,450	4.728%
First Bank of Ohio	01/31/24	4/30/2025	236,600	236,600	4.492%
CIBC Bank USA	01/31/24	4/30/2025	235,700	235,700	4.819%
Wells Fargo Bank NA	02/06/24	8/6/2025	248,648	248,825	4.569%
American Eagle Bank IL	02/09/24	5/9/2025	249,477	249,112	4.342%
First National Bank	10/01/24	6/30/2025	242,500	242,500	4.072%
NOW ARENA TOTALS:			\$ 1,679,474.47	\$ 1,679,286.74	
INSURANCE FUND					
Consumers Credit Union	01/31/24	04/30/25	235,100	235,100	5.041%
CIBM Bank	01/31/24	04/30/25	236,300	236,300	4.600%
Western Alliance Bank	01/31/24	01/30/25	237,750	237,750	5.108%
American Plus Bank, N.A.	10/01/24	06/30/25	242,500	242,500	4.100%
Veritex Community Bank	10/01/24	06/30/25	241,600	241,600	4.592%
Paragon Bank Memphis TN	10/08/24	07/08/25	242,319	241,538	4.050%
INSURANCE TOTALS:			\$ 1,435,568.56	\$ 1,434,787.60	

PMA INVESTMENTS October 31, 2024

	Settlement	Maturity	Cost	Market Value	Interest Rate
INFORMATION TECHNOLOGY FUND					
The Western State Bank	10/01/24	06/30/25	100,000	100,000	3.838%
US Bank Natl Assoc	10/09/24	07/09/25	242,318	241,538	4.050%
INFORMATION TECHNOLOGY TOTALS:			\$ 342,318.40	\$ 341,538.42	

TOTAL:	\$36,229,605	\$35,940,067
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**OPERATING REPORT SUMMARY
REVENUES**

October 31, 2024

	<u>CURRENT MONTH</u>		<u>YEAR-TO-DATE</u>		<u>ANNUAL BUDGET</u>	<u>% ACTUAL TO BUDGET</u>	<u>BENCH- MARK</u>
	<u>BUDGET</u>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>ACTUAL</u>			
General Fund							
Property Taxes	500,000	493,411	13,200,000	13,466,546	13,654,510	98.6%	
Hotel Tax	112,500	106,340	1,125,000	1,258,947	1,350,000	93.3%	
Real Estate Transfer Tax	83,333	61,413	833,333	1,085,700	1,000,000	108.6%	
Home Rule Sales Tax	425,000	427,556	4,250,000	4,331,296	5,100,000	84.9%	
Telecommunications Tax	59,500	66,541	595,000	739,615	714,000	103.6%	
Property Tax - Fire	37,646	174,724	4,087,646	4,746,107	4,852,520	97.8%	
Property Tax - Police	22,032	237,249	5,472,032	6,429,743	6,456,440	99.6%	
Other Taxes	92,132	97,987	921,317	1,070,033	1,105,580	96.8%	
Total Taxes	1,332,143	1,665,221	30,484,328	33,127,987	34,233,050	96.8%	
Business Licenses	10,000	10,011	380,000	411,886	380,000	108.4%	
Liquor Licenses	10,000	2,452	265,000	268,732	265,000	101.4%	
Building Permits	313,917	89,729	3,139,167	2,743,355	3,767,000	72.8%	
Other Licenses & Permits	625	-	6,250	1,045	7,500	13.9%	
Total Licenses & Permits	334,542	102,192	3,790,417	3,425,018	4,419,500	77.5%	
Sales Tax	791,667	790,555	7,916,667	8,012,558	9,500,000	84.3%	
Local Use Tax	186,439	151,456	1,864,392	1,649,901	2,237,270	73.7%	
State Income Tax	725,000	981,749	7,250,000	7,871,267	8,700,000	90.5%	
Replacement Tax	44,928	73,692	449,283	481,971	539,140	89.4%	
Other Intergovernmental	68,949	221,546	689,492	1,183,770	827,390	143.1%	
Total Intergovernmental	1,816,983	2,218,998	18,169,833	19,199,466	21,803,800	88.1%	
Engineering Fees	16,667	1,701,381	166,667	1,761,679	200,000	880.8%	
Ambulance Fees	183,333	224,664	1,833,333	1,776,611	2,200,000	80.8%	
GEMT Income	250,000	229,746	2,500,000	2,235,050	3,000,000	74.5%	
Police Hireback	33,333	52,388	333,333	392,237	400,000	98.1%	
Lease Payments	41,667	36,547	416,667	501,697	500,000	100.3%	
Cable TV Fees	30,000	-	552,500	423,716	675,500	62.7%	
4th of July Proceeds	98,381	98,381	204,383	204,383	75,000	272.5%	
Employee Payments	137,500	157,787	1,375,000	1,563,380	1,650,000	94.8%	
Hireback - Arena	17,354	13,003	173,542	259,749	208,250	124.7%	
Rental Inspection Fees	-	2,725	225,000	181,663	250,000	72.7%	
Other Charges for Services	87,125	62,428	871,250	809,940	1,045,500	77.5%	
Total Charges for Services	895,360	2,579,048	8,651,674	10,110,104	10,204,250	99.1%	
Court Fines-County	10,000	18,228	100,000	119,823	120,000	99.9%	
Ticket Fines-Village	20,833	14,706	208,333	212,556	250,000	85.0%	
Overweight Truck Fines	542	1,260	5,417	10,230	6,500	157.4%	
Red Light Camera Revenue	70,833	17,725	708,333	355,847	850,000	41.9%	
Local Debt Recovery	3,333	1,459	33,333	51,650	40,000	129.1%	
Total Fines & Forfeits	105,542	53,378	1,055,417	750,106	1,266,500	59.2%	
Total Investment Earnings	41,667	229,570	416,667	1,523,395	500,000	304.7%	
Reimburse/Recoveries	12,500	4,539	125,000	160,407	150,000	106.9%	
S.Barrington Fuel Reimbursement	2,917	3,392	29,167	27,942	35,000	79.8%	
Shaumburg Twn Fuel Reimbursement	3,750	4,437	37,500	46,720	45,000	103.8%	
Tollway Payments	2,083	5,690	20,833	35,780	25,000	143.1%	
Other Miscellaneous	15,313	6,808	153,125	161,385	183,750	87.8%	
Total Miscellaneous	36,563	24,865	365,625	432,234	438,750	98.5%	
Total Operating Transfers In	9,167	8,467	91,667	120,064	110,000	109.1%	
Total General Fund	4,571,966	6,881,739	63,025,627	68,688,374	72,975,850	94.1%	83.3%

