CITY OF SACRAMENTO

CONSULTANT AND PROFESSIONAL SERVICES AGREEMENT

THIS AGREEMENT is made at Sacramento, California, as of ________________, by and between the **CITY OF SACRAMENTO,** a municipal corporation ("CITY"), and

Tier1 Innovation, LLC
7979 E. Tufts Ave, Suite 1100
Denver, CO 80237
(303) 376-3500

("CONSULTANT"), who agree as follows:

1. **Services.** Subject to the terms and conditions set forth in this Agreement, CONSULTANT shall provide to CITY the services described in Exhibit A. CONSULTANT shall provide said services at the time, place, and in the manner specified in Exhibit A. CONSULTANT shall not be compensated for services outside the scope of Exhibit A unless prior to the commencement of such services: (a) CONSULTANT notifies CITY and CITY agrees that such services are outside the scope of Exhibit A; (b) CONSULTANT estimates the additional compensation required for these additional services; and (c) CITY, after notice, approves in writing a Supplemental Agreement specifying the additional services and amount of compensation therefor. CITY shall have no obligations whatsoever under this Agreement and/or any Supplemental Agreement, unless and until this Agreement or any Supplemental Agreement is approved by the Sacramento City Manager or the City Manager's authorized designee, or by the Sacramento City Council, as required by the Sacramento City Code.

2. **Payment.** CITY shall pay CONSULTANT for services rendered pursuant to this Agreement at the times and in the manner set forth in Exhibit B. The payments specified in Exhibit B shall be the only payments to be made to CONSULTANT for the services rendered pursuant to this Agreement unless pursuant to Section 1, above, CITY approves additional compensation for additional services. CONSULTANT shall submit all billings for said services to CITY in the manner specified in Exhibit B, or, if not specified in Exhibit B, according to the usual and customary procedures and practices which CONSULTANT uses for billing clients similar to CITY.

3. **Facilities and Equipment.** Except as set forth in Exhibit C, CONSULTANT shall, at its sole cost and expense, furnish all facilities and equipment which may be required for furnishing services pursuant to this Agreement. CITY shall furnish to CONSULTANT only the facilities and equipment listed in Exhibit C according to any terms and conditions set forth in Exhibit C.

4. **General Provisions.** The General Provisions set forth in Exhibit D, which include indemnity and insurance requirements, are part of this Agreement. In the event of any conflict between the General Provisions and any terms or conditions of any document prepared or provided by CONSULTANT and made a part of this Agreement, including without limitation any document relating to the scope of services or payment therefor, the General Provisions shall control over said terms or conditions.

5. **CITY Representative.** The CITY Representative specified in Exhibit A, or the Representative's designee, shall administer this Agreement for CITY.

6. **Non-Discrimination in Employee Benefits.** This Agreement is subject to the provisions of Sacramento City Code Chapter 3.54, Non-Discrimination in Employee Benefits by City Contractors. The requirements of Sacramento City Code Chapter 3.54 are summarized in Exhibit E. CONSULTANT is required to sign the attached Declaration of Compliance (Equal Benefits Ordinance), to assure compliance with these requirements.

7 **Authority.** The person signing this Agreement for CONSULTANT hereby represents and warrants that he/she is fully authorized to sign this Agreement on behalf of CONSULTANT and to bind CONSULTANT to the performance of its obligations hereunder.

8. **Exhibits.** All exhibits referred to herein are attached hereto and are by this reference incorporated as if set forth fully herein

Executed as of the day and year first above stated.

CITY OF SACRAMENTO

A Municipal Corporation

By:____________________________________

Print name:______________________________
Title:____________________________________

For: Ray Kerridge, City Manager

APPROVED TO AS FORM.

Janeth San Pedro

City Attorney

ATTEST.

____
City Clerk

Attachments

Exhibit A - Scope of Service
Exhibit B - Fee Schedule/Manner of Payment
Exhibit C - Facilities/Equipment Provided by CITY
Exhibit D - General Provisions
Exhibit E - Non-Discrimination in Employee Benefits

CONSULTANT:

Tier1 Innovation, LLC
NAME OF FIRM

84-1546736

Federal I.D. No.

