

**AGENDA**

Joint Administrative Services Board  
November 25, 2013 1:00 p.m.  
Joint Government Center

- 1. Call to Order.**
- 2. Motion for Closed Session.** *“Be it resolved that the Joint Administrative Services Board go into Closed Session pursuant to Code of Virginia Section 2.2-3711(A)(30) for the purpose of discussing the award of public contracts for (1) an Enterprise Resource Management system (ERP), and (2) for an ERP Evaluation Consultant.”*
- 3. Motion to Come Out of Closed Session.** *“Be it resolved that the Joint Administrative Services Board come out of Closed Session.”*
- 4. Certification.** *“Each member hereby certifies that, to the best of their knowledge, the only matters discussed during the closed session just concluded were those both lawfully exempted from the open meeting requirements, and those identified in the motion by which the closed session was convened.”*
- 5. Action or Direction on ERP System Procurement and/or ERP Evaluation Consultant.**
- 6. Staff Augmentation.**

## PROPOSAL EVALUATION COMMENTS

VENDOR	CATEGORY	COMMENT	STF
Keystone	Cost	It does not appear that software upgrades are included in the ongoing maintenance costs, but would require future outlay.	ag
Keystone	Functional	4.5 refers to third party reporting software	tj
Keystone	Functional	35 – multiple addresses per vendor a must and is not available. A feature we currently have.	ej
Keystone	Functional	75 – Ability to scan invoices not available	ej
Keystone	Functional	99 – change PO to invoice a nice feature and we do have a work around on current system though time consuming	ej
Keystone	Functional	104-106;108 travel does not happen very often	ej
Keystone	Functional	126 – petty cash transactions would be nice for offices that use it such as treasurer/sheriff	ej
Keystone	Functional	147/148 same comment as under RDA	ej
Keystone	Functional	156 – user defined check formatting unavailable	ej
Keystone	Functional	170 – Check copies and we have this feature available on our current system and it is marked as future but how future? Due to the fact that we have that feature currently available.	ej
Keystone	Functional	205 – access to 5 years 1099 online not available	ej
Keystone	Functional	213 – Default 1099 codes based on account code which is a feature to some extent that we have available now is not available.	ej
Keystone	Functional	User defined abbreviation for account number might be helpful if set up well. Alternatively, with such similar, but specialized accounts, it also has the potential to be useless. I would need to know more about how to set it up.	ag
Keystone	Functional	For any specialized reporting, Keystone seems to push third party report writers, rather than the ability to do so within their system or creation of customized reports by Keystone. This also causes additional concern regarding any future reporting changes required by the Commonwealth, though they seem to indicate that these changes would be covered under their maintenance agreement, with an exception for large changes.	ag
Keystone	Functional	Comprehensive User's Manuals are provided.	ag
Keystone	Functional	Capital assets seems to be limited.	ag
Keystone	Functional	AR Customer self-service is not available at this point. Keystone indicates that it is a future development.	ag
Keystone	Functional	AR No ability to see all receivables across modules. – Future development.	ag
Keystone	Functional	AR No ability to produce an accounts receivable aging report with our criteria, though they indicate that this report is available in another section. I think the issue is that the report may be “real time”, while for many types of financial reporting and reconciliations we need to run these reports as of a specific date, such as the end of each month, quarter, or fiscal year. And the fiscal year- end report may need to be updated many times before the close of the fiscal year to account for all accruals. Keystone does indicate in another area that they could make that report available with modifications.	ag
Keystone	Functional	AR No point of sale integration.	ag
Keystone	Functional	AP The vendor portal and the customer service portal are still in development, though they should be available by the time we convert.	ag
Keystone	Functional	AP Does not have the ability to select multiple remittance addresses for a single vendor, which is a high priority for us. I believe that we use this on a regular basis.	ag
Keystone	Functional	AP Cannot scan and route invoices for approval. Document management is still in development. This may end up being available in the future, but is not currently offered.	ag
Keystone	Functional	AP Does not have certain abilities to track advance payments related to employees (primarily travel) 104-108. We do not currently have this ability but had designated it as a high priority.	ag
Keystone	Functional	Utility billing does not interface with accounts receivable.	ag