**OPERATING REPORT SUMMARY
REVENUES**

October 31, 2024

	<u>CURRENT MONTH</u>		<u>YEAR-TO-DATE</u>				
	<u>BUDGET</u>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>ACTUAL</u>	<u>ANNUAL BUDGET</u>	<u>% ACTUAL TO BUDGET</u>	<u>BENCH-MARK</u>
Water & Sewer Fund							
Water Sales	1,856,747	1,975,597	18,567,467	18,816,508	22,280,960	84.5%	
Connection Fees	4,167	1,290	41,667	16,989	50,000	34.0%	
Cross Connection Fees	3,167	3,220	31,667	32,620	38,000	85.8%	
Penalties	10,000	9,945	100,000	108,978	120,000	90.8%	
Investment Earnings	8,333	70,272	83,333	757,536	100,000	757.5%	
Other Revenue Sources	164,833	184,219	1,648,333	359,548	1,978,000	18.2%	
Capital Projects	-	3,457	6,256	52,790	815,000	6.5%	
Total Water Fund	2,047,247	2,248,001	20,478,722	20,144,968	25,381,960	79.4%	83.3%
Motor Fuel Tax Fund	188,310	210,429	1,883,100	1,983,794	2,259,720	87.8%	
Community Dev. Block Grant Fund	30,633	83,370	306,333	294,855	367,600	80.2%	
Asset Seizure Fund	-	267	-	182,581	-	N/A	
Municipal Waste System Fund	272,916	263,344	2,729,158	2,732,937	3,274,990	83.4%	
NOW Arena Operating Fund	327,433	362,202	3,274,333	3,254,052	3,929,200	82.8%	
NOW Arena Activity Fund	1,245,597	744,027	12,455,967	6,396,185	14,947,160	42.8%	
Stormwater Management	215,000	46,762	2,150,000	912,688	2,580,000	35.4%	
Insurance Fund	173,270	187,367	1,732,700	1,827,515	2,079,240	87.9%	
Roselle Road TIF	70,000	202,166	700,000	914,966	840,000	108.9%	
Barrington/Higgins TIF	-	6,687	-	74,369	-	N/A	
Lakewood Center TIF	46,250	404,976	462,500	847,679	555,000	152.7%	
Higgins-Old Sutton TIF	210,682	421	2,106,817	31,105	2,528,180	1.2%	
Stonington & Pembroke TIF	37,015	634	259,105	18,924	444,180	4.3%	
Higgins/Hassell TIF	38,125	86,254	381,250	669,764	457,500	146.4%	
Information Technology	284,719	314,581	2,847,192	2,655,022	3,416,630	77.7%	
Total Spec Rev. & Int. Svc. Fund	3,139,950	2,913,489	31,288,455	22,796,435	37,679,400	60.5%	
TOTAL OPERATING FUNDS	9,759,163	12,043,229	114,792,805	111,629,777	136,037,210	82.1%	83.3%
2015A & C G.O. Debt Service	3,320	3,320	1,445,902	1,445,902	3,830,080	37.8%	
2015B G.O. Debt Service	-	-	9,379	9,379	123,300	0.0%	
2016 G.O. Debt Service	11,984	11,984	326,507	326,507	330,100	0.0%	
2017A & B G.O. Debt Service	-	-	51,232	51,232	176,550	0.0%	
2018 G.O. Debt Service	80,251	80,251	1,898,969	1,898,969	2,862,200	0.0%	
2019 G.O. Debt Service	-	-	15,342	15,342	136,710	11.2%	
TOTAL DEBT SERV. FUNDS	95,554	95,554	3,747,330	3,747,330	7,458,940	50.2%	83.3%
Central Rd. Corridor Fund	42	62	417	865	500	173.0%	
Hoffman Blvd Bridge Maintenance	-	1,456	-	13,372	-	N/A	
Western Corridor Fund	121,438	499,102	1,214,375	595,713	1,457,250	40.9%	
Prairie Stone Capital Fund	212,500	2,088	2,125,000	342,305	2,550,000	13.4%	
Central Area Rd. Impr. Imp. Fee	417	-	4,167	-	5,000	0.0%	
Western Area Traffic Impr.	-	57	-	663	-	N/A	
Western Area Traffic Impr. Impact Fee	17	5,500	489,317	56,274	200	0.0%	
Capital Improvements Fund	489,167	280,401	4,894,935	3,384,003	5,870,000	57.6%	
Capital Vehicle & Equipment Fund	492,435	773,591	3,947,830	3,905,371	5,909,220	66.1%	
Capital Replacement Fund	8,333	34,809	555,833	350,895	100,000	350.9%	
2019 Project Fund	-	4,117	1,317,435	50,282	-	N/A	
2023 Project Fund	825,000	35,224	5,280,208	9,290,159	9,900,000	93.8%	
Road Improvement Fund	603,646	626,943	4,837,500	5,275,193	7,243,750	72.8%	
TOTAL CAP. PROJECT FUNDS	2,752,993	2,263,349	24,667,017	23,265,096	33,035,920	70.4%	83.3%
Police Pension Fund	673,251	3,905,894	6,732,508	14,648,464	8,079,010	181.3%	
Fire Pension Fund	564,758	1,373,795	5,647,575	13,120,700	6,777,090	193.6%	
TOTAL TRUST FUNDS	1,238,008	5,279,690	12,380,083	27,769,164	14,856,100	186.9%	83.3%
TOTAL ALL FUNDS	13,845,719	19,681,821	155,587,235	166,411,370	191,388,170	86.9%	83.3%

