

ADDENDUM NO. 2

COUNTY OF KAUAI
DEPARTMENT OF WATER

PLANS, PROPOSAL, SPECIFICATIONS
CONTRACT AND BOND
FOR

**Request For Proposals
RFP #IT-2026-02
Cloud-Based Financial Management Software and Support Services**

NOTICE TO PROSPECTIVE PROPOSERS

This addendum is hereby made a part of the PLANS, PROPOSAL, SPECIFICATIONS, CONTRACT AND BOND for the subject project and it shall amend the said contract documents in the following respects:

Item 1

Section 1.4 Questions and Answers Prior to Opening of Proposals.

End of Addendum No. 2

Please direct questions relating to this solicitation via www.publicpurchase.com .



Joseph "Joe" E. Tait
Manager and Chief Engineer
October 20, 2025

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDUM NO. 2

Receipt Acknowledged:

Organization

Received by

Date

Title

(Please email your signed acknowledgement to cerorita@kauaiwater.org .)

Question #1:

Can the agency please provide all forms in Word or in an editable PDF? The current document is password protected, and we can not edit it. **Yes, the following forms will be provided in an editable PDF word document.**

Exhibit A – References Current Customers (page 26 in RFP)

Cost Proposal, Section D (page 27 in RFP)

Optional Additional Module Pricing – Explore (page 28 in RFP)

Offer Form, OF-1 (page 29 in RFP)

Financial Mangement Software Solution Requirements Questionnaire (pages 30 to 44 in RFP)

Question #2:

Similar to Question 1, would like the forms which the agency wishes completed in Word format. Also, if we could get the RFP in Editable PDF. We like to highlight sections of the RFP that we know we need to respond to and ask questions about. Highlighting sections makes us more efficient in responding.

A fillable form will be provided.

Question #3:

On page 4 in the RFP schedule section, it appears that the DOW will respond to questions by October 6, but questions from respondents are due to the DOW by Sept 17. Frequently published answers to questions create new questions. If the DOW does not respond to questions until after Sept 17, will the DOW allow follow-up questions to your published answers?

DOW has responded to the questions received.

Question #4:

To submit a thorough proposal, would DOW consider extending the due date two weeks?

RFP Significant Dates and Timeline has changed. Proposals are due on November 7, 2025 at 2:00 PM HST.

Question #5:

Will another 3rd party company (e.g., IV&V, QA, etc.) be involved in project management or quality assurance type of work for DOW? **No.**

Question #6:

Requirements Questionnaire- 36. Support for DUO multi-factor authentication including servers, VPN devices, mobile access. Does this requirement apply only to remote access scenarios (e.g., from home or while traveling), or does it also include standard logins to the cloud application from within the DOW network?

The MFA requirement is to include any login that can not use our SSO integration with MS Entra either on prem or off.

Question #7:

Requirements Questionnaire-62. Workflow approval routing of Journal Entries. How many layers of approval hierarchies is required? What are the workflow criteria, e.g., dollar amounts? **A minimum of one approval hierarchy is required.**

Question #8:

Requirements Questionnaire-88. Retain lease rate history. Could you please elaborate on this requirement? **History must be maintained no less than 7 years after the contract closes, per retention requirements.**

Question #9:

Requirements Questionnaire-91. Track retainage on Contracts. Could you please explain how DOW determines the retainage amount? Specifically, is retainage calculated as a percentage of each invoice? **Yes, DOW calculates retainage as a percentage of an invoice.** Does DOW ever apply a fixed dollar amount for retainage instead of a percentage? **No.**

Question #10:

Please provide a total number of employees in DOW. **119**

Question #11:

Could you please confirm how many DOW staff members will be dedicated to this project, along with their anticipated level of involvement? If possible, please provide estimated percentages of time allocated for each role or resource. **Fiscal Staff – 3 to 4, IT Staff – 1 to 2. Time allocated will vary depending on implementation timeline and other projects**

Question #12:

Would it be possible to provide a copy-enabled PDF or fillable/editable document format to support a more efficient and accurate response to the RFP? **Yes, a fillable form will be provided.**

Question #13:

Requirements Questionnaire-102. Import U.S. Bank Purchasing Card transactions with coding and post to line-item vendor. Note: pCard application of module would be further explored. Does DOW currently require pCard holders to create purchase orders (POs) for pCard transactions? **No, POs are not created; however, a preapproval authorization is required.** Additionally, how many active pCard holders does DOW have? **25**

Question #14:

Requirements Questionnaire-93. Import approved Contract request metadata from Laserfiche workflow to create a new contract record; describe alternate tools that could be used for this purpose. Please elaborate on this requirement. What are the examples of approved contract request metadata?

