



# REQUEST FOR PROPOSAL

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## Request for proposal for Integrated Financial Management System, Software and Implementation Services for:

**Kitsap Regional Library**

**September 3, 2013**

### Contact:

Contact Name/Title:	Paulette Rhoades, Application Project Coordinator
Institution:	Kitsap Regional Library
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### Delivery Instructions:

<b>*Due Date:</b>	<b>November 30, 2013</b>
Name/Title:	Janet Wise, Office Assistant
Institution:	Kitsap Regional Library
Delivery Address:	1301 Sylvan Way
City, State, Zip:	Bremerton, WA 98301
Time:	by 4:00 PM
# of Copies:	One paper copy and one electronic copy in Word format – See Vendor Instructions on page 7

\*Late proposals will not be accepted.

# INDEX

Section	Page #
Introduction	
1. Background Information on Kitsap Regional Library .....	3
2. Project Overview .....	4
3. General Proposal Requirements .....	4
4. Selection Criteria .....	5
5. Kitsap Regional Library's Timetable .....	5
6. Anticipated Data Conversions .....	5
7. Project Objectives .....	6
8. Vendor Instructions .....	6
9. Proposed Application Environment .....	8
10. Implementation Plan .....	10
11. Training .....	11
12. Vendor Information .....	12
13. Customer Reference .....	13
14. Bid Requirements .....	14
15. Response to List of Requirements .....	16
16. List of Requirements Section	
A. General Requirements.....	17
B. General Ledger.....	17
C. Accounts Payable.....	18
D. Budget.....	19
E. Payroll.....	19
F. Report Writer.....	20

## **Introduction**

Kitsap Regional Library System is soliciting proposals for a comprehensive software system to replace their existing Integrated Financial system. Any eventual system must not only meet the requirements set forth in this Request for Proposal (RFP), but must also be flexible and scalable in order to meet its future business and technology needs.

### **1. Background Information on Kitsap Regional Library**

Kitsap Regional Library, a county library system with 9 branch libraries, a Bookmobile, and Outreach Services, seeks new Integrated Financial Software including conversion and implementation services, training and technical support for the system. Kitsap Regional Library is currently using MS Dynamics NAV / Serenic and JetReports 2010 R2, Version 10.5.

Kitsap Regional Library serves the 251,000 residents of Kitsap County, WA. Located across Puget Sound from Seattle, KRL has more than 98,000 active library card-holder accounts. Our mission statement says “Kitsap Regional Library serves the community as a center for lifelong learning and a steward of access to stories, information and knowledge.” KRL’s current 5-year strategic plan includes “Kitsap Regional Library will be effective, frugal and productive in its use of the money Kitsap taxpayers entrust to us”.

## 2. Project Overview

Kitsap Regional Library seeks proposals from interested software and implementation services suppliers that have proven experience in implementing financial management systems to support Washington State governmental organizations of similar or slightly larger size. The scope for the system functions includes:

- Accounts Payable
- Budget Preparation and Budget Control
- Cash Receipting
- General Ledger
- Payroll
- Report Writer

Kitsap Regional Library is looking for a Financial Software System that will provide:

- Full integration between financial modules, open integration with other systems
- Complete BARS compliance as defined by the WA State Auditor's Office, State of Washington, under RCW 43.09.200
- Compatibility with MS Office tools
- Single entry of information (with use in multiple modules)
- Windows compatible client, ease of use, ability to view increasing levels of account detail on screen
- Real-time processing, ease of real time backup, transactional database
- User customization of fields, reports
- Easy export of all data for analysis
- Reliable and responsive support, company growth and stability

The Kitsap Regional Library System would like to complete the procurement process no later than March 31, 2014 and begin system implementation shortly thereafter.

Kitsap Regional Library has built a strong and effective team to provide financial services and we are looking for a vendor which can support and enhance our efforts in continuing to implement stable, innovative and comprehensive services.

An electronic version of this RFP is available at:

<http://www.krl.org/documents/about/Financial%20Management%20System%20RFP.docx> (Word format)

or <http://www.krl.org/documents/about/Financial%20Management%20System%20RFP.pdf> (PDF format)

## 3. General Proposal Requirements

- Vendors will be required to submit their proposals on the forms provided by the request for proposal (RFP) and pricing amounts will be detailed by module.
- Pricing should include broken out detail on all costs related to software, conversion of existing data, installation, training, final implementation and annual support costs.
- Vendors who choose to submit a joint RFP by combining various software packages must submit a single RFP detailing the vendor responsible for each module.