OPERATING REPORT SUMMARY
EXPENDITURES
October 31, 2024

	<u>CURRENT MONTH</u>		<u>YEAR-TO-DATE</u>		<u>ANNUAL BUDGET</u>	<u>%</u>	<u>BENCH- MARK</u>
	<u>BUDGET</u>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>ACTUAL</u>			
General Fund							
General Admin.							
Legislative	37,822	30,929	378,217	328,864	453,860	72.5%	
Administration	100,938	76,673	1,009,383	972,430	1,211,260	80.3%	
Legal	43,058	24,275	430,575	496,314	516,690	96.1%	
Finance	114,306	116,259	1,143,058	1,152,556	1,371,670	84.0%	
Village Clerk	22,120	19,944	221,200	209,014	265,440	78.7%	
Human Resource Mgmt.	64,932	62,248	649,317	617,691	779,180	79.3%	
Communications	45,448	28,208	454,483	372,253	545,380	68.3%	
Emergency Operations	8,449	5,108	84,492	84,508	101,390	83.3%	
Total General Admin.	437,073	363,644	4,370,725	4,233,631	5,244,870	80.7%	83.3%
Police Department							
Administration	155,563	132,496	1,555,625	1,564,149	1,866,750	83.8%	
Juvenile Investigations	58,195	44,874	581,950	608,959	698,340	87.2%	
Tactical	96,581	75,688	965,808	1,031,280	1,158,970	89.0%	
Patrol and Response	1,174,060	866,531	11,740,600	12,309,526	14,088,720	87.4%	
Traffic	93,227	83,423	932,267	822,236	1,118,720	73.5%	
Investigations	135,738	113,008	1,357,383	1,398,046	1,628,860	85.8%	
Community Relations	1,067	1,283	10,667	6,158	12,800	48.1%	
Communications	32,667	32,696	326,667	359,652	392,000	91.7%	
Canine	16,374	6,289	163,742	10,552	196,490	5.4%	
Special Services	19,084	16,457	190,842	222,753	229,010	97.3%	
Records	33,066	30,917	330,658	338,802	396,790	85.4%	
Administrative Services	121,253	99,301	1,212,525	1,095,464	1,455,030	75.3%	
Total Police	1,936,873	1,502,960	19,368,733	19,767,576	23,242,480	85.0%	83.3%
Fire Department							
Administration	87,276	71,106	872,758	862,462	1,047,310	82.4%	
Public Education	9,048	8,143	90,475	79,086	108,570	72.8%	
Suppression	898,133	813,493	8,981,325	9,116,798	10,777,590	84.6%	
Emer. Med. Serv.	912,173	1,574,026	9,121,725	8,797,158	10,946,070	80.4%	
Prevention	54,666	98,450	546,658	506,853	655,990	77.3%	
Fire Stations	4,475	3,857	44,750	30,481	53,700	56.8%	
Total Fire	1,965,769	2,569,075	19,657,692	19,392,837	23,589,230	82.2%	83.3%
Public Works Department							
Administration	30,124	29,306	301,242	283,518	361,490	78.4%	
Snow/Ice Control	174,318	87,768	1,743,175	1,611,756	2,091,810	77.1%	
Traffic Operations	117,234	100,104	1,172,342	1,057,722	1,406,810	75.2%	
Forestry	188,588	171,378	1,885,883	1,114,159	2,263,060	49.2%	
Facilities	108,544	96,797	1,085,442	894,082	1,302,530	68.6%	
Fleet Services	137,733	132,313	1,377,333	1,257,338	1,652,800	76.1%	
F.A.S.T.	19,983	16,572	199,825	194,763	239,790	81.2%	
Storm Sewers	19,853	13,270	198,533	124,369	238,240	52.2%	
Total Public Works	796,378	647,509	7,963,775	6,537,708	9,556,530	68.4%	83.3%