200525110131
State I.D. No.

151635
City of Sacramento Business Op Tax Cert. No.

TYPE OF BUSINESS ENTITY *(check one)*:

______ Individual/Sole Proprietor
______ Partnership
______ Corporation
__X_ Limited Liability Company
______ Other (*please specify*: ________________)

Scott W. F

Signature of Authorized Person

Vice President

Title

Additional Signature *(if required)*

Title

DECLARATION OF COMPLIANCE
Equal Benefits Ordinance

Name of Consultant. Tier 1

Address. 7979 E Tufts Ave, Suite 1100 Denver Co

The above named Consultant ("Contractor") hereby declares and agrees as follows.

1 I have read and understand the Requirements of the Non-Discrimination In Employee Benefits Code (the "Requirements") provided to me by the City of Sacramento ("City") and attached as Exhibit E to my City contract or agreement ("Contract")

2 As a condition of receiving the City Contract, I agree to fully comply with the Requirements, as well as any additional requirements that may be specified in the City's Non-Discrimination In Employee Benefits Code codified at Chapter 3 54 of the Sacramento City Code (the AOrdinance@)

3 I understand, to the extent that such benefits are not preempted or prohibited by federal or state law, employee benefits covered by the Ordinance, are any of the following:

a Bereavement Leave
b Disability, life, and other types of insurance
c Family medical leave
d Health benefits
e Membership or membership discounts
f Moving expenses
g Pension and retirement benefits
h Vacation
i Travel benefits
j Any other benefit offered to employees

I agree that should I offer any of the above listed employee benefits, that I will offer those benefits, without discrimination between employees with spouses and employees with domestic partners, and without discrimination between the spouses and domestic partners of such employees

4 I understand that I will not be considered to be discriminating in the provision or application of employee benefits under the following conditions or circumstances:

a In the event that the actual cost of providing a benefit to a domestic partner or spouse, exceeds the cost of providing the same benefit to a spouse or domestic partner of an employee, I will not be required to provide the benefit, nor shall it be deemed discriminatory, if I require the employee to pay the monetary difference in order to provide the benefit to the domestic partner or to the spouse

b In the event I am unable to provide a certain benefit, despite taking reasonable measures to do so, if I provide the employee with a cash equivalent, I will not be deemed to be discriminating in the application of that benefit

c If I provide employee benefits neither to employee's spouses nor to employee's domestic partners

d If I provide employee benefits to employees on a basis unrelated to marital or domestic partner status

e If I submit, to the Program Coordinator, written evidence of making reasonable efforts to end discrimination in employee benefits by implementing policies which are to be enacted before the first effective date after the first open enrollment process following the date the Contract is executed with the City

I understand that any delay in the implementation of such policies may not exceed one (1) year from the date the Contract is executed with the City, and applies only to those employee benefits for which an open enrollment process is applicable

f. Until administrative steps can be taken to incorporate, in the infrastructure, nondiscrimination in employee benefits

The time allotted for these administrative steps will apply only to those employee benefits for which administrative steps are necessary and may not exceed three (3) months from the date the Contract is executed with the City.

g Until the expiration of a current collective bargaining agreement(s) where, in fact, employee benefits are governed by a collective bargaining agreement(s)

h I take all reasonable measures to end discrimination in employee benefits by either requesting the union(s) involved agree to reopen the agreement(s) in order for me to take whatever steps are necessary to end discrimination in employee benefits or by my ending discrimination in employee benefits without reopening the collective bargaining agreement(s)

i In the event I cannot end discrimination in employee benefits despite taking all reasonable measures to do so, I provide a cash equivalent to eligible employees for whom employee benefits (as listed previously), are not available.