- Vendors selected by the Library shall provide a demonstration of programs proposed during the post RFP evaluation process.

#### 4. Selection Criteria

The library will select the successful proposal based upon several evaluation facts including features as outlined in the RFP, effective integration of modules, company stability, conversion, training and implementation plan, technical support and price. The selection of finalists and the final award will be decided based on the proposal submitted by a qualified vendor that best meets the needs of the Library as determined by the Library. The Library reserves the right to reject any or all proposals.

#### 5. Library’s Timetable

Event	Date
RFP Released	<b>September 3, 2013</b>
Pre-Submittal Questions	<b>by November 10, 2013</b>
Due date of RFP	<b>November 30, 2013</b>
On-site demonstrations by Top Vendors	<b>January – February 2014</b>
Final Selection of Vendor	<b>March 31, 2014</b>
Desired go live date	<b>July 1, 2014</b>

#### 6. Anticipated Data Conversions

Kitsap Regional Library requires the vendor to provide a cost estimate for data conversion of its current system’s database. The Current system used is MS Dynamics NAV/Serenic and JetReports 2010 R2, Version 10.5.

- Servers: 2 Servers Windows 2008
- Database Engine: MS SQL Server 2005/SP4
- Application: MS Dynamics NAV / Serenic 2009 R2 and JetReports 2010 R2, Version 10.5
- Database Size: Approximately 4GB
- Stored Data Date Range: 2007 – Present
- System Modules Include: Accounts Payable, Budget Preparation and Budget Control, Cash Receipting, General Ledger, Payroll, and Reports.

KRL has about 700 active vendors, 15 active users in Navision and 200 employees.

**Note: Kitsap Regional Library reserves the right to add or delete data to be converted.**

## 7. Project Objectives

- The Kitsap Regional Library desires to replace its current Financial system with an integrated system that will improve employee productivity and provide a long-term solution that will integrate with future systems that the Kitsap Regional Library employs to manage their financial and payroll services.
- The Kitsap Regional Library desires to replace the current system with a state-of-the-art solution, embracing best business practices embedded in the software.
- The Kitsap Regional Library seeks a vendor that will continually enhance the proposed solution to support industry best practices and requirements for local government.
- The Kitsap Regional Library wishes to implement the selected solution without compromising its ongoing operations.
- The Kitsap Regional Library intends to implement an out-of-the-box software package and to limit the amount of customizations (i.e., changes to source code) made to the base application.
- Functional experts within the Kitsap Regional Library and the Kitsap Regional Library IT Department would support the integrated application.
- The Kitsap Regional Library seeks a system that includes easy-to-use reporting tools that will enable end users to access information stored in a single, integrated relational database for analysis without requiring programmer support.

## 8. Vendor Instructions

**Proposal Responses** - The Library must receive responses to the RFP no later than November 30<sup>th</sup>, 2013 and no later than 4:00 pm. Proposals received after the due date will not be accepted. Send completed responses to the following address:

**Paper copy of RFP to:**

Integrated Financial Software RFP  
Janet Wise, Office Assistant  
Kitsap Regional Library  
1301 Sylvan Way  
Bremerton, WA 98301

**Electronic copy of Integrated Financial Software RFP**

In MS Word, via email to [nmanheimer@krl.org](mailto:nmanheimer@krl.org)

Proposals should be prepared simply, providing a straightforward, concise delineation of the capabilities necessary to satisfy the requirements of the RFP. Emphasis in the proposals should be on completeness, clarity of content and adherence to the presentation structure required by this RFP and not on volume. Costs for developing proposals in response to the RFP are the obligation of the vendor and are not chargeable to the Library. All proposals and accompanying documentation will become the property of Kitsap Regional Library and will not be returned.

**Pre-Submittal Questions** - Vendors who have questions about this RFP shall submit them via email to Paulette Rhoades at [prhoades@krl.org](mailto:prhoades@krl.org). The Library must receive questions no later than November 10<sup>th</sup>, 2013 to enable the Library to respond. Failure to request clarification of any inadequacy, omission or conflict will not relieve the Vendor of responsibility.

**RFP Amendments** - The Library reserves the right to request clarification on any proposal or to ask respondents to supply any additional material deemed necessary to assist in the evaluation of the proposal. The Library reserves the right to change the RFP schedule or issue amendments to the RFP at any time. The Kitsap Regional Library also reserves the right to cancel or reissue the RFP.