OPERATING REPORT SUMMARY
EXPENDITURES
October 31, 2024

	<u>CURRENT MONTH</u>		<u>YEAR-TO-DATE</u>		<u>ANNUAL</u>		<u>BENCH-</u>
	<u>BUDGET</u>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>%</u>	<u>MARK</u>
Development Services							
Administration	37,848	37,781	378,483	387,094	454,180	85.2%	
Planning & Transportation	80,823	90,845	808,225	808,962	969,870	83.4%	
Code Enforcement	152,467	143,366	1,524,667	1,406,992	1,829,600	76.9%	
Engineering	139,797	117,691	1,397,967	1,309,564	1,677,560	78.1%	
Economic Development	98,618	65,945	986,183	909,214	1,183,420	76.8%	
Total Development Services	509,553	455,628	5,095,525	4,821,825	6,114,630	78.9%	83.3%
Health & Human Services	128,305	121,107	1,283,050	1,089,921	1,539,660	70.8%	83.3%
Miscellaneous							
4th of July	48,805	48,805	209,624	209,624	213,930	98.0%	
Police & Fire Comm.	8,686	5,657	86,858	29,497	104,230	28.3%	
Misc. Boards & Comm.	27,168	46,768	271,683	227,956	326,020	69.9%	
Misc. Public Improvements	770,616	1,156,690	7,706,158	6,871,638	9,247,390	74.3%	
Total Miscellaneous	855,275	1,257,920	8,274,324	7,338,715	9,891,570	74.2%	83.3%
Total General Fund	6,629,225	6,917,842	66,013,824	63,182,212	79,178,970	79.8%	83.3%
Water & Sewer Fund							
Water Department	1,192,546	1,261,037	11,925,458	10,980,610	14,310,550	76.7%	
Sewer Department	216,554	182,478	2,165,542	1,892,942	2,598,650	72.8%	
Billing Division	98,008	107,584	980,075	972,412	1,176,090	82.7%	
Capital Projects Division	430,413	430,413	2,845,093	2,845,093	8,778,740	32.4%	
2015 Bond Capital Projects	-	-	44,200	44,200	423,400	10.4%	
2017 Bond Capital Projects	-	-	104,261	104,261	1,298,870	8.0%	
2018 Bond Capital Projects	-	-	123,819	123,819	247,640	50.0%	
2019 Bond Capital Projects	-	-	63,805	63,805	622,520	10.2%	
Operating Transfers	16,667	18,625	166,667	37,250	200,000	18.6%	
Total Water & Sewer	1,954,187	2,000,137	18,552,175	17,197,647	29,799,460	57.7%	83.3%
Motor Fuel Tax	257,084	257,084	2,012,636	2,012,636	2,325,000	86.6%	
Community Dev. Block Grant Fund	75,518	75,518	286,852	286,852	367,600	78.0%	
Asset Seizure Fund	12,292	9,401	122,917	200,673	147,500	136.0%	
Municipal Waste System	270,199	285,602	2,701,992	2,367,568	3,242,390	73.0%	
NOW Arena Operating Fund	330,151	27,703	3,301,508	1,056,249	3,961,810	26.7%	
NOW Arena Activity Fund	1,245,597	716,684	12,455,967	6,200,467	14,947,160	41.5%	
Stormwater Management	214,550	51,399	2,145,500	2,026,856	2,574,600	78.7%	
Insurance	179,789	54,860	1,797,892	1,731,731	2,157,470	80.3%	
Information Technology	280,528	278,385	2,805,275	1,623,427	3,366,330	48.2%	
Roselle Road TIF	11,515	10,016	115,150	82,330	138,180	59.6%	
Barrington/Higgins TIF	24,292	367,897	242,917	370,397	291,500	127.1%	
Lakewood Center TIF	24,098	-	240,983	27,961	289,180	9.7%	
Higgins-Old Sutton TIF	210,682	-	842,727	2,740	2,528,180	0.1%	
Higgins/Hassell TIF	43,598	151,203	435,983	310,548	523,180	59.4%	
Stonington & Pembroke TIF	37,015	-	370,150	3,110	444,180	0.7%	
TOTAL OPERATING FUNDS	11,763,303	11,203,731	114,074,297	98,683,404	146,282,690	67.5%	83.3%

