

# Rock River Water Reclamation District - Enterprise Resource Planning Solution - Feature Function Requirements

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**Legend:**

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Report Writer	Report Writer function through Standard Reports or Ad Hoc Report Writer
3rd-Party Application	Please estimate general cost estimates in comments not a quote, unless available due to your resell arrangement.
Custom Modification	Custom programming by vendor (not meant to be a set-up configuration that is standard process through implementation. Please estimate general costs in comments (not a quote).
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Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
<b>AD HOC REPORTING</b>									
<b>GENERAL FEATURES</b>									
AD-HOC RPT	19.001	<b>REPORT WRITER PERFORMANCE</b> - Capability to process report writer requests at any time throughout the processing day, without impacting system performance.							
AD-HOC RPT	19.002	<b>REPORT WRITER OPERATIONS</b> - Provide the ability to support menu-driven report scheduling options.							
AD-HOC RPT	19.003	<b>REPORT WRITER OPERATIONS</b> - Capability to generate error messages with a description of corrective actions.							
AD-HOC RPT	19.004	<b>REPORT WRITER HELP</b> - Capability to support online instructions "help".							
AD-HOC RPT	19.005	<b>REPORT WRITER DATA DICTIONARY IDENTIFICATION</b> -Capability to reference specific data items by field descriptive name (i.e., data dictionary field names and user-screen field names are the same).							
AD-HOC RPT	19.006	<b>WILDCARD SEARCHES</b> - Ability to perform searches by using wildcards or partial information (e.g., searching for accounts, funds, cost centers, projects, etc.)							
AD-HOC RPT	19.007	<b>REPORT CONDITIONING OPTIONS</b> - The following report writing capabilities need to include the ability to arithmetically calculate functions:							
AD-HOC RPT	19.008	▪ Capability to generate reports using "include" and "exclude" statements.							
AD-HOC RPT	19.009	▪ Capability to generate reports using "and" and "or" statements							
AD-HOC RPT	19.010	▪ Capability to generate reports using "equal to", "less than", and "greater than" statements.							
AD-HOC RPT	19.011	▪ Capability to use an "if-then-else" sequence within one query.							
AD-HOC RPT	19.012	<b>REPORT FIELD SELECTION OPTIONS</b> - Capability to combine the use of multiple fields from multiple modules' database tables in a single query.							

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AD-HOC RPT	19.013	<b>REPORT FILE REFRESHING</b> - Capability to store and recall items whose values are derived from other values in the data files.							
AD-HOC RPT	19.014	<b>ARITHMETIC FUNCTIONS</b> - Capability to support the use of arithmetic: "addition", "subtraction", "multiplication", and "division" calculations.							
AD-HOC RPT	19.015	<b>BASIC STATISTICAL FUNCTIONS</b> - Capability to support mean and standard deviations and to build cross tabulations.							
AD-HOC RPT	19.016	<b>PDF FOLDERS</b> - Ability to setup auto save folders by type of report when using a pdf writer tool.							
AD-HOC RPT	19.017	<b>REPORT COLUMN DEFINITION</b> - Capability to support default or special column headings.							
AD-HOC RPT	19.018	<b>REPORT SELECTION OPTIONS</b> - Capability to query on any element of a transaction history file, including the type of transaction and the process that originated the transaction.							
AD-HOC RPT	19.019	<b>REPORT EDIT WORD DEFINITION</b> - Capability to support unique field editing (i.e., currency, symbol, commas, decimal places, etc.) on specific data items.							
AD-HOC RPT	19.020	<b>REPORT SORTING OPTIONS</b> - Capability to support major and minor sort options.							
AD-HOC RPT	19.021	<b>REPORT SUBTOTALS</b> - Capability to support subtotal and total options by field.							
AD-HOC RPT	19.022	<b>REPORT SORTING AND TOTALING OPTIONS</b> - Capability to choose various sorting options and report totaling options with appropriate subtotalling based on selected sort option.							
AD-HOC RPT	19.023	<b>GRAPHS/CHARTS ON REPORTS</b> - Ability to print graphs and charts on reports.							
AD-HOC RPT	19.024	<b>MATCHING RECORDS</b> - Capability to support a matching record option for use with multiple files within one query.							
AD-HOC RPT	19.025	<b>REPORT IDENTIFICATIONS</b> - All reports should contain organization name, report title, column heading descriptions, processing date, sequentially numbered pages, and subtotals at each level break as appropriate.							
AD-HOC RPT	19.026	<b>SAVE REPORT SETTINGS</b> - Ability to save report settings as a specific report name attached to a agency-defined report menu.							
AD-HOC RPT	19.027	<b>SAVE REPORT SETTINGS - ACCESS</b> - Ability to indicate which saved reports can only be accessed by certain individuals.							
AD-HOC RPT	19.028	<b>ELECTRONICALLY FILE REPORTS</b> - Electronically save reports for subsequent users' access (e.g. on an internal intranet page, user dashboard or report menu, etc.)							