Keystone	Functional	Budget: Based on functional requirements spreadsheet, I see no ability to do capital budgeting, which we designated as a high priority.	ag
Keystone	Functional	GL The fiscal year may contain up to 13 periods, which is a step back from RDA's 14 period structure (12 months plus pre and post year).	ag
Keystone	Functional	GL No work flow functionality. All approvals take place outside of the system.	ag
Keystone	Functional	GL It appears that grants and project management (4.13) are very limited in scope.	ag
Keystone	Functional	Payroll: Does not have the ability to automatically calculate payout for terminating employee (HR 377), though they indicate in another section that the program could be modified to accommodate this.	ag

VENDOR	CATEGORY	COMMENT	STF
Keystone	Functional	Payroll Does not currently have an ability to produce total compensation statement, though that is currently required by the DOE. It is marked as planned for future development.	ag
Keystone	Functional	Payroll: Indicates that the system does not have the ability to establish minimum earnings standards which preempt deduction of a garnishment beyond the amount allowed by law. Sally would have to continue to calculate the deduction amount manually each month for any employee who has a variable amount of pay (hourly, leave without pay, additional pay, etc.) Also does not provide memo notation on garnishment checks without program modification – another high priority item for us.	ag
Keystone	Functional	Payroll: Several of our high priority methods of calculating and reporting overtime would require program modification.	ag
Keystone	Functional	Payroll: Does have the ability to track comp time.	ag
Keystone	Functional	Payroll: Cannot calculate a payout for terminating employees or a leave liability report with various payout rules without modification to the software.	ag
Keystone	Functional	Payroll: The system cannot calculate earned pay for 10 month employees who terminate early without system modification – another high priority item.	ag
Keystone	Functional	Payroll: Does not have the ability to track FMLA leave used.	ag
Keystone	Functional	Doesn't offer the features we currently have.	pw
Keystone	Functional	They don't meet many of our high priority requirements in the A/P module	bb
Keystone	Functional	They also fall short of providing many required capital assets functions	bb
Keystone	Functional	The Inventory module would need modifications (at an additional cost) in order to meet requirements	bb
Keystone	Functional	Need to patch their code to provide the functionality we want	rc
Keystone	Functional	BR no daily balance w/bank	sk
Keystone	Functional	BR no processing of unclaimed checks/property	sk
Keystone	Functional	Cash Management seems lacking	sk
Keystone	Functional	Cash reporting limited functionality	sk
Keystone	Functional	GL limited functionality	sk
Keystone	Functional	Misc Billing limited functionality	sk
Keystone	Functional	Tax Billing no interface with Utility Billing/Misc Billing	sk
Keystone	General Vendor	small, regional	tj
Keystone	General Vendor	responses vague or obvious	tj
Keystone	General Vendor	only 70 clients, 8 Virginia	tj
Keystone	General Vendor	The references listed seemed to have parts of the system and no one mentioned had the full package as Clarke County is seeking.	ej
Keystone	General Vendor	Very strict on help desk support and how many key contacts limited to 1 or a few.	ej
Keystone	General Vendor	Seem to have more school users however in NC was all county users.	ej
Keystone	General Vendor	Web page doesn't offer a good look at their products, more of a "pay us and we will do whatever you want us to do" philosophy	es
Keystone	General Vendor	Their products seem more focused to the business realm (warehousing, commercialsales, airports, etc.)	es
Keystone	General Vendor	Virginia is the most recent market for their products. This could indicate that the Virginia specific requirements are not fully developed. - Only 70 public sector clients in six states.	ag
Keystone	General Vendor	Only 25 full time and 6 part time employees, which would include development and sales, as well as support. This limits the available support staff, which could cause delays in response time, limited user documentation, and from past experience, as the company grows, a growing communication gap. – 70 customers, 6 states (maybe 10?-per one of the brochures in section III), 31 employees. It feels like they may also be spread thin in keeping track of and incorporating all changes legally required in each state. Only 9 VA customers and each one varies by product set utilized.	ag
Keystone	General Vendor	Perhaps I'm mistaken, but Keystone seems to put a lot more of the responsibility for the conversion on County/School staff than Tyler. Phrases such as "we have aided several customers with this process during implementation" leave me with the impression that perhaps other customers have been left to work through it on their own?	ag