DOW is in the process of implementing Laserfiche Forms for contract execution. An import function to create contract records seamlessly vs. manually creating a contract record for future contract payment requests.

Question #15:

Requirements Questionnaire- 94. Interface with 3rd party online Bid and Quote management tools, e.g., Hawaii HiePRO, HANDS, Aloha eBuys. Please confirm whether Hawaii HiePRO, HANDS and Aloha eBuys allow inbound interface. If so, please provide interface layout.

There is no inbound interface for Hawaii HiePRO, HANDS and Aloha eBuys.

Question #16:

Approximately how many 1099 vendors does DOW currently manage? **In 2024, DOW issued payments to approximately 270 vendors. For the 2024 tax year, three 1099 MISC Forms and thirteen 1099 NEC Forms were filed with the IRS.**

Question #17:

Requirements Questionnaire-113. Automated bank reconciliation based on import of electronic bank file. Include all transactions including auto-pays, payroll, EFT, etc. Is it acceptable to exclude automated bank reconciliation for Payroll since Payroll is not processed in Accounts Payable module?

Payroll related transactions are excluded; payroll is processed outside of DOW.

Question #18:

Requirements Questionnaire-142. Interface with Accounts Payable to process customer refunds. Does DOW's current Utility Billing system support an outbound interface for integration with external systems? If so, please provide interface layout.

There is no current outbound interface.

Question #19:

Requirements Questionnaire-138. Searchable customer history by parcel, name, address, etc. View accounts, service orders, work orders, meter replacements, usage, peak consumption, communications, complaints, resolutions, etc. 140. Generate email or text notification to work crew when payment is received for account designated as a shut-off. 141. Issue credit for bill adjustments and apply to next billing cycle. 144. Generate 60-day past due letters with late fees. Could you please confirm whether these requirements are correctly categorized as "R", considering it relates to Utility Billing not directly related to new Financial Management Software?

Utility Billing is not within the scope; questions 138 to 144 incorrectly categorized, it should be "E". If selected as a top responder, it would be ideal to view the billing solution at a high-level during demonstration.

Question #20:

Requirements Questionnaire-114. Generate report of proposed checks and related invoices for Council review (e.g., vendor, invoice date, amount, etc.). Does this requirement related to AP invoice approval process? If so, how many layers of AP invoice approval hierarchies is required? What are the workflow criteria, e.g., dollar amounts?

Disregard question 114.

Question #21:

Requirements Questionnaire-149. Import repair and maintenance data from Cartegraph to update Fixed Asset record. Does DOW's current Cartegraph system support an outbound interface capability for data integration with other systems?

Yes.

Question #22:

The RFP states, "DOW expects to implement a replacement financial management software solution using a phased approach or an alternative methodology as recommended by the selected Vendor and approved by DOW" (page 8). If we propose a two-phase approach, should we provide detailed plans and costs for both Phase I and Phase II, or only for Phase I? Would it be acceptable for us to submit a proposal for Phase I only at this stage? This phased approach aligns with DOW's stated expectations and reduces risk by avoiding a full contract commitment upfront. It allows both parties to focus initially on the successful implementation of the core financial modules. Given the project's broad scope and DOW's small organizational size, this strategy offers a more focused, manageable, and lower-risk path to success by minimizing daily work disruption and increase the chance of completing the system on time and within budget. For example, would it be acceptable to propose the implementation of General Ledger with encumbrance/fund control enabled, Contract Management and Procurement, Accounts Payable, Financial Reporting, and Bank Reconciliation in Phase I with an estimated 9-month implementation and Go-Live?

You may submit multiple proposal options as you see fit and it will be reviewed and evaluated.

Question #23:

Could you please share the estimated budget allocated for this project if possible? Having this information will help us develop a more accurate and appropriately scoped proposal.

Budget is not available to be shared.

Question #24:

How many years of historical General Ledger (GL) data will need to be converted at the time of Go-Live?

Data will not be transferred from legacy system.

Question #25:

Are there specific time periods when staff availability for the project may be limited (e.g., during fiscal year-end close, audits, or peak operational cycles)?

Staffing availability will be limited during annual audit cycle (August to December); on-going rate study may demand and pull resources from time to time.

Question #26:

Does DOW have a targeted Go-Live date that we should plan around when developing the project timeline?

Budgeting module target date is December 2026. General Ledger and all other modules July 1, 2027.

Question #27:

Which depreciation methods does DOW currently use for managing fixed assets?

Straightline

Question #28:

Could you please provide sample financial and related reports that the new Financial Management Software will be expected to generate? (Table 4, Page 6)

Sample reports are not available. Top respondent should demonstrate standardized reporting functionality that is easily accessible and journalized instantaneously. Standard reports should be available at any time and run on demand.