Unless otherwise authorized in writing by the City Manager, I understand this cash equivalent must begin at the time the union(s) refuse to allow the collective bargaining agreement(s) to be reopened or no longer than three (3) months from the date the Contract is executed with the City

5 I understand that failure to comply with the provisions of Section 4 (a) through 4 (i), above, will subject me to possible suspension and/or termination of this Contract for cause; repayment of any or all of the Contract amount disbursed by the City; debarment for future contracts until all penalties and restitution have been paid in full; deemed ineligible for future contracts for up to two (2) years; the imposition of a penalty, payable to the City, in the sum of $50 00 for each employee, for each calendar day during which the employee was discriminated against in violation of the provisions of the Ordinance

6. I understand and do hereby agree to provide each current employee and, within ten (10) days of hire, each new employee, of their rights under the Ordinance. I further agree to maintain a copy of each such letter provided, in an appropriate file for possible inspection by an authorized representative of the City I also agree to prominently display a poster informing each employee of these rights

7. I understand that I have the right to request an exemption to the benefit provisions of the Ordinance when such a request is submitted to the Procurement Services Division, in writing with sufficient justification for resolution, prior to contract award.

I further understand that the City may request a waiver or exemption to the provisions or requirements of the Ordinance, when only one contractor is available to enter into a contract or agreement to occupy and use City property on terms and conditions established by the City, when sole source conditions exist for goods, services, public project or improvements and related construction services; when there are no responsive bidders to the Ordinance requirements and the contract is for essential goods or services, when emergency conditions with public health and safety implications exist, or when the contract is for specialized legal services if in the best interest of the City.

9 In consideration of the foregoing, I shall defend, indemnify and hold harmless, the City, its officers and employees, against any claims, actions, damages, costs (including reasonable attorney fees), or other liabilities of any kind arising from any violation of the Requirements or of the Ordinance by me

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct, and that I am authorized to bind the Contractor to the provisions of this Declaration

Signature of Authorized Representative Date 6/6/2007

Print Name Scott French

Title Vice President

EXHIBIT A

CONSULTANT AND PROFESSIONAL SERVICES AGREEMENT

SCOPE OF SERVICES

1. Representatives.

The CITY Representative for this Agreement is:

Gina Knepp, Program Manager
5730 24th Street, Bldg. #1
Sacramento, CA 95822
Phone: (916) 808-8333 / Fax: (916)399-9263

All CONSULTANT questions pertaining to this Agreement shall be referred to the CITY Representative or the Representative's designee

The CONSULTANT Representative for this Agreement is:

Scott French, Vice President
7979 E. Tufts Ave., Suite 1100
Denver, CO 80237
(303) 807-0761

All CITY questions pertaining to this Agreement shall be referred to the CONSULTANT Representative All correspondence to CONSULTANT shall be addressed to the address set forth on page one of this Agreement. Unless otherwise provided in this Agreement, all correspondence to the CITY shall be addressed to the CITY Representative

2. Professional Liability Insurance. Professional Liability (Errors and Omissions) insurance is required for this Agreement. (See Exhibit D, Section 11, for complete insurance requirements)

3. Scope of Services.

The services provided shall be as set forth in Attachment 2 to Exhibit A, attached hereto and incorporated herein.

4. Time of Performance. The services described herein shall be provided during the period, or in accordance with the schedule, described below.
The Time of Performance shall be as set forth in Attachment 2 to Exhibit A, attached hereto and incorporated herein.

5 The additional provisions and definitions set forth in Attachment 1 to Exhibit A are made a part of this Agreement and are fully incorporated herein by reference

ATTACHMENT 1 TO EXHIBIT A

1. Definitions

For the purposes of this Agreement and all Exhibits and attachments hereto, the following terms, phrases, words, and their deviations shall have the meaning given herein and apply generally to this Agreement and other terms, phrases, words and their deviations shall have the meaning given in other portions of this Agreement Words not defined in this Agreement shall be given their common and ordinary meaning The word "shall" is always mandatory

"Agreement" means the Consultant and Professional Services Agreement and any exhibits, attachments and amendments thereto

"CITY Project Manager" means the representative of the CITY designated to oversee the provision of the Services by CONSULTANT on a day-to-day basis.