**OPERATING REPORT SUMMARY
EXPENDITURES
October 31, 2024**

	<u>CURRENT MONTH</u>		<u>YEAR-TO-DATE</u>		<u>ANNUAL BUDGET</u>	<u>%</u>	<u>BENCH- MARK</u>
	<u>BUDGET</u>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>ACTUAL</u>			
2015A G.O. Debt Service	477	477	665,491	665,491	3,830,080	17.4%	
2015 G.O. Debt Service	-	-	9,379	9,379	123,300	7.6%	
2016 G.O. Debt Service	-	-	165,279	165,279	330,100	50.1%	
2017A & B G.O. Debt Service	-	-	51,232	51,232	176,550	29.0%	
2018 G.O. Debt Service	-	-	491,329	491,329	2,862,200	17.2%	
2019 G.O. Debt Service	-	-	15,342	15,342	136,710	11.2%	
TOTAL DEBT SERV. FUNDS	477	477	1,398,050	1,398,050	7,458,940	18.7%	83.3%
Western Corridor Fund	118,938	-	1,189,375	655,564	1,427,250	45.9%	
Hoffman Blvd Bridge Maintenance	3,333	-	33,333	-	40,000	0.0%	
Prairie Stone Capital	270,833	93,264	2,708,333	590,667	3,250,000	18.2%	
Western Area Rd Improve Imp. Fee	17	-	133	-	200	0.0%	
Capital Improvements Fund	503,438	1,332,298	4,530,938	3,671,885	6,041,250	60.8%	
Capital Vehicle & Equipment Fund	492,018	394,451	4,920,183	2,525,903	5,904,220	42.8%	
Capital Replacement Fund	166,667	-	1,666,667	305,862	2,000,000	15.3%	
2024 Project Fund	825,000	61,356	8,250,000	647,022	9,900,000	6.5%	
Road Improvement Fund	693,021	730,903	7,854,063	6,073,093	8,316,250	73.0%	
TOTAL CAP. PROJECT FUNDS	3,073,264	2,612,272	31,153,025	14,469,996	36,879,170	39.2%	83.3%
Police Pension Fund	758,163	2,374,803	7,581,633	5,556,465	9,097,960	61.1%	
Fire Pension Fund	670,389	725,649	6,703,892	4,893,190	8,044,670	60.8%	
TOTAL TRUST FUNDS	1,428,553	3,100,452	14,285,525	10,449,655	17,142,630	61.0%	83.3%
TOTAL ALL FUNDS	16,265,596	16,916,932	160,910,897	125,001,106	207,763,430	60.2%	83.3%



2024 October MONTHLY REPORT

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Project Activities

- Open Enrollment
 - Made final changes to setup prior to the start of Open Enrollment on October 3, 2024.
 - Created reports used to evaluate staff selections and confirmations.
 - As needed, reopened access to individual staff members access to change their selections.
 - Worked through several minor issues that occurred.
 - After Go Live of 5.2, reopened access to allow employees to make final confirmations.
 - Open Enrollment ended on October 31, 2024.
- FinancePLUS 5.2 Upgrade
 - Prior to Go Live, discovered that Leave Request Approval Rule definition field was missing. This was fixed prior to Go Live but was advised to wait until we were Live to set up all the Rules.
 - Continued working on reconnecting the Cognos reports to the appropriate data package, which will continue after Go Live due to the number of reports.
 - Go Live date occurred on the weekend of October 19-20, 2024.
 - After Go Live, every issue that was identified and fixed during the testing period recurred and had to be fixed again. Additional issues also were found. This is a list of the previously identified and fixed issues that recurred:
 - Human Resource access was missing from the menu in FP.
 - None of the Dedicated Printers for POs, HR and AP checks, UB Final Bills, and Miscellaneous Invoices were functioning.
 - The Custom Payroll Interface was not available once again.
 - Emails not being sent for REQ/PO approvals.
 - Emails not being sent for Electronic Leave Requests.
 - The Electronic Leave Request form was not available.
 - Task List for ELR was missing.
 - EAC Demographics Page not loading on Log In.
 - Cognos Event Studio application is missing.
 - All Cognos Images were no longer available.
 - Annual Enrollment Post from EAC to Effective Date Changes failed.
 - New Issues:
 - All interfaces from CP to FP failed. Permissions issues were the cause. It took over a week to restore access to our staff to do the daily work needed.