**Rejection of Proposals** - The Library reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of the Kitsap Regional Library.

**Proposal Validity Period** - Submission of a proposal will signify the vendor's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between the Kitsap Regional Library and the successful vendor.

**Disclaimer** - The Library reserves the right to share, with any consultant of its choosing, the RFP and any resultant proposals in order to secure expert opinion.

**Non-Obligation** - Receipt of proposals in response to the RFP does not obligate the Kitsap Regional Library in any way. The right to accept or reject any proposal shall be exercised solely by the Kitsap Regional Library. The Kitsap Regional Library shall retain the right to abandon the proposal process at any time prior to the actual execution of a contract with a vendor, and the Kitsap Regional Library shall bear no financial or other responsibility in the event of such abandonment.

**Public Disclosure** - All materials provided to the Kitsap Regional Library by Vendors are subject to Washington State's public disclosure laws.

## 9. Proposed Application Environment

In addition to providing an overview of the software solution proposed for Kitsap Regional Library, the vendor must present in detail, the key features and capabilities of the proposed application software as they relate to Kitsap Regional Library. In addition to the description, please provide in succinct narrative form (at least one paragraph per item), answers to the following questions.

### Proposed Application Environment

A. Hardware Environment: Describe the optimal hardware environment (both clients and servers) required to utilize the proposed software. In the event there is more than one suitable hardware platform, list all options indicating the relative strengths and drawbacks (if any) of each.

*Vendor Response:*

B. Network Environment: Describe the optimal network environment required to utilize the proposed software. In the event that there is more than one suitable network configuration, list all options, including the relative strengths and weaknesses (if any) of each.

*Vendor Response:*

C. Operating System: Identify the operating system required by the proposed applications software and database management system in the hardware environment recommended above. In the event there is more than one suitable operating system, list all options indicating the relative strengths and drawbacks (if any) of each.

*Vendor Response:*

D. Database Platform: The vendor is requested to provide the ideal database platform choices for the proposed software. In the event that there is more than one suitable database platform, please list all options, including the relative strengths and drawbacks (if any) of each. The solution vendor should provide a qualitative discussion regarding the proposed solution's ability to perform backups irrespective of open records.

*Vendor Response:*

E. Software Version: Identify the most current version of the software. Detail the percentage of live customers that are utilizing the proposed version of the software. Please provide a breakdown of customers (by percentage) for each version of the software currently in use. During implementation the vendor must provide the most current version of the software. All known posted and identified fixes to "bugs" within the system must also be applied at time of implementation.

*Vendor Response:*

F. Workflow Capabilities: How does workflow (electronic routing of documents) in your system operate? How are workflow rules established? How does workflow interface with popular e-mail programs, such as Microsoft Outlook?

*Vendor Response:*

G. Administration / Development Toolsets: What application toolsets are included with the software? What unique programming requirements are there? What tools are available to customize the software (e.g., add fields, create new tables, change menus, etc.)?

*Vendor Response:*

H. Security: What security tools are included with the software? How does your application restrict access to the following: administrative tool access, application access, menu access, record access, field access and querying / reporting access? What is included in the user security profile? How is the security profile defined?

*Vendor Response:*

I. Upgrade Tools: What is the upgrade frequency? How are patches and fixes deployed? How are patches and fixes applied? How are upgrades applied? What happens to software customizations (e.g., user-defined tables and fields) during the upgrade? How many versions of the software does your company support?

*Vendor Response:*

J. Reporting and Analysis Tools: What reporting tools are available? What On-Line Analytical Processing (OLAP) tools are available? Are there any interfaces to Microsoft Office? Do the same security definitions apply to the reporting tools as to the main Financial Management System software? Please provide a list of standard reports, by module, that come “out of the box” with the software.

*Vendor Response:*

## 10. IMPLEMENTATION PLAN

The vendor **must** provide a detailed plan for implementing the proposed software, which includes a response to the following questions / issues:

### IMPLEMENTATION PLAN

A. Provide an overview of the implementation plan, as well as the methodology used to install the software.

*Vendor Response:*

B. What is the timeframe for fully implementing the system? If the proposal contains a phased-approach, provide the specific start and end dates for each phase and provide a listing of the modules proposed for each phase.