Keystone	General Vendor	Offers free webinars that give an overview of software updates. This could be very helpful as long as they are effective in communicating when these are offered and which departments/functions might find them useful.	ag
Keystone	General Vendor	Upgrades requiring additional training and additional fees occur every 2-3 years. The positive side of this is that it forces the staff to keep relatively current with their training; the downside is that we would be paying additional installation fees on a regular basis. If these fees plus regular maintenance fees are equivalent to Tyler's annual maintenance fees (which include software upgrades), then this is not really a negative.	ag

VENDOR	CATEGORY	COMMENT	STF
Keystone	General Vendor	Technical support hours are much fewer than Tyler Technologies, but comparable to RDA. Keystone limits the number of users who can call for support, as does RDA. This practice results in frustration, the diversion of multiple staff members to a single problem and sometimes results in delays in other important reports/processes due to the diversion of staff to act as the support contact for the software problem. Given the scope of the ERP system, this limitation has the potential to be even more disruptive. Keystone does indicate one or few per key applicant area, so perhaps this will result in a few more people with the ability call for support.	ag
Keystone	General Vendor	My impression is that what Keystone is offering is very similar to what RDA has to offer and in some instances they offer less than RDA does.	ag
Keystone	General Vendor	Governing Law = New Jersey.	pw
Keystone	General Vendor	Most of their customers appear to use various components rather than their complete system	bb
Keystone	General Vendor	Implementation of ERP systems like this proposal – 9 in VA, 70 Nationally. Just breaking into this area??	bb
Keystone	General Vendor	Number of users that can seek support is limited to “one, or few, key contacts per applicant area”	bb
Keystone	General Vendor	If Keystone can’t provide any additional benefits above and beyond what RDA provides, then why incur the time and costs to make a switch?	bb
Keystone	General Vendor	Small vendor that has a product that is inferior to what we have now, with less capability and lacking functional solutions in several areas (Document management, electronic approval processes, extensibility into non-core functions). The product is built upon a database platform that is somewhat obscure and of narrow acceptance in the IT world.	gr
Keystone	Technical	requires client side software	tj
Keystone	Technical	frequent use of third party software	tj
Keystone	Technical	Very pieced together with several third parties involved and outsourcing.	ej
Keystone	Technical	UniVerse BASIC, Viusla BASIC, HTML and ASP	es
Keystone	Technical	ODBC ACSII	es
Keystone	Technical	3 servers are needed	es
Keystone	Technical	Web server must be Windows	es
Keystone	Technical	Host app can be various	es
Keystone	Technical	Firewall and TCP/IP network	es
Keystone	Technical	SQL ODBC ad open-standard compliant	es
Keystone	Technical	Remote access SSL encrypt	es
Keystone	Technical	Lots of third party involvement	es
Keystone	Technical	Seems that their Rocket platform is kind of janky	es
Keystone	Technical	Do not offer a cloud-based solution. Clarke must host the application or contract with someone else to do so. If we went with a cloud-based solution, this would increase the cost, both at inception and on an ongoing basis.	ag
Keystone	Technical	Fully integrated with MS Office.	ag
Keystone	Technical	At first glance, their graphical user interface appears to be structured slightly better than OpenRDA, but only by a slim margin.	ag
Keystone	Technical	The document management system is still in the development stage and won’t be available until late 2014 at the soonest.	ag
Keystone	Technical	Use many third party vendors	bb
Keystone	Technical	They seem to have a disjointed feel, rather than a complete turnkey system	bb
Keystone	Technical	Approx.. once every 2-3 yrs, their product may go through updates that normally require onsite training and implementation svcs for which they charge. That seems frequent to me	bb
RDA	Cost	Several features just in AP were at an additional cost and I noticed a lot of the other modules had additional costs involved to get additional features.	ej
RDA	Cost	Fixed asset module appears to be very weak. While it appears it can be modified, based on their estimates, the costs would quickly add up.	ag
RDA	Cost	Many of our function requirements bring additional cost	pw
RDA	Cost	Many requirements will be provided at an “additional charge” – not included in proposal price	bb
RDA	Cost	Cash receipting extra cost for ACH, EFT	sk
RDA	Cost	GL functionality only at extra charge	sk
RDA	Functional	document management appears limited to Finance/HR	tj
RDA	Functional	Very focused around General Ledger	tj
RDA	Functional	8 – invoice number up to 160 - only able to add it into remarks	ej