"Consultant Personnel" means the Consultant Project Manager, the Key Personnel, and all employees of CONSULTANT, and all employees of subcontractors of CONSULTANT, who are providing the Services at any time during the Project Term. An individual within such description is a "Consultant Person."

"Consultant Project Manager" means the CONSULTANT Person designated to manage the day-to-day provision of the Services.

"Data Integration (Interface) Design" means a certain Deliverable that is described in section 2 6 of the SOW

"Deliverable" means the items identified as "Deliverables" or a "Deliverable Material" in section 2.7 of the SOW.

"Project Plan" means a certain Deliverable that is described in section 2 6 of the SOW.

"Design Specification Document" means a certain Deliverable that is described in Section 2.7 of the SOW.

"Documentation" means, collectively: (i) all of the written, printed, electronic, or otherwise formatted materials that relate to the CRM System; (ii) all user, operator, system administration, technical, support, and other manuals and all other written, printed, electronic, or other format materials that describe the functional, operational, and/or performance capabilities of the CRM System; and (iii) all specifications, materials, flow charts, notes, outlines, manuscripts, writings, pictorial materials, schematics, and other documents that represent, demonstrate, or explain the Services and Work Product.

"CRM Software" means the software programs whose licenses CITY is purchasing pursuant to the terms of the Software License Agreements.

"CRM System" means the Siebel CRM Software and the OneCITY Software, described in the Statement of Work and the associated Documentation. The CRM System also includes the CRM Software, Third-Party Software specified in the Software

License Agreements, modifications, configurations, and any custom programming, as well as all revisions and customizations to any or all of the above software which may be required.

"Fees" means the fees payable by the CITY to CONSULTANT hereunder in consideration of CONSULTANT's provision of the Services.

"Final Acceptance" means the process that is described in section 16 of this attachment

"Functional Requirements Matrix" are set forth in Appendix A of the SOW.

"Go-Live Date" means the date on which each Phase, has entered Productive Use. The Go-Live Dates are further identified in Section 5.0 of the SOW and in the Project Plan of each Phase.

"Key Personnel" means those Consultant Personnel (or the holders of those positions with CONSULTANT) who are identified in the SOW and such other Consultant Personnel as the parties may agree, in writing, to designate as Key Personnel. The initial Key Personnel are the Project Manager

"New Services" mean those Services the CITY elects to have CONSULTANT perform after the Project Term.

"Phase" means a contained portion of the project dedicated to implementing a particular portion of the CRM System. The Phases comprising the project are Phase 1 and Phase 2.

"Productive Use" means successful use of the CRM System, or portions thereof, to run the business of the CITY.

"Project Term" means the period during which CONSULTANT shall be obligated to provide the Services, as specified in this Agreement.

"Requirement Specification Document" means a certain Deliverable that is described in section 2.7 of the SOW.

"Services" means the installation, implementation, integration, configuration, and other services with respect to the CRM System that CONSULTANT is engaged to perform pursuant to this Agreement.

"Software License Agreements" means (a) the 'Oracle License and Services Agreement v062606_M' between the CITY and Oracle, Inc., dated October 2006, and the Tier1 Innovation OneCity™ End User License Agreement.

"Software Vendors" means Oracle, Inc. and Tier1 Innovation, LLC

"Statement of Work" ("SOW") means that certain 'Implementation Services Document Prepared for the CITY of Sacramento' which describes, in more detail, the Services, Deliverables, and anticipated schedule for delivering the Services and Deliverables. The SOW is attached to this Agreement as Attachment 2 to Exhibit A. The parties may, from time to time and subject to the requirements of Section 5 below relating to Change Request, amend or supplement the SOW

"Steering Committee" means a group of decision-makers from the CITY.

"Third Party Software" means the software specifically described in the Software License Agreements.