*Vendor Response:*

C. Any bug patches or upgrades that occur during the implementation will be the responsibility of the vendor with knowledge transfer to Kitsap Regional Library's technology staff. Describe the role of the Library and vendor staff for bug and patch applications (if any). Vendors must include in their proposal a detailed Help Desk strategy for the Kitsap Regional Library, both during the implementation, upon "go-live," and for the post-implementation period.

*Vendor Response:*

D. Provide a matrix of "roles and responsibilities" for each major activity contained in the proposed implementation plan.

*Vendor Response:*

E. Describe the role of Kitsap Regional Library and vendor staff for data conversion. Provide the assumptions related to the work effort estimates for data conversion (e.g., amount and type of data to be converted). Also give a brief description of the data conversion process including any special toolsets that will be utilized.

*Vendor Response:*

## 11. TRAINING

The vendor must provide a software training overview that includes but is not limited to:

### TRAINING

A. Overview of proposed training plan / strategy, including options for on-site or off-site training services, for the project work team, end-users and technology personnel.

*Vendor Response:*

B. The role and responsibility of the software and implementation vendor in the design and implementation of the training plan (e.g., development of customized training materials, delivering training to Kitsap Regional Library end-users).

*Vendor Response:*

C. The role and responsibility of Kitsap Regional Library staff in the design and implementation of the training plan.

*Vendor Response:*

D. The knowledge transfer strategy proposed by the software and / or implementation vendor to prepare Kitsap Regional Library staff to maintain the system and system training programs after it is placed into production.

*Vendor Response:*

E. Descriptions of classes / courses proposed in the training plan. (The vendor should specify the unit of measure for its training (e.g., units, classes, days, etc.) and define the hours associated with these units of measure.)

*Vendor Response:*

## 12. Vendor Information

### Company Profile

A. Describe your company, including its history, origin, and any affiliation to other corporate entities.

*Vendor Response:*

B. Provide the owners' and/or principal officers' names and any other pertinent information.

*Vendor Response:*

C. If the company is currently for sale or involved in any transactions to expand or to be acquired by another organization, please explain.

*Vendor Response:*

D. Describe the company's involvement with library-related organizations and standard organizations.

*Vendor Response:*

E. Describe the procedure for developing new features, including how customer input is taken, evaluated, and weighed.

*Vendor Response:*

### Strategic Partnerships/Test Sites

A. List any partnerships with third-party Vendors, including a brief description of the services they provide.

*Vendor Response:*

### Financial Data

A. Please provide financial information sufficient to include the vendor's financial stability.

*Vendor Response:*

### Company Contacts

A. Provide a list of organizational officers directly involved in the product being bid, with their backgrounds and credentials. Identify the number and location of sales and support personnel accessible to the purchaser.

*Vendor Response:*

### User Groups

A. Provide contact information for users groups, including website or listserv addresses. Provide the URL for any website that provides information on the company, press releases, and product information that is relevant to this proposal.

*Vendor Response:*

### 13. CUSTOMER REFERENCES

Please provide 3 references that are similar in size and operation to Kitsap Regional Library.

Reference 1
Name:
Title:
Entity:
Telephone:
Email:
Web address:
Date of install:
Reference 2
Name:
Title:
Entity:
Telephone:
Email:
Web address:
Date of install:
Reference 3
Name:
Title:
Entity:
Telephone:
Email:
Web address:
Date of install:

## 14. Bid Requirements

Cost quotes and payment terms should be included for all software and recommended equipment. Please use the table below to indicate the costs for the various components.

If your system does not have a specific line item, indicate that with an N/A in the appropriate columns.

- Please feel free to add items to the cost table if you have items which do not fit into the specific categories.
- Costs for all modules and add-on functionality need to be included in the cost table.
- Prices for the initial purchase, implementation and 5 years of maintenance should be included for each item.

Description	
Required Modules	Price
· General Ledger	\$
· Accounts Payable	\$
· Budget	\$
· Payroll	\$
· Report Writer	\$
License Fees	\$
Professional Services	\$
Conversion Services	\$
Implementation & Configuration Services	\$
Training Services	\$
Other	\$
<b>Total Price</b>	\$

- Include details on what is covered under maintenance.