RDA	Functional	82 – description cannot go past 40 characters to the 100 requested	ej
RDA	Functional	31 – Duplication minimizing not available.	ej
RDA	Functional	75 – Cannot scan invoices into like Tyler’s option	ej

VENDOR	CATEGORY	COMMENT	STF
RDA	Functional	92 – Ability to provide security related viewing of entered AP vouchers. RDA’s solution that only the one who entered can make changes is not a good solution because undoing process can change anything entered. I do not think that is a good security solution that only the one who entered can make changes.	ej
RDA	Functional	167 – print zero/neg checks no solution	ej
RDA	Functional	104/105 does not happen that often with the amount of travel that goes on in the county.	ej
RDA	Functional	147/148 – track ACH federal holiday calendar (not sure where we were going with the holiday calendar but they do track by effective date)	ej
RDA	Functional	Custom sort check register would be a nice feature but is not available	ej
RDA	Functional	Voided check comments would be extremely nice to again leave a trail to avoid hours of research and keep with the streamlining	ej
RDA	Functional	187 – reinstate PO when performing a void check – same comment as previous.	ej
RDA	Functional	189 – states that the turn off remittance feature is available <u>however</u> it was supposed to be available in Xpert and was not when we had Xpert and we were told it would become available once we upgraded to Open RDA. Now that we are in Open RDA I still cannot use this feature because we have custom checks and not RDA standard checks. When I contacted the helpdesk I was given the option of switching the RDA standard checks or pay for their programmers to fix the glitch to allow for this feature.	ej
RDA	Functional	Offers encrypted electronic signatures for payroll and vendor payments. We are not currently using this.	ag
RDA	Functional	Data does not export to Excel, but does export to a .csv, which can be imported	ag
RDA	Functional	AR Could be modified to allow us to see all outstanding receivables across modules.	ag
RDA	Functional	AP No warnings available to minimize duplicate invoice entries (4.2) (31)	ag
RDA	Functional	AP Vendor self-serve module is available as a future release.	ag
RDA	Functional	AP No ability to scan invoice centrally and route through workflow for review and approval.	ag
RDA	Functional	AP Line item descriptions limited to 40 characters. We are asking for 100. This is the cause of the very limited descriptions on our vendor payment reports.	ag
RDA	Functional	AP RDA states that they have the ability to reference other paid travel expenses to the employee’s expense report for reconciliation. To the best of my knowledge, we were not aware of this and we are not currently doing this.	ag
RDA	Functional	Budgeting Very limited capital budgeting capability.	ag
RDA	Functional	GL Due to changes in recent years in DOE Annual School Reporting structure, if we stay with RDA, we will need to update the school account code structure for the program code from one digit to three. The need for this change seems to grow greater with each year.	ag
RDA	Functional	GL Producing an audit change trail that tracks who made which changes from one point to another would require a modification.	ag
RDA	Functional	GL RDA indicates that they handle modified accrual based accounting, but from my experience this is not handled well. It is (now) impossible to book year end accounts receivable accruals to post year through the receivable module. They must be entered through journal entries, which is awkward and cumbersome.	ag
RDA	Functional	GL 40 character description limit to journal entries. We are asking for 180. Descriptions are very limited.	ag
RDA	Functional	GL Many of our priorities for allocations are only available as modifications with an additional charge. (88-97)	ag
RDA	Functional	GL Cannot do statement of cash flows or GASB 34 worksheets.	ag
RDA	Functional	Payroll Time capture is either a future release or requires modification of software for use of a third party.	ag
RDA	Functional	Payroll No workflow approval of leave, comp time and overtime.	ag
RDA	Functional	Payroll Cannot automatically calculate termination pay.	ag
RDA	Functional	Payroll Does not accommodate decentralized time entry.	ag
RDA	Functional	Payroll Does not have the ability to automatically adjust payroll if pay rate is changed in the middle of a pay period.	ag
RDA	Functional	Payroll Does not have the capability for several of the overtime calculations and notifications that we requested (311-318).	ag
RDA	Functional	Payroll Cannot automatically generate adjustments for a retroactive pay change.	ag
RDA	Functional	Payroll Cannot limit usage of PTO for blackout days.	ag
RDA	Functional	Payroll No ability to have different from/to dates in a single pay run. (Hourly paid to the 15th, salaried to EOM).	ag
RDA	Functional	Payroll Does not have electronic approval of timesheets at multiple levels.	ag