- The nightly UB Scheduled Tasks were not running and had to be restored.
 - All Cognos Report Schedules were missing.
 - Security issues in Cognos prevented users from being able to run reports.
 - An HR user's access to FP was unavailable without explanation after a week. It took several days until Support was able to restore this access.
 - Access to CP/FP for all users was not available several times during the two-week post Go Live period.
 - Fatal errors occurred during the UB Monthly Billing process which is resulting in reports not being available.
 - Attachments were missing in FinancePLUS and CommunityPLUS.
 - Errors occurred in CP whenever an existing Note was opened on a record.
- Permit Archive for Laserfiche Project
 - Finalized documents last month and staff began the process of uploading them to Laserfiche. Provided background information on why addresses were missing on permits after researching data in the legacy Permit database.

CentralSquare

PLUS Applications

- Created Cognos reports of Business License information to extract data to Excel files for new Business Tax application implementation.
- Made changes Requisition Approval Table for staff changes in Public Works.
- Made changes to Cognos Report for GP Invoices.
- A journal post of Miscellaneous Billing Invoices needed correction.
- Changed the Bassett Letters in Cognos with new staff information.
- Assisted several new employees having difficulty setting up their passwords and questions in Psync.
- Submitted multiple CST Support tickets to have them add new employees to the PLUS environment.
- Worked with CST to terminate several employees from the PLUS environment.
- Requested CST Support restore access for multiple employees who let their passwords expire beyond the 30-day limit. Added back their security access in the PLUS applications once their accounts were enabled.
- Penalized all unpaid General Premise and Home Business Licenses.
- Ran Penalty Process for Residential Rental Licenses to apply Late Fees.
- Created SQL script to update RRL License Deadline Date.
- Multiple requests from DS staff regarding addresses required verification in PLUS and Community Development. Worked with GIS Tech to provide verification for entry into Community Development.
- Modified Cognos Report for Clerk's Office of Business Data to remove unneeded fields.

- Researched the issue with Miscellaneous Billing Invoice with a missing account and found that they need assistance from Support to correct the issue.

Community Development Applications

- The nightly LMUR is failing resulting in the owners of PINs in Community Development to not being updated. Notified Community Development and advised them to ask to be added to the notification process.
- Added access for new employees.
- Inactivated terminated employees.

GovQA

- Modified FAQs to reflect that the Village no longer requires Pet Licenses
- Removed access for terminated employees.
- Added access for new employees.

Administration

- I participated in the interview and selection process of the new Business Systems Analyst who will be replacing me when I retire.
- Prepared monthly report.
- Processed Payroll for department employees on September 3, 16, and 30, 2024.

Training

- Worked with CentralSquare and staff members to set up Cognos 11 Overview Training that worked with the schedules of all 21 trainees. Training was held on October 14.
- After Go Live of FP 5.2 and CP 9.2, I provided one-on-one training for a dozen staff members using Cognos 11 for the first time who ran into various challenges.

Meetings

- Met several times during the month with the IT Director to review project status and issues of note.
- Attended numerous meetings with the 5.2 upgrade team prior to and after Go Live.

Project Activities

Project – Public Safety MFA Deployment

- The IT Department completed enrolling all Public Safety personnel in MFA

Project – Fire Vehicle Safe Upgrade

- The Fire Department purchased new safe doors that allow for a wireless connection to the Villages network. The safes are used to hold narcotics and keep a log of access to the safes. The IT Department worked on configuring and testing the new safes. Once all the safes were configured for installation, IT staff showed Fire staff how to install the doors.

Project – Cybersecurity Audit

- The IT Department will be undertaking a Cybersecurity audit performed by a selected 3rd party. This audit will review the current security posture of the entire Village's infrastructure and will make any recommendations that are needed. The 3rd party vendor was chosen this month, and the audit will begin in November.

Project – Real-Time Information Center (RTIC)

- The IT Department began designing a new RTIC for the front desk at Police. This new RTIC will allow for more visual camera feeds that will also tie in with NWCD dispatch, License plate readers and many other surrounding businesses who have chosen to share their closed video feeds with the Police Department.

Security and Other Updates

- Continued testing of a new password manager solution
- Continued email phishing testing
- Installed Windows Updates on all computers and servers
- Worked with the Planning department and TKB associates to implement permit conversion into Laserfiche