Description	5 year Total Maintenance
Required Modules	
· General Ledger	\$
· Accounts Payable	\$
· Budget	\$
· Payroll	\$
· Report Writer	\$
Total for Maintenance	\$

Maximum annual percentage increase for Vendor's Maintenance and Support for Years 6 through 10	
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This RFP does not obligate Kitsap Regional Library to accept or contract for any expressed or implied services. Kitsap Regional Library reserves the right to request any Vendor to clarify their proposal or to supply any additional material deemed necessary to assist in the evaluation process. All proposals and submissions shall become the property of Kitsap Regional Library upon receipt and may be used by Kitsap Regional Library in the selection of a vendor and may be incorporated into any final agreement between Kitsap Regional Library and the vendor submitting same.

## 15. Response to List of Requirements

Vendors must respond to every requirement contained in the List of Requirements section of the RFP using the following criteria. Vendor's responses must be in the same order in which questions appear in this RFP, and must use the same numbering scheme used in this RFP.

A	Available	Vendor currently supplies this capability as a part of a general software release.
D	In development	Testing and release planned within 2 years from the due date of this RFP.
P	Planned	Capability is planned; no development is underway.
N	Not available	Not planned, and no development underway.

For any specifications to which the Vendor answers other than A (Available), Vendor must describe:

- The feature, function, product, or service being planned or developed, indicating the date after which the function and feature will be available in general release and operation in the system proposed to the library.
- Whether the library will incur any added cost for the feature, function, product, or service once it becomes available, either as a direct cost of the feature, function, product, or service, or because the feature, function, product, or service will require replacement of or addition to hardware or software originally proposed for initial installation.
- If the feature, function, product, or service is not available, in development or planned, an explanation of how the specification might otherwise be met using alternative features, functions, products, or services available from the Vendor or a third party partner, including availability dates for any such alternative and any added costs, either direct or indirect.

## List of Requirements section:

Vendor Name:				
<b>I. General Requirements</b>	<b>A</b>	<b>D</b>	<b>P</b>	<b>N</b>
1. Out-of-the box integration of all required modules. <i>Brief Vendor Comment (if necessary):</i>				
2. Audit Trail with user, date, and time stamp. <i>Brief Vendor Comment (if necessary):</i>				
3. Integration to MS Excel/Word. <i>Brief Vendor Comment (if necessary):</i>				
4. Permissions <i>Brief Vendor Comment (if necessary):</i>				
5. Drill down throughout all modules. <i>Brief Vendor Comment (if necessary):</i>				
6. Rules based work flow routing (e.g. PO, invoice, timesheet, etc.) <i>Brief Vendor Comment (if necessary):</i>				
7. Field level default values with ability to override. <i>Brief Vendor Comment (if necessary):</i>				
8. User defined queries with wild card search, drop down lists or other methods to facilitate look-up. <i>Brief Vendor Comment (if necessary):</i>				
<b>II. General Ledger</b>	<b>A</b>	<b>D</b>	<b>P</b>	<b>N</b>
1. Based on Complete BARS compliance as defined by WA State Auditor's Office, State of Washington, under RCW 43.09.200. <i>Brief Vendor Comment (if necessary):</i>				
2. Support cash accounting with ability to report under modified accrual method. <i>Brief Vendor Comment (if necessary):</i>				

3. Support multiple Journal Entry types: recurring, reversing, allocations.

*Brief Vendor Comment (if necessary):*

4. Fund accounting.

*Brief Vendor Comment (if necessary):*

5. Flexible reporting by cost center (branch) and BARS codes.

*Brief Vendor Comment (if necessary):*

**III. Accounts Payable**      **A**   **D**   **P**   **N**

1. Master vendor file attributes; type, SIC, status, parent/child, addresses, contact information, insurance requirements, etc.

*Brief Vendor Comment (if necessary):*

2. Support decentralized receiving and invoice processing.

*Brief Vendor Comment (if necessary):*

3. Online budget and duplicate invoice checking at invoice entry.

*Brief Vendor Comment (if necessary):*

4. Attach scanned and duplicate invoice record (invoice, packing slip, etc.)

*Brief Vendor Comment (if necessary):*

5. 1099 tracking and management to invoice line item level.