VENDOR	CATEGORY	COMMENT	STF
RDA	Functional	Document management offered through F.A.S.T. system. There are several levels. If we were to stay with RDA, we would need to upgrade to a higher level. I'm not crazy about how their document management system is organized. However, Keystone does not yet offer a document management system and without seeing a demonstration, I do not know if Tyler's document management system is organized any better.	ag
RDA	Functional	Much of the workflow portion of document management functional requirements is not completed.	ag
RDA	Functional	Very weak for many of the capital asset features. Many that are provided are with modifications at additional costs	bb
RDA	Functional	Nothing for Grants, Projects Management?	bb
RDA	Functional	Need to patch their code to provide the functionality we want	rc
RDA	Functional	Cannot sort POS by department	sk
RDA	Functional	No interface with electronic deposit software.	sk
RDA	Functional	Lacks track and search for receipts	sk
RDA	Functional	no on-line payment processing without outsource	sk
RDA	Functional	cannot process direct deposit to customer accounts	sk
RDA	Functional	Misc Billing limited number of user defined fields	sk
RDA	Functional	Tax Billing: cannot store previous owner name when new tax digest loaded.	sk
RDA	Functional	Ability to create supplement bills for parcels with assessment changes.	sk
RDA	Functional	No ability to make billing adjustments to individual bills	sk
RDA	Functional	Charge for ACH payments	sk
RDA	General Vendor	Overall poor editing in proposal, noticed many mistakes and general formatting issues with tables missing the letter r throughout or t throughout.	ej
RDA	General Vendor	Benefit - No third party	ej
RDA	General Vendor	Pro&Con - aware of company through our history	ej
RDA	General Vendor	Ongoing support has a promise of delivering but in past experience they do not always deliver as promised. Also they limit number of contacts.	ej
RDA	General Vendor	Not rated by CMM	es
RDA	General Vendor	Current xpert application/system not very well received/charged for fixes/glitches	es
RDA	General Vendor	Doesn't seem as robust as Munis	es
RDA	General Vendor	There are several places in the functional requirements that portions of categories are completely missing (Misc Billing and Accounts Receivable and possibly Capital Assets) and it either moves to a new section or repeats one that has been previously reviewed.	ag
RDA	General Vendor	Having used many of the OpenRDA modules, I am much more familiar with how the system actually functions, instead of simply relying on the description in their proposal. That familiarity will be reflected in my observations.	ag
RDA	General Vendor	Started with 400 school districts in the 1980s, now they have 142 customers, so it appears their customer base is shrinking.	ag
RDA	General Vendor	They list a staff of 17.	ag
RDA	General Vendor	RDA states that they are continually working on error detection and with the last few upgrades; I believe they are succeeding in that effort. However, some of those upgrades also cause some year-end procedures to be more difficult.	ag
RDA	General Vendor	Communication of improvements and upgrades has not always been well done. It feels like it has, in large part been left up to the consumer to discover what these upgrades are. The descriptions provided have not always been detailed enough to get a clear idea of those upgrades. RDA seems to assume that their users have much more time than they do in reality to follow and track those upgrades.	ag
RDA	General Vendor	It is interesting to note that RDA indicates that continuing education is part of the proposal. In my opinion, lack of continuing education is one of the shortfalls of the relationship to date.	ag
RDA	General Vendor	RDA only has 3 fully operational customer installations in VA for local governments and only 9 nationally.	ag
RDA	General Vendor	The hours that customer support is offered are much more limited than Tyler Technologies. In addition, they limit the number of staff who can submit support calls. As we add more users, this will become much more cumbersome. See my related note under Keystone for more detail on why I feel this is a problem.	ag
RDA	General Vendor	In my opinion, I believe that Tyler Technologies would be the best vendor for our needs, followed by RDA, with Keystone third.	ag
RDA	General Vendor	Governing Law = Georgia.	pw
RDA	General Vendor	We already use their product so learning curve would be minimal for some.	bb
RDA	General Vendor	They are familiar with our staff and needs	bb
RDA	General Vendor	Implementation of ERP systems like this proposal – 65 in VA, 142 Nationally	bb
RDA	General Vendor	Number of users that can seek support is limited	bb
RDA	General Vendor	Their customer service track record has been "ok". It could be better. "We will get back to you" sometimes never happens. Not very good follow through	bb

VENDOR	CATEGORY	COMMENT	STF