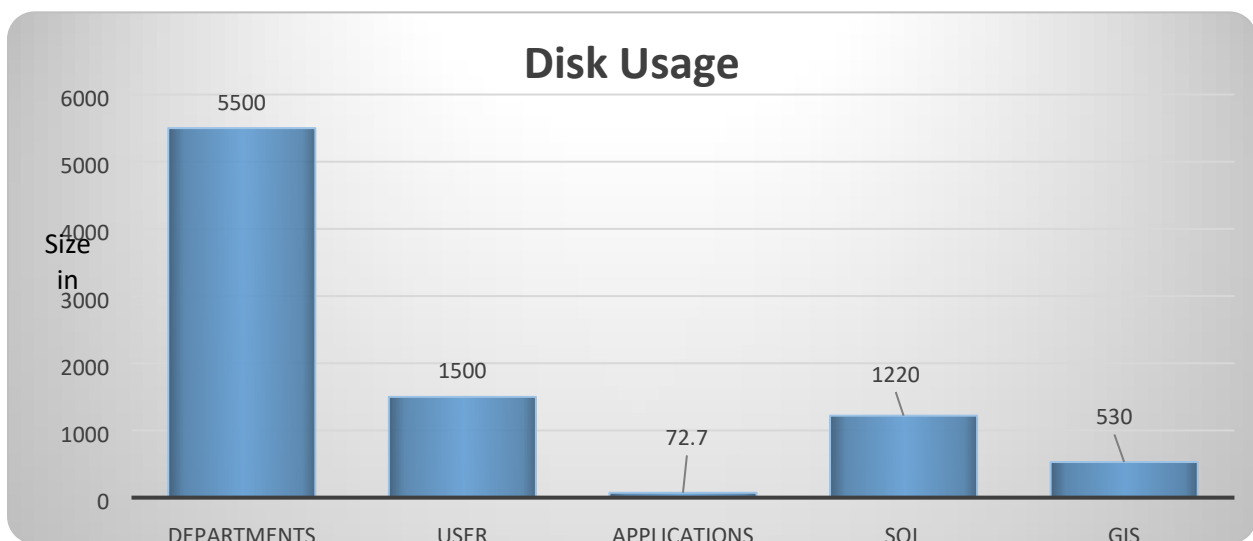
IT Training

- 25 User Orientations
- IT staff attended Nomic security training

IT Meetings

- IT Staff attended meetings with the following staff/companies
 - KnowBe4 and HRM regarding email testing
 - Nomic Networks to discuss further security initiatives
 - DACRA regarding enabling Single Sign-On logins for Police
 - Concentric to discuss on the on-going SCADA security posture
 - Deft for off-site cloud storage

System and Data Functions



Sentinel IPS Attack Report

External parties attacked the Village network 14755 times during the month of October
Outpost Activity Summary Reporting