Question #29:

Has a budget range been identified for the current project - Implementation cost, Annual cost, and number of years? If so, is it possible to share? Budget for the initial project is set; however, additional costs proposed for the project will be determined upon receipt of the responses.

Has the Department of Water seen any product demonstrations in the last 12 months leading up to the release of this RFP? If so, which products have you seen? OpenGov, Central Square.

We were unable to locate the Requirements Questionnaire referenced in Proposal Section B - System Requirements (Functional and Technical) on the portal. Could you kindly provide this as a separate Word document? Requirements start on page 30. A fillable PDF file will be provided. Additionally, please share the other supporting templates, including Exhibit A, the Cost Proposal format, and OF-1, to ensure we have the complete set of documents. Required templates will be provided in either Word or fillable PDF.

How many legal entities or business units currently operate within the organization that will require ERP support? One. Please provide an overview of their core functions. If multiple entities exist, should the system facilitate consolidated financial reporting across them? N/A

Will the chart of accounts structure remain the same, or is DOW open to redesigning it during implementation? We are open to explore options; however, it must meet certain requirements for reporting purposes.

Is fund accounting required to support inter-fund transactions and automatic balancing entries? Yes, this is required.

Does DOW require position-based budgeting integrated with current HR/payroll system i.e. Workday? Yes.

Will budget versions need to be approved through a workflow, and should historical versions be retained? **Yes, budget adjustment and original and revised budget amounts available upon account inquiry, and additional reporting.**

Is there a need to publish budget data to a public transparency portal (e.g., Tyler Hawaii)? **No**

Are projects and grants tracked separately or within a unified structure? **Project and grant accounting is required. Currently tracked manually via excel worksheets.**

Is grant billing and reimbursement functionality required (e.g., drawdowns, reporting)? **Although activity is minimal, some form of reporting is needed.**

Will project closeout automatically trigger asset creation in the Fixed Asset module? **There is a manual review prior to asset recordation; however, it would be ideal to explore this option.**

Is DOW using Laserfiche to initiate contract requests, and should metadata be imported into the financial system? **Laserfiche implementation is on-going. It would be ideal to explore the option to auto-create contracts in the financial system for future contract payments.**

Are GASB 87 and GASB 96 compliance features required for lease and subscription-based contracts? **Currently leases and subscriptions are managed via excel. It would be ideal to explore the option.**

Should the system support retainage tracking and automated notifications for contract expiration? **Yes. Contract payments and retainage tracking is required.**

Is vendor onboarding managed through Laserfiche or expected to be handled within the new financial system? **Vendor maintenance will be maintained in the financial system.**

Will DOW require integration with Bank of America for procurement card transactions? **Yes. PCard transactions will be processed and coded with expense accounts in the procurement card module.**

Is vendor self-service functionality (e.g., invoice submission, banking updates) a mandatory requirement? **No**

Is Oracle CC&B the system of record for customer billing, or will the new system need to support AR functionality? **We have this as a feature to explore.**

Should the new financial system support refunds and adjustments initiated from CC&B or other billing platforms? **We currently process manual refunds and adjustments as AP payments. There is no integration currently from CC&B to the current financial system.**

Is there a need for consolidated customer statements across multiple services or departments? **No**

Will DOW provide a complete asset register for migration? **Yes, we are currently using excel. Data requirements should be provided by the vendor.**

Is barcode scanning and mobile asset tracking required for physical inventory? **No**

Which reporting tool are you currently using, or is there a dedicated platform available for reporting purposes? **We are using Management Reporter. We are interested to see standard reports are available and a software that is available to pull data and create custom reports, based on needs.**

Could you please share the current technology landscape or a system architecture diagram outlining your existing applications & infrastructure? **We are on a Microsoft Windows environment with Hybrid ADFS and Entra domain join.**

What is your preferred ERP support model after go live 24/7 coverage, business hours only, or a hybrid approach? **Anticipate business hours**

" - Please provide a departmental or functional breakdown of the anticipated ERP users across your organization. Include the number of users in each area such as Finance, Supply Chain, HR, and others **Four Divisions, multiple user access from Admin/Super User, Initiator, Reviewer/Approver, Read-only/Inquiry.**

- For each department, please specify the number of users requiring full access (e.g., transactional, administrative) versus those needing limited or approval-only access. This will help determine the appropriate mix of full and team licenses.

Administrative – 5

Super User (Fiscal) - up to 15

Processor (transactional) - up to 20

Approver – up to 15

- How many users will participate in approval workflows only (e.g., purchase requisitions, timesheets, leave requests)?