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AD-HOC RPT	19.029	<b>REPORT SCHEDULING</b> - Provide report scheduling along with email distribution for recipients.( repeat options of specific days, weeks, weekly, monthly)							

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AD-HOC RPT	19.030	<b>REPORT OUTPUT SELECTION</b> - Ability to support user specification of the output media (i.e., printer or screen).							
AD-HOC RPT	19.031	<b>LARGE REPORT TO PRINT WARNING</b> - Ability to warn the user they are about to print a large report (displays number of pages).							
AD-HOC RPT	19.032	<b>MICROSOFT EXCEL</b> - Ability to download files to a Microsoft Excel format.							
AD-HOC RPT	19.033	<b>PDF FORMAT</b> - Ability to save reports in PDF format.							
AD-HOC RPT	19.034	<b>DISPLAY PRINTER QUEUES PRIOR TO PRINTING</b> - View or print reports, as an option.							
AD-HOC RPT	19.035	<b>PRINTING TO "SAVE" REPORTS TO OUTPUT QUEUES</b> - Ability for printed output to be queued to any of the system or network printers.							
AD-HOC RPT	19.036	<b>REPORT RETENTION</b> - Ability to save and maintain report specifications for periodic use.							
AD-HOC RPT	19.037	<b>INTEGRATIONS</b>							
AD-HOC RPT	19.038	<b>INTEGRATION - SQL SERVER REPORTING SERVICES</b> - Ability to integrate SSRS Reporting Services into the Application for documents and statistical reporting needs.							
AD-HOC RPT	19.039	<b>INTEGRATION - THIRD PARTY REPORT WRITERS</b> - Ability to integrate with a third-party report writing tools, such as Crystal Reports and Cognos.							

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<b>Citizen Request Management (CRM)</b>									
CRM	20.001	<b>REQUEST TYPES</b> - Provide for management of request types: complaints, requests, suggestions, compliments by location, and name.							
CRM	20.002	<b>REQUEST INTAKE</b> - Ability to take calls at several locations, yet share the content of calls throughout Agency departments.							
CRM	20.003	<b>WEB PAGE REQUESTS</b> - Ability to receive service requests/complaints via Web Page.							
CRM	20.004	<b>E-MAIL REQUESTS</b> - Ability to receive service requests via e-mail.							
CRM	20.005	<b>PERSON/ENTITY</b> - Person/Entity should provide for the storage of the following information at a minimum:							
CRM	20.006	▪ Name of Customer							
CRM	20.007	▪ Name of In-house Contact							
CRM	20.008	▪ Date of Request							
CRM	20.009	▪ Time of Request							
CRM	20.010	▪ Forward Request To							
CRM	20.011	▪ Service Area (water, sewer, engineering, other)							
CRM	20.012	▪ Location of Request							
CRM	20.013	▪ Description of Request							
CRM	20.014	▪ Service Action Requested							
CRM	20.015	▪ Name of Caller							
CRM	20.016	▪ Address of Caller							
CRM	20.017	▪ Phone Number							
CRM	20.018	▪ Determination Date							
CRM	20.019	▪ Employee Name							
CRM	20.020	▪ Follow up Required (Y/N)							