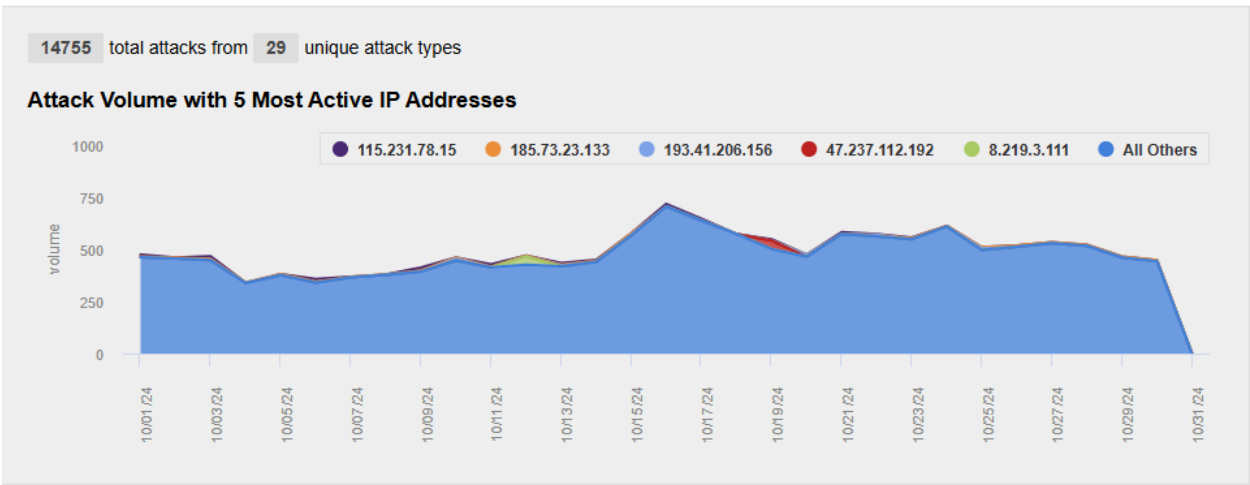
From 10/01/2024 to 10/31/2024

10/01/2024

10/31/2024

Shortcuts

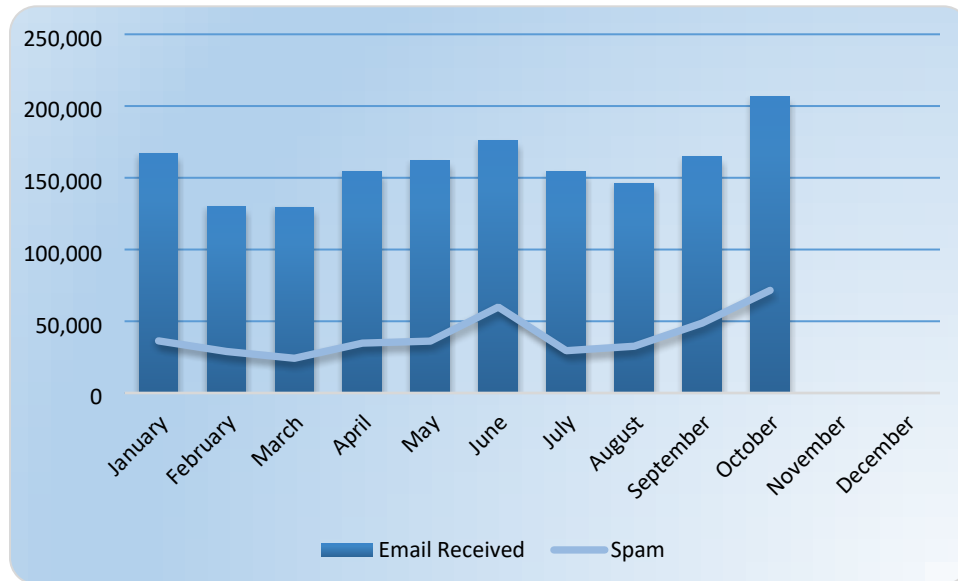
apply date filter



Attacks by Severity

Severity	Volume
3	7
2	20
1	14728

Email Spam Report



Darek Raszka, Director of Information Technology

VILLAGE OF HOFFMAN ESTATES

Memo

TO: Finance Committee
FROM: Daniel P. O'Malley, Deputy Village Manager/Owner's Rep.-NOW Arena
RE: **OWNER'S REPRESENTATIVE MONTHLY REPORT
NOVEMBER 2024**
DATE: November 22, 2024



1. There are no COVID-19 public health restrictions at this time.
2. Village and Arena staff have concluded the Federal Shuttered Venue Operators Grant (SVOG) program. The closeout documentation has been filed and accepted by the SBA.
3. The FY2025-29 CIP was reviewed by the CIB on October 8 and the NOW arena capital items for FY25 have been incorporated into the annual budget which was reviewed by the Finance Committee at the November 7 budget meeting. The Village Board will consider this at their Dec 2 meeting.
4. The Village Board approved the north elevator project back in May. The equipment and materials have been ordered and installation is scheduled for next year.
5. The retaining wall in the dock area needs repair. This project has been included in the FY25 CIP for arena capital and design of this work has commenced with bidding and construction planned for FY25.
6. The boiler system bids have been opened and contract approved by the Board. This work will be scheduled and completed in 2025.
7. The UPS battery back up for the server room at the arena was replaced earlier this month.
8. The Board approved the contract for the arena website redesign, that work will commence.
9. Conducted bi-weekly meetings with Public Works Facilities and Arena staff regarding building and maintenance items.
10. Meet regularly with Ben Gibbs, General Manager to discuss operational items and events at the arena.
11. The Hideaway Beer Garden is closed for the season. Check out the arena website www.hideawaybrewgarden.com for the new events coming in 2025.

Attachment

cc: Ben Gibbs, General Manager (OVG)

Now Arena
General Manager Update
November 2024 Update

Event Highlights	Notes
Nov 8-10: Varisty Cheerleading Nov 15: Chris Tomlin Concert Nov 16: WCB #1 Nov 17: WCB #2 Nov 21: WCB #3 Nov 23: WCB #4 Nov 30: Aleksandra Prijovic Concert	
Finance Department	
General	Arena Finished September Financials
Monthly Financial Statement	Building Event Revenue YTD: \$2,880,148
	Building Sponsor/Other Revenue YTD: \$356,084
	Building Expenses YTD: \$3,040,514
	Building Income YTD: \$195,718 vs Budget \$5,098
Operations Department	
General	Dept preparing for winter season including snow removal plan, salt prep, etc. Planning upcoming event conversions including two overnight conversions in mid-December as part of the NOW Foods Christmas Party
Positions to Fill	N/A
Third Party Providers	N/A
Village Support	PW assisting with determining solution for addressing the hill degradation adjacent to the loading dock, replacement of arena boiler and replacement of north elevator.
Events Department	
General	Event Managers are prepping upcoming events including Windy City Bulls, Aleksandra Prijovic and NOW Foods Christmas Party
Positions to Fill	N/A
Marketing Department	
General	Working on replacing existing website
Positions to Fill	N/A
Group Sales Department	
General	Group sales will be handled by a third party company.
Box Office Department	
General	Working on renewal of Ticketmaster deal and prepping on sales for several summer events
Food & Beverage Department	
General	Hired new F&B Manager and continuing to train new chef position.
Premium Seating Department	
General	Continue to renew annual suites, marquee signage
Positions to Fill	NA
Sponsorship Department	

General	Concentrating on unsold categories including insurance and liquor
Monthly Financial Statement	Corporate Sales: \$179,215
	Suites Sales: \$138776
General	
Capital Improvements/Repairs	Additional capital projects are being investigated based on possible grant disbursements related to the Shuttered Venue Grant program via the Small Business Administration.