Timesheets, leave requests – N/A

Administrative – 5

Super User (Fiscal) - up to 15

Processor (transactional) - up to 20

Approver – up to 15

Please indicate if these users require mobile or self-service access." Accessibility via VPN

Do you anticipate an increase in the number of ERP users over the next 2-3 years? If so, please provide estimated growth by role or department to support future licensing scalability. 5-10

Will any external users (e.g., contractors, vendors) require access to the system for approvals or data entry? No If yes, please specify the expected number and type of access required. External users anticipated would be external financial auditors pulling or reviewing data in the system.

Will the data migration scope include historical records, or will the focus be on current and open transactional periods only? No migration of historical data.

Would it be feasible to keep legacy systems operational for accessing historical data, while migrating only current opening balances and master data to the new system? Yes, that is the current plan.

Are there any legal, regulatory, or operational requirements to migrate historical records into the new ERP system? No. historical data will migrate, historical records continue to be available in legacy system. If yes, how many years of historical data migration is required? N/A

"For each of the following systems, please describe the current integration requirements, including:

- Type of data exchanged (e.g., financial transactions, documents, user records).
- Integration method (e.g., API, flat file, middleware like SmartConnect).
- Sync frequency (e.g., real-time, hourly, daily, weekly).
- Estimated data volume (e.g., number of records per sync, file size, transaction count).
- Direction of data flow (e.g., one-way or bi-directional).
- Any known performance or reliability constraints.

Systems to be assessed:

- Oracle Customer Care and Billing

No current integration with legacy system.

- Workday

No current integration with legacy system.

- Cartegraph

No current integration with legacy system.

- Badger

No current integration with legacy system.

- ESRI ArcGIS

No current integration with legacy system.

- Laserfiche

No current integration with legacy system. Would like to explore the option to create contract records automatically for contract payments.

What level of integration is expected with each system (e.g., real-time, batch processing, or API-based connectivity)? API-based connectivity

Do you intend to replace Cartegraph with the native functionality of the new ERP system? This is not a required option.

Cartegraph is primarily used for operations job costing (internal) and inventorying of parts used for repair and replacement. If you plan to retain Cartegraph, could you please specify which modules are currently in use? We are currently tracking capital assets and fixed assets by excel. We would like to see what software solution you have that will tie in costs, projects, and expenses that will eventually be booked as a capital asset.

Are there any security, compliance, or regulatory constraints related to the data exchanged between these systems and the ERP? Encrypted data TLS 1.2

Do you expect the new ERP system to support or facilitate additional integrations beyond those currently in use? At this time, no; however, be flexible to integrate two directional in the future as needs change.

Are any specific middleware or integration platforms currently in use to facilitate data exchange between systems? No If Yes, are you open to replace it?

Question #30:

Does the County prefer to have either/or:

- a. a centralized cashiering process where all payments are made through one software with real-time, bi-directional integration back to other software (like A/R, UB and miscellaneous receipts, etc.) and others via nightly imports
We are currently centralized and have three (3) lobby windows. All payments or checks received locally are processed by a lobby window.
- b. decentralized where each department/software records their own payments and updates the financial system? **N/A**

If the County would like to move to a centralized cashiering approach, can you list the applications that you would like the new cashiering application to take payments for? **N/A**

Question #31:

Does the DOW have a multi-check scanning process in place for recording checks and invoices in batch? **No.** If not, should this be included in the response? **This would be a nice to have and not a need to have. This would be ideal for researching payments; however, our bank provides us with digital imaging.** What is the annual volume that the DOW would scan using this process? **We bill monthly to approximately 23K customers. The cloud storage to maintain the images could deter the nice to have.**

Question #32:

Would the DOW like the new cashiering solution to become the DOW's Online Customer Payment Portal? If so, what applications would the DOW like to take online payments for?

Currently our customer account portal accepts water service monthly bill payments and provides historical usage and payment history. Our customer account portal is managed by external consultants 24/7.

Question #33:

Would the DOW provide us with the total number of users, including supervisors, that will access only the new Cashiering/POS module? This would be based on receiving payments for the Financial A/R system, other systems like UB, miscellaneous payments and any users associated with the answer above. (Note that read-only users and daily departmental revenue submitters are no charge.)

Currently, there are 13 users.

Question #34:

What credit processors are the DOW currently using?

Stripe. We would entertain options for credit card processing. We currently do not have credit card terminals.

Question #35:

For cash receipting, what are your top five issues you experience? Of those five, which is most important and why?

The main issue with cash receipts currently is the daily reconciliation with Stripe payments.

Question #36:

Would the DOW like the cashiering solution to create an Image Cash Letter (ICL) containing check images for deposit, and send it to your bank? If so, what bank?