2. Services

In providing the Services for the compensation set forth in this Agreement, CONSULTANT shall provide to the CITY all of the functionality it requires from the CRM System as set forth in the SOW and further defined by the Requirements Specification Document for each Phase. CITY requirements that cannot be met fully out-of-the-box with the CRM Software will be fulfilled by CONSULTANT without modification to the CRM Software source code, unless explicitly agreed to in writing by the parties

If requested by the CITY in writing, the parties may, by mutual agreement in writing, substitute the Deliverables, Services, or tasks that are described in the SOW for new Deliverables, Services, or tasks that are reasonably and substantially equivalent to those Deliverables, Services, or tasks being substituted and any such substitution shall not result in any adjustment to the Fees, unless otherwise authorized by the CITY.

3. Warranties

a. **Third Party Agreements Warranty** CONSULTANT represents and warrants that CONSULTANT's agreement to perform the Services pursuant to this Agreement does not violate any agreement or obligation between CONSULTANT and a third party.

b. **Third Party Intellectual Property Rights Warranty**. CONSULTANT represents and warrants that the Services as delivered to the CITY does not infringe any copyright, patent, trade secret, or other proprietary right held by any third party.

c. **Professional Services Warranty**. The Services provided by CONSULTANT shall be performed in a professional manner and shall be in accordance with generally accepted industry standards for the software implementation services and consulting industry.

d. **System Performance Warranty**. CONSULTANT represents and warrants that for a period of twelve (12) months following Conditional Acceptance of a Phase by the CITY, the Services and all other deliverables furnished hereunder by CONSULTANT will: (i) meet the functionality requirements set forth in the SOW and further defined in the Requirement Specifications Document and Design Specifications Document, (ii) be free from all material defects; and (iii) perform in accordance with the specifications and configurations set forth in the

Design Specifications Document and Data Integration (Interface) Design and which was validated by the CITY as compliant at the time of System Acceptance. CONSULTANT further represents and warrants that all CONSULTANT-provided Software configurations, modifications, customizations, data conversions and interfaces will function properly and in accordance with the Design Specifications Document, separately and as a fully integrated system, and when operated together will not cause any material delays, defects, or problems with the CRM System. The parties acknowledge that, under the provisions of this section, in the event that the implementation of a Phase causes errors in another Phase, CONSULTANT shall be obligated to remedy the error regardless of whether or not the warranty period for the other Phase has expired

e. **CITY Usage or Modification Exception.** CONSULTANT shall not be responsible for any software changes, software additions, software modifications, applied patches or fixes or data irregularities caused by the CITY to any portion of the CRM System unless such actions are taken under the direction of CONSULTANT.

f. CONSULTANT is not responsible nor warranties against any issues, defects or bugs with the Oracle/Siebel Software or any other third-party software not provided by CONSULTANT

g. **Warranty Remedy.** With respect to a violation of the warranties described in section 5(d), the CITY's remedy shall be as follows:

i. CITY shall provide CONSULTANT with written notification of the error and a detailed explanation of why the error constitutes a warranty violation as measured against the previously accepted Requirements Specification Document and further defined in the Design Documents. CITY shall demonstrate that it took reasonable efforts to prove that the issue was a warranty item and not a data or user training issue. CONSULTANT shall provide CITY with a problem identification and resolution plan for the warranty violation within five (5) business days of receiving notification. CONSULTANT shall provide resources to work with the CITY to promptly resolve the warranty issue with the intent to resolve the warranty issue within the agreed to resolution plan timeframe after submitting the problem identification and resolution plan. CONSULTANT shall use best efforts to satisfactorily resolve the warranty issue within no more than thirty (30) days after being notified of a warranty violation

ii. If said warranty violation is preventing the CITY from using the CRM System for Productive Use (a "Critical Violation"), CONSULTANT shall respond to the notification within twenty-four (24) hours with a proposed resolution plan CONSULTANT will dedicate sufficient resources to satisfactorily resolve the Critical Violation as soon as practicable according to the resolution plan. Consultant will use best efforts to satisfactory resolve the resolution within (7) calendar days after being notified of a Critical

Violation.

iii. The following items are not subject to Warranty.