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CRM	20.021	<b>UNIQUE EVENT ID</b> - Ability to assign event reference for each request.							
CRM	20.022	<b>EVENT HISTORY</b> - Ability to access event history by the event reference for each request.							
CRM	20.023	<b>CALL HISTORY SEARCH</b> - Ability to verify calls by searching for call history.							
CRM	20.024	<b>CALL HISTORY SEARCH</b> - Ability to verify calls by searching for call history by customer.							
CRM	20.025	<b>CALL HISTORY SEARCH</b> - Ability to verify calls by searching for call history by location.							
CRM	20.026	<b>DEFINE REQUEST TYPES BY DEPARTMENT / FUNCTIONAL AREA</b> - Ability to segregate request types by division/department.							
CRM	20.027	<b>ASSIGN &amp; DISPLAY PRIORITY</b> - Ability to display requests by priority within Department, as well as by global view (all users).							
CRM	20.028	<b>REQUEST ROUTING</b> - Provide for the routing of a request to the proper department/employee based on type of request (Agency-defined).							
CRM	20.029	<b>ADDITIONAL REFERRALS / ROUTING</b> - Provide for additional referrals/routing from initial responsible department/employee.							
CRM	20.030	<b>ROUTE REQUESTS TO MULTIPLE DEPARTMENTS</b> - Ability to predefine the routing of request/complaint types to the appropriate department/division or individual by type of request and priority.							
CRM	20.031	<b>MULTI-REQUESTS PER SAME INCIDENT</b> - Ability to capture and link multiple complaints on the same incident/case.							
CRM	20.032	<b>AUDIT LOG</b> - Ability to view audit log of request/request events, activities, dates, and status.							
CRM	20.033	<b>ACTIONS &amp; REMINDERS</b> - Ability to establish future actions and reminders associated with requests.							
CRM	20.034	<b>NOTIFICATIONS</b> - Provide for the generation of response letters to the citizen at the receipt of request/complaint, when action is determined, and when action is completed.							
CRM	20.035	<b>HISTORY</b> - Ability to view generated letters as a part of the request history.							
CRM	20.036	<b>E-MAIL</b> - Ability to send email updates or notifications to requestors/customers.							
CRM	20.037	<b>ATTACHMENTS</b> - Ability to store attachments to the request history (e.g., photos, correspondence, e-mail, etc.)							
CRM	20.038	<b>AGENCY-DEFINED CORRESPONDENCE</b> - Provide capability to configure letter templates for generating correspondence on a global basis or by request.							

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CRM	20.039	<b>CITIZEN/CUSTOMER CLASSIFICATION TYPES</b> - Provide ability to classify any citizen/customer request by pre-defined and ad hoc types.							
CRM	20.040	<b>AGENCY-DEFINED FIELDS</b> - Provide ability to create agency-define additional information based upon request/complaint type (i.e., unlimited agency-defined fields by type of request/contact.)							
CRM	20.041	<b>PRIORITIZE REQUESTS</b> - Ability to prioritize requests/complaints.							
CRM	20.042	<b>STANDARD RESPONSE TIMES</b> - Ability to setup standard response time requirements by request type for departmental response compliance and performance measurement tracking.							
CRM	20.043	<b>STANDARD RESPONSE TIME PUBLICATION</b> - Ability to display standard response time requirements for display to citizen users.							
CRM	20.044	<b>E-MAIL ALERTS</b> - Ability to send e-mail alerts to departments/divisions or individuals based upon priority.							
CRM	20.045	<b>E-MAIL ALERTS</b> - Ability to provide reminder e-mail alerts if request is not acted upon within the established standard response time.							
CRM	20.046	<b>SEARCH CRITERIA</b> - Provide ability to obtain request/service request status by customer name, reference number, phone number, request type, and location.							
CRM	20.047	<b>SEARCH CRITERIA</b> - Provide inquiry capability using wild cards and close-to logic.							
CRM	20.048	<b>AGING SEARCH</b> - Provide inquiry capability for viewing requests based on aging criteria (e.g., requests still open that are "N" number of days beyond established standard response times).							
CRM	20.049	<b>STATISTICAL REPORTS</b> - Allow for printing of reports in statistical format.							
CRM	20.050	<b>AGENCY-DEFINED REPORT SORTING</b> - Allow for sorting of reports in agency-defined sequence.							
CRM	20.051	<b>ADDRESS SELECTION</b> - Ability to select the address from a pre-populated drop-down list, limiting the ability to free-form type the address to a selected few.							
CRM	20.052	<b>CALL SOURCE</b> - Ability to track call input source (e.g., phone, face-to-face, e-mail, Web.)							
CRM	20.053	<b>ESCALATION PRIORITY</b> - Ability to escalate and prioritize status for daytime and off-hours calls.							
CRM	20.054	<b>ROUTE QUEUE</b> - Ability to temporarily route queue to others in department pool when primary request is out of office or unavailable.							
CRM	20.055	<b>ROUTE QUEUE</b> - Ability to track personnel who received the citizen request.							
CRM	20.056	<b>ACCESS SECURITY</b> - Ability to make requests confidential so only certain departments can see certain request types.							