RDA	General Vendor	Their proposal presentation as a whole was sloppy	bb
RDA	General Vendor	I had a hard time evaluating the Inventory Management portion because the pages weren't in order and some were missing entirely	bb
RDA	General Vendor	Our current vendor for half of our core functionality, and the shortcomings of their system would not go away by staying with them. Many of RDA's shortcoming are what have led us into this process of finding a different solution, so staying with them doesn't really provide any benefit. Another small vendor with limited capability build and improve their system to keep pace with evolving business needs and functionality.	gr
RDA	Technical	will go to web interface in future	tj
RDA	Technical	will host as ASP in future	tj
RDA	Technical	Code generated by development tools of their own making	tj
RDA	Technical	they don't provide six non-core modules	tj
RDA	Technical	Claims platform independence	es
RDA	Technical	SQL database	es
RDA	Technical	In-house server or off site	es
RDA	Technical	Moving to web-centric	es
RDA	Technical	OpenRDA backup service	es
RDA	Technical	5GL based on C++	es
RDA	Technical	No data on security breaches because they haven't had any.	es
RDA	Technical	Current VNC	es
RDA	Technical	Even within the RDA database certain information must be updated in multiple places, such as direct deposit information for employees within both payroll and vendor payments. Further, to ensure that the update is done in both places, the person who initiates the change must manually either notify the user of other affected modules to update that information or update all modules themselves. The system has not mechanism to notify the users of other modules that there has been a change that requires attention.	ag
RDA	Technical	Data conversion would be less extensive	bb
RDA	Technical	Not very flexible for user modifications	bb
RDA	Technical	Several modules are slotted to be available within 18 months. How can we be sure of this time frame? They seem to have a history of forecasting changes that continue to be pushed out	bb
RDA		AP System does not have the ability to handle employee advances as prepayments (4.2)(104-108)	ag
RDA			ag
Tyler	Cost	requires extensive investment in MS software if not SaaS	tj
Tyler	Cost	May need to purchase new hardware	tj
Tyler	Cost	not fixed price	tj
Tyler	Functional	comprehensive, except debt and investment management	tj
Tyler	Functional	Good workflow feature the others do not offer that allows the transition to a paperless office but also has good features such as shifting duties while away from the office to another capable individual. This allows for little interruption while employees are in and out of the office.	ej
Tyler	Functional	Kiosks for bill pay/applying for permit as a Clarke county citizen is a benefit and also a benefit to offices such as the Treasurer's/Commissioners offices especially during tax time. (for example)	ej
Tyler	Functional	No login just an icon on desktop seems user-friendly to indicate work is waiting.	ej
Tyler	Functional	Invoice processing is very streamlined by setting up AP station to allow for scanning in invoices and going "paperless"	ej
Tyler	Functional	Most everything under AP was available with the exception of two areas that are not deemed crucial to me. 189 - Cannot turn off remittance which does void additional checks however is not something that slows down processes or effect efficiency. 184 - Tracking reissued check back to void check. Marked as "M" and this would be worth getting for reconciling purposes and audits. It would be a nice feature being able to have a trail of a voided check and whether it was reissued instead of doing hours of research to get the same result.	ej
Tyler	Functional	Overall seems user friendly	es
Tyler	Functional	Role tailored dashboards	ag
Tyler	Functional	All system generated reports and forms automatically archived	ag
Tyler	Functional	Integrated with MS Office	ag
Tyler	Functional	Complies with GAAP and GAAFR	ag
Tyler	Functional	Drill down & across to other applications to detail	ag
Tyler	Functional	Allows each user to see/add/update their information with workflow to automate & customize the data review & approval process – uses push technology to notify staff of transactions needing their attention/approval	ag

VENDOR	CATEGORY	COMMENT	STF
Tyler	Functional	Tylerforms check security provides for a secure check signing system, eliminating the need for our current check signer, which is outdated, difficult to use, and expensive or impossible to repair.	ag
Tyler	Functional	Workflow approvals and notifications can be targeted to iphone and core applications are currently being tested on an ipad. - What does that mean for the remainder of the populace that uses Droid technology, particularly since it seems to be gaining in popularity.	ag