*Brief Vendor Comment (if necessary):*

6. Support electronic payments to vendors.

*Brief Vendor Comment (if necessary):*

7. Three part check with 2 stubs; customizable check format.

*Brief Vendor Comment (if necessary):*

8. Sales and Use Tax tracking and reporting

*Brief Vendor Comment (if necessary):*

IV. Budget	A	D	P	N
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1. Multi-year financial budgets.				
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*Brief Vendor Comment (if necessary):*

2. Position Budgeting				
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*Brief Vendor Comment (if necessary):*

3. Multiple detailed budget versions.				
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*Brief Vendor Comment (if necessary):*

4. What-if modeling and sensitivity analysis.				
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*Brief Vendor Comment (if necessary):*

5. Global budget adjustments by % or fixed dollar amount.				
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*Brief Vendor Comment (if necessary):*

6. Budget vs. Actual reporting with ability to calculate percent of budget expended or remaining at a point in time including visibility of encumbrances.				
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*Brief Vendor Comment (if necessary):*

V. Payroll	A	D	P	N
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1. User defined salary tables based on pay grade; multiple positions to pay grade; step increases within position.				
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*Brief Vendor Comment (if necessary):*

2. Position control management with steps and grades.				
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*Brief Vendor Comment (if necessary):*

3. Multiple rules based pay types with ability to identify if retirement eligible.				
--	--	--	--	--

*Brief Vendor Comment (if necessary):*

4. Default values by employee for earnings and hours distribution with ability to override.				
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*Brief Vendor Comment (if necessary):*

5. Date or event triggered payroll changes and adjustments based on position, pay scale, flex schedules, and date met standards (i.e. automatic COLA for eligible employees).

*Brief Vendor Comment (if necessary):*

6. Maintain employee attributes and history including positions, multiple hire dates, anniversary dates, termination dates, compensation, benefit elections, deferred compensation, user defined fields, etc.

*Brief Vendor Comment (if necessary):*

7. Support monthly and semi-monthly pay cycles (wages, benefits deductions, taxes).

*Brief Vendor Comment (if necessary):*

8. Support for salary calculation, payment, and Health Retirement Arrangements (HRAs).

*Brief Vendor Comment (if necessary):*

9. Accept multiple timesheet formats: direct or manual input, or upload from Excel or electronic documents.

*Brief Vendor Comment (if necessary):*

10. Benefit eligibility rules with effective dating for multiple benefit plans.

*Brief Vendor Comment (if necessary):*

11. Support multiple benefits accrual calculations bases on pay types with ability to override (i.e. sick leave, vacation).

*Brief Vendor Comment (if necessary):*

12. Accrual, consolidation, and generation of payment tax liabilities, benefit provider premiums, etc.

*Brief Vendor Comment (if necessary):*

13. Support retroactive pay and related adjustments.

*Brief Vendor Comment (if necessary):*

14. Reprint pay checks or W-2's.

*Brief Vendor Comment (if necessary):*

15. User customizable check stubs.

*Brief Vendor Comment (if necessary):*

16. Generate electronic payroll tax filings (e.g. 941, Employment Security, State Industrial, W2, etc.).

*Brief Vendor Comment (if necessary):*

17. Interface with WA State PERS retirement program for employee demographics (i.e. age), hours, and earnings.

*Brief Vendor Comment (if necessary):*

18. Online query and reporting to see point-in-time payroll history by employee, department, etc.

*Brief Vendor Comment (if necessary):*

19. Support for bargaining unit; currently 1 with 20 Employees.

*Brief Vendor Comment (if necessary):*

20. Track I-9 status.

*Brief Vendor Comment (if necessary):*

21. Manager and Employee self-service (employee changes, address changes, notifications, etc.).

*Brief Vendor Comment (if necessary):*

22. Rules-based leave management and reporting including support for FMLA tracking.

*Brief Vendor Comment (if necessary):*

23. Employee health and safety (Workman's Comp) and OSHA tracking.

*Brief Vendor Comment (if necessary):*

**VI. Report Writer**

A D P N

1. Indicate reporting tool utilized and level of integration to all modules.

*Brief Vendor Comment (if necessary):*

2. Ability to report on all modules and fields in the database.

*Brief Vendor Comment (if necessary):*

3. Launch reports and queries from within the application.

*Brief Vendor Comment (if necessary):*

4. Support date-range parameter or point in time reporting.

*Brief Vendor Comment (if necessary):*

5. Drill down to source documents from online projects.

*Brief Vendor Comment (if necessary):*

6. Online ad-hoc report history.

*Brief Vendor Comment (if necessary):*

7. Compatible with Microsoft Office.

*Brief Vendor Comment (if necessary):*

8. Ability to email reports.

*Brief Vendor Comment (if necessary):*