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CRM	00.057	UPDATE RESTRICTIONS - Ability to restrict update access to certain data fields.							

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CRM	20.058	<b>INTEGRATION</b>							
CRM	20.059	<b>INTERFACE - GIS</b> - Provide linkage of CRM to ESRI ArcGIS v10.5.1							
CRM	20.060	<b>INTEGRATION - ELECTRONIC CONTENT MANAGEMENT SYSTEM</b> - System must integrate with Electronic Content Management System <b>(To Be Determined)</b> .							

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<b>Feature / Function / Capability</b>									
<b>GENERAL SYSTEM</b>									
SYSTEM	21.001	<b>PERSON/ENTITY</b> - Ability to maintain central person/entity record identification information throughout all modules (e.g., Planning, Permitting, Business Licensing, etc.)							
SYSTEM	21.002	<b>MULTI-USER ENVIRONMENTS</b> - Ability to prevent any master file record from being deleted if that record is referenced in any other file.							
SYSTEM	21.003	<b>MULTI-USER ENVIRONMENTS</b> - Operate in a multi-user environment so record locking will be required to maintain the integrity of the data.							
SYSTEM	21.004	<b>ONLINE TRAINING DOCUMENTATION</b> - Online access to printable training materials and other support documentation.							
SYSTEM	21.005	<b>AGENCY-DEFINED DASHBOARDS</b> - Ability for each user to create or modify existing dashboards based on agency-defined permissions.							
SYSTEM	21.006	<b>FORWARD/BACKWARD NAVIGATION</b> - Ability to navigate through records or files on a screen in a forward or backward direction.							
SYSTEM	21.007	<b>NO. OF RECORDS DISPLAYED</b> - Ability to allow users to change the number of records displayed as a result of a search (e.g., 20, 50, 100, etc.)							
SYSTEM	21.008	<b>RENAME LABELS</b> - Ability for authorized users to rename field labels.							
SYSTEM	21.009	<b>REQUIRED FIELDS</b> - Ability to designate both standard and user-defined fields as requiring data entry.							
SYSTEM	21.010	<b>FILE EXPORT FORMATS</b> - Ability to export files using the following file format types:							
SYSTEM	21.011	▪ PDF							
SYSTEM	21.012	▪ Word							
SYSTEM	21.013	▪ Excel							

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SYSTEM	21.014	▪ Comma Delimited Values							