Tyler	Functional	Ability to break out PPTRA vehicles by category, <\$1,000, \$1,000- \$20,000, >\$20,000 would require a modification that they need additional information to quote. This breakout is needed in order to calculate the PPTRA rate each year. With 18 VA local governments as customers, I suspect the capability is already there and whoever completed the template was unclear on what we were asking.	ag
Tyler	Functional	Displays available budget values when creating POs and requisitions	ag
Tyler	Functional	Decentralized requisition entry, which should enable staff to enter and track smaller purchases	ag
Tyler	Functional	Can use inventory module to purchase items in bulk and issue to departmental users as needed, possibly replacing Central Store report	ag
Tyler	Functional	AR can preset G/L account codes by charge code so person receiving payments does not have to key in account codes	ag
Tyler	Functional	General Billing to create miscellaneous invoices and tie to Accounts Receivable and General Ledger	ag
Tyler	Functional	AP Individual departments can be allowed to enter invoices & schedule invoices for payment, if desired	ag
Tyler	Functional	AP Vendor self-service should reduce phone calls	ag
Tyler	Functional	AP Employee expense reimbursement application should ensure that employees provide all necessary detail before a reimbursement is processed, instead of having to track down missing bits of information after the fact.	ag
Tyler	Functional	Utility Billing Munis Office indicates that you can easily export to a Word or Excel document and mail merge for things like shut off notices, which would seem to indicate that those notices are not integrated fully into the system and automatically generated.	ag
Tyler	Functional	Budget: Create unlimited number of budget projections in summary or detail	ag
Tyler	Functional	Budget: Use spreadsheet views for quick review and update	ag
Tyler	Functional	GL Munis scheduler automates processing certain reports (account manager reports maybe?)	ag
Tyler	Functional	GL Accommodates reporting multiyear grants as well as staggered fiscal years	ag
Tyler	Functional	GL Retrieves up to 10 years of journal history	ag
Tyler	Functional	GL As much descriptive text on journal entry as needed	ag
Tyler	Functional	GL Grants are a subsidiary module and distributed separately, which seems to indicate that we may be able to eliminate some account codes	ag
Tyler	Functional	GL Offers a CAFR statement builder, which might possibly reduce the time the auditors require to put together the statements. Appears to build statements with complete drill down audit trail. Integrated with a Microsoft excel reporting engine. – Not part of basic proposal. Would be an additional \$9,000 upfront and \$1,620 annually.	ag
Tyler	Functional	Payroll: New employee data can be automatically populated through Human Capital Management module, reducing rekeying and increasing accuracy.	ag
Tyler	Functional	Payroll Employee self-service reduces time required to reissue lost documents and allows staff to update personal information such as address change, benefits selections, etc.	ag
Tyler	Functional	Payroll: Offers reconciliation to insurance statements	ag
Tyler	Functional	Payroll: Supports electronic timesheet entry.	ag
Tyler	Functional	Payroll: I don't see an FTE report on the report list, but since they are a software vendor for several VA schools, it seems probable that they have one. They also indicated under functional system requirements that they supported that.	ag
Tyler	Functional	Provides mechanisms to "push" work through the systems. This would be great for A/P approvals, etc. Would reduce approval process time, and generally speed up the entire process.	bb
Tyler	Functional	No negative comments for any of the module requirements. They seem to provide everything that we have asked for	bb
Tyler	Functional	Only Vendor that provides "out of the box" what we listed as high priority functionality	rc
Tyler	Functional	Does not provide Land Use Value calculation	dp
Tyler	Functional	BR performs all tasks	sk
Tyler	Functional	Cash Management not capable of recurring online payments	sk
Tyler	Functional	GL reporting good	sk
Tyler	Functional	Misc Billing performs all tasks	sk
Tyler	Functional	Tax Billing issue regarding reporting on PPTRA vehicles	sk



VENDOR	CATEGORY	COMMENT	STF
Tyler	Functional	Supports debt set-off program	sk
Tyler	General Vendor	much about company close to vest: no D&B report, limited data dictionary, etc.	tj
Tyler	General Vendor	will not accept most of our contract terms and conditions	tj
Tyler	General Vendor	Support – a BIG plus to be able to have unlimited contacts and allow anyone to put in a helpdesk ticket. If I'm having an AP issue and as it currently is with RDA I have to go to the authorized contact person to put in a help desk ticket. This not only disrupts my day but I have also taken another employee away from what they are doing to assist me. They have extended support hours seven days a week as well. Looking at the ratio of HD Staff to customers Tyler has 1.3 Customers to Help Desk staff where RDA has 15.7 customers to every Help desk staff and Keystone has 17.5.	ej