We do not currently send check images to the bank. Deposits are handled by courier. This would be nice to have, but not need to have.

Question #37:

In Exhibit A - References, Cost Proposal Section D, Financial Management Software Solution Requirements Questionnaire, and Form OF-1 be in a Word or otherwise fillable format?

Yes, a fillable form will be provided.

Question #38:

There are UB requirements in Requirements Questionnaire form See page 33 - listing Utility Billing as an in-scope module. See page 40 from #123 to 144 but in section 2.1 Table 1 Oracle CCB is listed as retain. Is UB in scope or not?

Utility Billing is not within the scope; questions 138 to 144 incorrectly categorized, it should be "E". If selected as a top responder, it would be ideal to view the billing solution at a high-level during demonstration.

Question #39:

For implementation costs, we have found that Time & Material costs save clients verses Fixed Pricing. Will DOW accept T&M pricing for Implementation Services?

Time and Material would be explored; however, we would want to also see a breakdown of fixed pricing.

FINANCIAL MANAGEMENT SOFTWARE SOLUTION REQUIREMENTS QUESTIONNAIRE

RFP #IT-2026-02

Financial Management Software Solution, SaaS or Hosting and Support Services
Department of Water, County of Kaua'i

Department of Water, County of Kauai Financial Management Software Solution Requirements

Vendor – Complete	Response
1. Software Company	
▪ Company Name	
▪ Contact Name and Title	
▪ Contact Address, Phone, Email	
2. Company Information	
▪ Public vs. Private	
▪ Year Founded	
▪ Revenue	
▪ Nearest Office to Kauai, HI	
3. Vendor Employee Count	
4. Customers on Proposed Software	
▪ Total	
▪ Cities	
▪ Hawaii Public Sector	
5. Target Customer Profile	
▪ Industry	
▪ Target Size	
6. Implementation Model: Direct or Partner	
7. Version Schedule	
▪ Proposed Version and Release Date	
▪ Release Schedule	

Vendor – Complete	Response
Number of Prior Versions Supported	
8. Support Desk	
Location	
Hours of Support	
9. Implementation Partner (If Relevant)	
Company Name	
Contact Name and Title	
Contact Address, Phone, Email	
10. Company Information	
Public vs. Private	
Year Founded	
Total Revenue	
Total Employees	
Nearest Office to Lihue, HI	
11. Vendor Employee Count	
12. Customers Implemented with Proposed Software	
Total	
Cities	
Hawaii Public Sector	
13. Target Customer Profile	
Industry	
Target Size	
Similar Hawaii State Public Sector Clients	
Pricing Summary – Required Modules Only	4. Proposal Section D - Cost Proposal
14. Software License – Year 1	
a. Financials: 40 named users with various access (full, limited, inquiry only) prefer unlimited user site license	
15. Implementation: Estimate for implementation, process review, design, data conversion, configuration, training, report development, integration, travel.	

Vendor – Complete	Response
16. SaaS or Maintenance – Years 2-10	
17. SaaS or Maintenance – Optional Term	
18. Total Year 1 Cost – Software, Implementation, SaaS, including Support and Maintenance	
19. Total Year 2 to Year 10 Cost – Software, Implementation, SaaS, including Support and Maintenance	
20. Total optional term cost – Licensing, Saas, including Support and Maintenance	

Ranking R = Required I = Important N = Nice to have E = Explore	Modules	Response – Rating and Comment
R	21. General Ledger	
R	22. Project and Grant Accounting	
R	23. Contract Management and Procurement	
R	24. Accounts Payable	
E	25. Utility Billing	
R	26. Fixed Assets	
R	27. Financial Reporting	
R	28. Bank Reconciliation	
R	29. Budget	
E	30. Inventory Management	
	Technology	
R	31. Preference for SaaS or hosted platform deployment	
R	32. Run on virtual machines e.g., VMware if on-premises.	
R	33. Multiple environments: Production, Test, Train, Development.	
R	34. 100% Web-based architecture. Support Chrome, Edge browsers.	
R	35. Role-level security to menu, function, and field level.	
R	36. Support for DUO multi-factor authentication including servers, VPN devices, mobile access.	
R	37. Integration with Office 365 - Word, Excel, Exchange.	
I	38. ODBC connection to MS SQL database tables for data extracts to Excel.	
R	39. Microsoft 365 Exchange Server interface for email notifications.	
R	40. Single sign-on: MS Active Directory on Premises, MS Azure sync in the Cloud. Preference for multi-factor authentication.	