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SYSTEM	21.015	<b>MAINTAIN AUDIT TRAILS</b> - Maintain audit trails including changed by, changed date, and record of changes.							
SYSTEM	21.016	<b>HISTORICAL DATA</b> - Ability to maintain unlimited historical transactional data ( <b>VENDOR</b> : please explain any limitations).							
SYSTEM	21.017	<b>USER DASHBOARDS</b> - Ability to incorporate real-time individual user dashboard capability to display dynamic charts and graphs.							
SYSTEM	21.018	<b>FAVORITES MENU</b> - Ability to assign menu items to a favorites menu.							
SYSTEM	21.019	<b>LIST OF RECENT RECORDS</b> - Ability for a user to see a list of records they recently created/viewed/modified from their dashboard.							
SYSTEM	21.020	<b>ERROR REPORT SUBMISSIONS</b> - Ability to directly submit system generated error reports and messages to vendor software support.							
SYSTEM	21.021	<b>VENDOR SUPPORT ACCESS TO CLIENT</b> - Provide electronic connection. Vendor can connect to computer server for diagnosis and resolution of software problems.							
SYSTEM	21.022	<b>BATCH PROCESSES</b> - Ability to run specific assigned jobs, by permission, in a batch process.							
SYSTEM	21.023	<b>MASS UPDATES</b> - Ability to load and run mass additions, updates, deletions and purges in the system.							
SYSTEM	21.024	<b>MASS UPDATES SYSTEM BACKUP UTILITIES AND PROCESSES</b> - Provide flexible backup utilities enabling the backup of individual items, application databases or the entire system.							
SYSTEM	21.025	<b>VIRTUAL DESKTOP</b> - Ability to work in a VDI (virtual desktop) environment.							
SYSTEM	21.026	<b>3RD PARTY INTERFACES</b> - Ability to run and load 3rd party interfaces into the system.							
SYSTEM	21.027	<b>EMAIL INTEGRATION</b> - Sending emails from system utilizing standard SMTP protocols.							
SYSTEM	21.028	<b>WEB AND MOBILE APPLICATIONS</b> - Web and mobile applications must use mobile responsive design for optimized usability on a variety of screen sizes, including smart-phones, tablets, laptops, and desktops.							
SYSTEM	21.029	<b>SYSTEM SECURITY</b>							
SYSTEM	21.030	<b>GENERAL SECURITY FEATURES</b> - Provide access security by:							
SYSTEM	21.031	▪ Application							
SYSTEM	21.032	▪ Field level							
SYSTEM	21.033	▪ Menu item/function within application							
SYSTEM	21.034	<b>PASSWORD ENCRYPTION</b> - Provide password encryption ( <b>VENDOR</b> : Please describe your level and implementation of encryption in the comment field).							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
SYSTEM	21.035	<b>PASSWORD RECOVERY</b> - Provide users self-password recovery capability.							
SYSTEM	21.036	<b>SECURITY ACCESS PASSWORD CHANGE</b> - Maintain the date of last password change for each user.							
SYSTEM	21.037	<b>RESTRICT SECURITY ACCESS OF SELECTED TRANSACTIONS</b> - Restrict entry of certain transactions by password.							
SYSTEM	21.038	<b>SECURITY ACCESS CONTROL</b> - Assign view only access to specific user profiles.							
SYSTEM	21.039	<b>DRILL DOWN RESTRICTIONS</b> - Ability to restrict certain users from being able to drill down into specific modules to view (inquire) transactions.							
SYSTEM	21.040	<b>PERMISSIONS</b> - Ability to specify read, write, edit and delete permissions.							
SYSTEM	21.041	<b>RESTRICT SECURITY ACCESS</b> - Restrict users' access to specific screens and to perform certain functional processes (e.g., refunding fees)							
SYSTEM	21.042	<b>REPORT WRITING TOOLS ACCESS</b> - Ability to allow only specific users to access report writing and query tools.							
SYSTEM	21.043	<b>UPDATE CONTROLS</b> - Ability to add and update module configurations as outlined in security roles by permission.							
SYSTEM	21.044	<b>CREATE SECURITY PROFILE BY COPYING EXISTING PROFILE</b> - Allow creation of new user rights by copying another user's right levels and modifying.							
SYSTEM	21.045	<b>GROUP CREATION/CONTROL</b> - Ability to create groups of users by a role type and to apply/change access rights to groups of users.							
SYSTEM	21.046	<b>USER/GROUP ACCESS CONTROL</b> - Ability to modify a user's or group of users' log-in access status (e.g., active, inactive, on-hold, etc.)							
SYSTEM	21.047	<b>LOG-OFF USER - INACTIVITY</b> - Ability for the system to automatically log-off a user after a long period of inactivity.							
SYSTEM	21.048	<b>FORCE USER LOG-OFF</b> - Ability for a system administrator to log-off a user from the system.							
SYSTEM	21.049	<b>SECURE REPORTS</b> - Ability to set up security for reports so only certain reports can be viewed by certain individuals							
SYSTEM	21.050	<b>SINGLE SIGN-ON - ACTIVE DIRECTORY</b> - Support of Single Sign-on and Active Directory.							
SYSTEM	21.051	<b>USER AUTHENTICATION</b> - Supports mixed mode authentication - (i.e. if AD integration is enabled, still allow non-AD user accounts to login)							
SYSTEM	21.052	<b>USER AUTHENTICATION</b> - System provides added layer of security via Two-Factor Authentication (2FA), which requires a user to submit additional authentication along with their username and password.							
SYSTEM	21.053	▪ 2FA support for U2F authentication, such as Yubikey							
SYSTEM	21.054	▪ 2FA support for strong tamper-proof solution, like Duo Mobile App							