Tyler	General Vendor	Not outsourced with multiple parties involved.	ej
Tyler	General Vendor	Noticed that several of the references had schools and county on the same system showing it covered all the needs of the county <u>and</u> schools.	ej
Tyler	General Vendor	Doesn't outsource.	es
Tyler	General Vendor	Much of staff previously held public sector positions, which could enhance their understanding of our challenges and issues.	ag
Tyler	General Vendor	Exclusively serves public sector market	ag
Tyler	General Vendor	Online peer support community	ag
Tyler	General Vendor	Support available via phone or web. This is included in the annual fee. I can find no limit on the number of employees that can call for support.	ag
Tyler	General Vendor	Automatic Renewal Clause problematic	ml
Tyler	General Vendor	Only 15 days to dispute invoice e2 p 7 E6 pg 8	ml
Tyler	General Vendor	Governing Law conflict. Virginia or Maine?	ml
Tyler	General Vendor	Seems to provide the "total package", and meets almost every one of our requirements.	bb
Tyler	General Vendor	User support has flexible hours and unlimited number of users that can request support	bb
Tyler	General Vendor	Client references include users that include both the county and the schools	bb
Tyler	General Vendor	Very little third party software	bb
Tyler	General Vendor	They are a large company so I'm not sure about getting that personal support service feeling, however, they have a very large support staff	bb
Tyler	General Vendor	Implementation of ERP systems like this proposal – 3 in VA, 70 Nationally. Not a strong VA company, but I'm not sure that this is an issue	bb
Tyler	General Vendor	Tyler is a much larger company with the manpower and expertise to deliver a system that is modern and meets the vast majority of the County's needs in the functions we are seeking (Revenue, GL, Payroll, etc.). They provide solutions for all of the non-core functions we envision replacing in the coming years (Building Permits, Planning, Recreation, Mass Appraisal, etc). They have been providing solutions for local government for a long time, and have several Virginia localities and school districts as existing customers.	gr
Tyler	Implementation	Utility billing is not scheduled until phase 4, which would require additional journal entries and reconciliations in the interim. It would also require continuing to use Xpert exclusively for utility billing. I would suggest trying to get this moved up on the implementation schedule, if at all possible. The proposal indicates that they are willing to be flexible regarding phase-in order.	ag
Tyler	Implementation	Tyler assigns a support account manager for the first year of live processing, enabling Clarke County staff to have a single go-to point familiar with any issues for initiating questions.	ag
Tyler	Implementation	Payroll: While testing of the system should be done, running parallel processes for payroll for a period of time could potentially cause delays in getting people paid. Tyler Technologies may have a solution or an alternative to this.	ag
Tyler	Technical	Moving to HTML 5 soon	tj
Tyler	Technical	"evergreen" philosophy, but pg. 34 lists many versions	tj
Tyler	Technical	will monitor updates to XML schema for application integration & sharing with State/Fed	tj
Tyler	Technical	Core modules do not support Mozilla	tj
Tyler	Technical	Does not seem to support encryption (p. 58); uses VPN	tj
Tyler	Technical	not flexible regarding system hardware, application compatibility, etc	tj
Tyler	Technical	Silverlight but going to <u>HTML5</u> (lots of advantages over Flash or other 3 <sup>rd</sup> party apps)	es
Tyler	Technical	MySQL and MyISAM (sic)	es
Tyler	Technical	Sharepoint	es
Tyler	Technical	Microsoft Lync	es
Tyler	Technical	XML web services	es
Tyler	Technical	Heavily relies on Microsoft platforms/technologies	es
Tyler	Technical	Citrix go to assist for remote access – good support	es
Tyler	Technical	Appears to be the only complete/turnkey solution out of the three	es
Tyler	Technical	On site or SaaS?	es

<b>VENDOR</b>	<b>CATEGORY</b>	<b>COMMENT</b>	<b>STF</b>
Tyler	Technical	All enhancements and upgrades provided as part of annual support fee	ag
Tyler	Technical	Online or telephone support	ag
Tyler	Technical	Real time processing	ag
Tyler	Technical	Software upgrades every 1-2 years, based on user preference. Pros would include less staff time required to learn changes. Cons would include potential delay of desired technology improvements/additions. Functionality updates still occur twice a year.	ag
Tyler	Technical	Documents: Offers an indexing and search system that allows quick retrieval using keyword searches. Supports multiple file formats, including scanned images, word processing documents, spreadsheets, pdfs, photos, faxes, etc. Can use windows drag and drop techniques to add data to a folder. – This is available at additional charge.	ag
Tyler	Technical	Requires HP Printers	ml