Ranking R = Required I = Important N = Nice to have E = Explore	Modules	Response – Rating and Comment
R	41. List integration technologies, e.g., Web Services, SOA, XML, etc.	
R	42. Review proposed approach to integration with the following:	
E	a. Laserfiche – Document Management, forms, workflow, and notifications.	
R	b. Budgeting	
E	c. ESRI – GIS	
E	d. Cartegraph – Enterprise Asset Management (General Ledger, Project Accounting, Grant Accounting interface)	
E	e. Stripe or similar – PCI compliant Credit Card processing	
E	f. Doxim or similar – Utility Bill print services	
E	g. External Bid Sites – Hawaii eProcurement	
N	43. Online data dictionary.	
R	44. Mobile functionality and devices supported. iOS and Android. App, HTML5 and Responsive Design.	
	General	
R	45. Real-time integration across all modules. Specify exceptions.	
R	46. Configurable role or user level dashboards including favorites, notifications, reports, etc.	
R	47. User-defined fields across all modules that can be used in queries and reports. Describe limitations.	
R	48. Mask sensitive data fields or restrict access.	
I	49. Define mandatory fields on screens, web forms, mobile apps.	
R	50. Rules based workflow routing with prioritization, alerts, electronic signatures, and visible approval queue.	
I	51. Searchable and context sensitive help.	
R	52. Describe available online training and support tools.	

Ranking R = Required I = Important N = Nice to have E = Explore	Modules	Response – Rating and Comment
R	53. Audit trail and reporting with date, time, user stamp, and before/after values.	
I	54. Describe available tools for document management. Currently using Laserfiche for document management, workflow, and fillable forms templates.	
R	55. Attach documents to transactions throughout all modules (e.g., PDF, JPEG, TIF, DWG, etc.). Indicate any limitations.	
R	56. Effective dating of transactions throughout all modules.	
	Financials	
R	General Ledger	
R	57. Modified and full accrual accounting basis.	
R	58. Indicate number of accounting periods.	
R	59. Fund accounting with automatic due-to and due-from balancing entries.	
R	60. Flexible Chart of Account format (changes to current account string is being proposed)	
R	61. Copy a Journal Entry to create a new one.	
R	62. Workflow approval routing of Journal Entries.	
N	63. Decentralized Journal Entry with role-based permission and workflow approval routing.	
N	64. Support generation of financial reports (e.g. Balance Sheet, Statement of Revenues, Expenses, and Changes in Net Position, Cash Flow). Describe tools available. Currently automated using Excel and GL data extracts.	
R	Budgeting	
R	65. Budget Management	
R	66. Position budgeting for wages and benefits.	
R	67. Decentralized budget entry by division with approval workflow.	

Ranking R = Required I = Important N = Nice to have E = Explore	Modules	Response – Rating and Comment
R	68. View budget vs. actual for multiple years during budget entry.	
R	69. Document line-item assumptions and attach supporting documentation.	
I	70. Online visibility to budget input status queue.	
R	71. Multiple budget versions per fiscal year.	
R	72. Support mid-year budget and adjustment process.	
R	73. Input budget as year total and spread across months by percent or flat amount.	
I	74. Interface with Tyler Hawaii or other transparency portal to post summary budgeting data for public view.	
N	75. Support creation of Budget worksheets or similar.	
R	76. Export budget data to Excel for review and analysis.	
R	Project and Grant Accounting	
R	77. Describe Project and Grant accounting functionality; separate module, in chart of accounts, or both.	
R	78. Project master file data to include: a. Number, Type b. Name, Description c. Location, Project Manager d. Phase, Activity e. Dates: Start, End f. Status: Active, Inactive, Warranty g. Budget h. Funding Sources i. Attachments j. User Defined Fields	
R	79. Multi-level Project hierarchy with ability to report on detail or summary data.	
R	80. Import labor from payroll charged to specific Projects or Grants.	
I	81. Dashboard view of Project and Grants – inception to date: budget, actuals, commitments, remaining, percent complete, status, change orders, etc.	

Ranking R = Required I = Important N = Nice to have E = Explore	Modules	Response – Rating and Comment
R	82. Track Projects and Grants that cross fiscal years and departments.	
R	83. Process to close out a CIP Project and convert to one or multiple assets in Fixed Asset module for depreciation.	
N	84. Grant Accounting including: a. Revenues and Expenses b. Allowable and reimbursable c. Billing and reporting d. Link to Project Accounting	
R	Contract Management	
R	85. Contractor master file data including: a. Contract number b. Contractor c. Status, Description. Type d. Amount e. Project Manager f. Project, Grant g. Multiple contacts: address, phone, email h. Federal and State Tax ID i. Insurance Certificate expiration date j. Attachments k. Dates: Requested, Approved, Bid Opening, Bid Closing, Start, End l. User defined fields	
I	86. Define required Contract fields by type.	
E	87. Set up renewable Contracts for leases and subscription-based IT arrangement leases (SBITAs) Generate reporting for GASB 87 and GASB 96.	
R	88. Retain lease rate history.	
R	89. Rules based Contract approval workflow with visibility to approval queue and status.	
R	90. Notification or report of Contracts nearing expiration date or percent remaining threshold.	
R	91. Track retainage on Contracts.	
R	92. Contract Change Order management with workflow approval routing and attachments.	

Ranking R = Required I = Important N = Nice to have E = Explore	Modules	Response – Rating and Comment
I	93. Import approved Contract request metadata from Laserfiche workflow to create a new contract record; describe alternate tools that could be used for this purpose.	
I	94. Interface with 3 rd party online Bid and Quote management tools, e.g., Hawaii HiePRO, HANDS, Aloha eBuys	
I	95. Describe online Bid and Quote functionality.	
R	Accounts Payable	
R	96. Vendor master file data, including: a. Legal and DBA name b. Status c. Multiple contacts: address, phone, email d. Multiple emails for a single vendor e. Federal and State Tax ID f. Attachments – W-9, etc. g. 1099 status h. Insurance certificate with expiration date i. Banking Information j. User defined fields	
R	97. Vendor management including: a. Duplicate vendor management b. Merge duplicate vendors c. Vendor search – wildcard, type ahead entry, etc. d. State of Hawaii Business License verification (Explore) e. Link to State for Contractor License verification (Explore) f. Notification or report on expiring Certificate of Insurance	
R	98. Centralized and decentralized invoice entry, scan and attach invoices, attach pdf invoices, rules-based workflow approval routing, visibility of approval queue.	
R	99. Distribute invoice line items to multiple General Ledger accounts.	
R	100. Flag item as an asset during invoice entry with workflow review before posting. Generate Fixed Asset record.	
R	101. Duplicate invoice management.	

Ranking R = Required I = Important N = Nice to have E = Explore	Modules	Response – Rating and Comment
R	102. Import U.S. Bank Purchasing Card transactions with coding and post to line-item vendor. Note: pCard application of module would be further explored.	
R	103. Flag invoice for separate check.	
R	104. Recurring Payables with start date, end date, and amount with workflow approval routing.	
R	105. Retainage management for withholding, release, and payment.	
R	106. Multiple payment types: check, wire, auto-pay, EFT, ACH, etc.	
R	107. User-defined remittance advice for electronic payments that can be emailed to vendor.	
R	108. Sales and General Excise Tax management and reporting.	
R	109. 1099 management including vendor designation, edit reports, generation of forms, electronic filing to IRS, State of Hawaii, etc.	
I	110. Vendor self-service portal: submit invoices, upload W-9, submit change of address, update banking data, view payment status, with workflow approval routing of changes before posting.	
R	111. Procurement Card processing with the ability to download data from Bank of America	
N	112. Travel and Expense management including travel advances, reimbursement requests, attach receipts, balances due or owed, etc. Future process is request through Laserfiche and currently same-day travel per diem is processed through Central Payroll.	
R	113. Automated bank reconciliation based on import of electronic bank file. Include all transactions including auto-pays, payroll, EFT, etc.	
R	114. Generate report of proposed checks and related invoices for Council review (e.g., vendor, invoice date, amount, etc.).	
E	Accounts Receivable	
E	115. Customer master file including:	

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	a. Number, Name b. Customer Type – Grantor, Lease, etc. c. Address – one or multiple d. Contact information – email, phone (multiple per account) e. Billing frequency f. Project Number g. Lease address h. Document attachments	
E	116. Duplicate customer management.	
E	117. Customizable billing templates including: a. Short and long description b. Invoice date c. Related contract number (from Laserfiche or Contract Management module) d. User-defined fields	
E	118. Scan and attach supporting documentation to invoices.	
E	119. Multiple forms of payment: cash, check, wire, credit card, EFT etc.	
E	120. Generate daily cash receipt report by payment type.	
E	121. Process and manage NSF payments.	
E	122. Generate customer statements to display payments, adjustments, credits, etc. by invoice type or consolidated for all Accounts Receivable.	
E	Utility Billing	
E	123. Integration to General Ledger, Meter Reading, and Centralized Cashiering.	
E	124. Track, manage, and bill one or more services per account e.g., Water, Stormwater, Sewer, Note: The DOW only provides water services; however, there are other categories/tiers with varying cost per 1,000 gal of usage.	
E	125. Set mandatory services based on account type.	
E	126. Customer master record including: a. Account number b. Account type – Residential, Commercial, etc. c. Service type - Water, Sewer, Storm drain, Fiber, Garbage	

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	d. Bill cycle e. APN number, parcel ID, lot number f. Multiple contact: name, addresses, phone, email g. Notes h. Meter location i. Flag if discount eligible j. Flag for “Do Not Shutoff” k. Document attachments	
E	127. Capture meter attributes including: a. Serial number b. Install date c. Meter type and size d. Description e. Manufacturer f. Backflow device	
E	128. Bill fees for Water at tiered rate based on meter size, account type, location, plus consumption per 1,000 gallon. Note: We would like the flexibility to have multiple billing capabilities, e.g. usage vs. flat rate.	
E	129. Support AMI, AMR., Cellular Meter reads and data imports for billing and analysis. Currently use Badger meters.	
E	130. Initiate Service Order to set up new customer account, turn on service, service shut off, etc. Send service requests to Cartegraph to initiate Work Orders.	
E	131. Add service fee to accounts if unpaid after shut off deadline.	
E	132. Prorate water bills based on days of service.	
E	133. Import meter read information from Badger Orion Mobile Read (OMR) software for automated mobile reads. Meter consumption is integrated to customer accounts in Billing Software, currently CC&B	
E	134. Flag and report on missing reads, zero reads, no changes in consumption month by month, or other anomalies.	
E	135. Generate bill file export; provide to Doxim for bill generation and mailing.	
E	136. Send landlord or alternate contact to receive invoices or statements.	

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E	137. Accept partial payments	
R	138. Searchable customer history by parcel, name, address, etc. View accounts, service orders, work orders, meter replacements, usage, peak consumption, communications, complaints, resolutions, etc.	
I	139. Generate workflow review for accounts designated for shut-off and display status on dashboard view.	
R	140. Generate email or text notification to work crew when payment is received for account designated as a shut-off.	
R	141. Issue credit for bill adjustments and apply to next billing cycle.	
R	142. Interface with Accounts Payable to process customer refunds.	
N	143. Charge NSF fee for first offense; increase for each additional offense, e.g., 3 rd NSF = \$75 fee.	
R	144. Generate 60-day past due letters with late fees.	
R	Fixed Assets	
R	145. Asset Master File data to include the following: a. Number, Tag Number b. Description c. Type and Sub-Type d. Manufacturer, Serial Number, VIN e. Dates: Purchased, In Service, Replacement, Disposal f. Contract, Project, Grant g. Life and depreciation method h. Parent/Child i. Location j. Attach documents k. User defined fields	
R	146. Create asset groups, e.g., Utility Plant, General Plant, Construction in Progress, Transmission and Distribution, Power and Pump, Purification, etc. infrastructure with various sub-assets (Mains, Service Laterals, Meters, Pumps, Land, Building, Machinery/Equipment, etc.	
N	147. Show geolocation of static assets (ESRI integration).	

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N	148. Track non-capitalized or non-depreciated assets, e.g., small and attractive items issued by Department, Employee, etc.	
I	149. Import repair and maintenance data from Cartegraph to update Fixed Asset record.	
R	150. System-generated barcode asset numbers.	
N	151. Physical inventory of assets using barcode readers.	
R	152. Retain history of disposed assets.	
I	153. Generate Journal Entries for depreciation after asset is placed in service.	
R	154. Generate required reporting for Financial statement purposes.	
R	Reporting	
R	155. Deliver library of standard reports to include but not limited to: 1. Budget Worksheet 2. Budget to Actual Reports 3. Trial Balance 4. Revenue Reports (Summary and Detail) 5. Balance Sheet 6. Expenditure Reports (Summary and Detail) 7. Project Budget to Actual 8. Open Purchase Orders (Encumbrance Balance) 9. Fiscal Year-End Rollover Reports 10. Fixed Assets Reports (Register, Depreciation) 11. Bank Reconciliation Reports 12. Checkbook Register 13. Account Activity Reports 14. pCard Transactions Reports 15. Vendor Listing 16. Accounts Payable Processing Reports 17. Encumbrance Balance Reports 18. Fixed Assets Reports (Register, Depreciation)	
R	156. User-level query and reporting tools that allow formatting of data, dates, filters, charts, etc. List tools offered.	
R	157. List power user reporting tools that can be used, e.g., Microsoft SSRS, Power BI, Crystal, etc.	

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R	158. User-level security flows through to queries, reports, and drill-down.	
R	159. Output reports to multiple formats, e.g., HTML, PDF, Excel, Word, etc. Schedule for delivery to email or dashboard.	
R	160. Save report and query templates and with option to keep private or make shareable.	
N	161. ODBC connection to MS SQL database tables for data extracts to Excel.	