(1) Defects or bugs with third party products including but not limited to Oracle/Siebel CRM software, Actuate Reporting software, networking management software, operating system, word processing and email software.

(2) Data issues – The City is responsible for data cleanliness and data integrity. Should Warranty defect cause data corruption, CONSULTANT will repair the system defect but CONSULTANT will not update or repair City production data.

(3) User training issues – The City will evaluate all issues to first determine that it is not a user training issue.

iv. For purposes of this Section, "Resolution of an error" shall include but not be limited to the following:

(1) Provide a workaround for the error that allows the CRM System to support the CITY's business operations.

(2) Provide for manual processing.

(3) Provide a system fix or update.

(4) Provide a correction to the system setup.

h. **DISCLAIMER OF WARRANTY**. EXCEPT AS OTHERWISE EXPRESSLY DESCRIBED IN THIS AGREEMENT THE CONSULTANT DISCLAIMS ANY AND ALL OTHER WARRANTIES, CONDITIONS, OR REPRESENTATIONS, EXPRESS OR IMPLIED, ORAL OR WRITTEN, WITH RESPECT TO THE SERVICES PROVIDED AND ALL OR ANY PORTION OF THE CRM SYSTEM PROVIDED HEREUNDER, INCLUDING ANY AND ALL IMPLIED WARRANTIES OR CONDITIONS OF TITLE, MERCHANTABILITY, OR FITNESS OR SUITABILITY FOR ANY PURPOSE WHETHER OR NOT THE CONSULTANT KNOWS, HAS REASON TO KNOW, HAS BEEN ADVISED, OR IS OTHERWISE IN FACT AWARE OF ANY SUCH PURPOSE WHETHER ARISING BY LAW OR BY REASON OF CUSTOM OF THE TRADE.

4. Limitation on Liability

NEITHER PARTY WILL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOSS OF DATA, REVENUE, USE OR PROFITS INCURRED BY EITHER PARTY OR ANY THIRD PARTY, HOWEVER ARISING, WHETHER IN CONTRACT OR TORT, EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NEITHER PARTY'S LIABILITY FOR DAMAGES UNDER THIS AGREEMENT SHALL IN ANY EVENT EXCEED **ONE (1) TIMES** THE TOTAL CONTRACT PRICE SET FORTH IN SECTION 1 OF EXHIBIT B. THE FOREGOING LIMITATION SHALL NOT APPLY TO CONSULTANT'S INDEMNIFICATION OBLIGATIONS UNDER THIS AGREEMENT.

5. Change Request

If during the Project Term, the CITY requires the performance of related Services that are not specifically identified in this Agreement or a change to the existing Services ("Additional Services"), the CITY Project Manager shall deliver to the CONSULTANT Project Manager a Change Request specifying the proposed work with sufficient detail to enable CONSULTANT to evaluate it CONSULTANT, within five (5) business days, or longer as may be mutually agreed between the parties, following the date of receipt of such Change Request, shall provide the CITY with an evaluation of the Change Request and a written proposal containing the following: a detailed description of the Consultant Personnel required to perform the requested Additional Services, specifications (if applicable), implementation plans, with implementation to commence not later than thirty (30) days after approval thereof, unless otherwise mutually agreed, the timeframe for performance; acceptance criteria, and the fixed fee price for such performance based on agreed deliverables. All Change Requests shall be governed by the terms and conditions of this Agreement, including the hourly rates for consulting services. Within the timeframe specified in CONSULTANT's Proposal, which timeframe shall not be less than ten (10) business days from receipt of CONSULTANT's proposal by the CITY Project Manager (the "Response Period"), the CITY shall notify CONSULTANT in writing if the CITY elects to proceed with the Change Request If within the Response Period, the CITY gives notice to CONSULTANT not to proceed, or fails to give any notice to CONSULTANT, then the Change Request shall be deemed withdrawn and CONSULTANT shall take no further action with respect to it.

A Change Request shall not become binding upon the CITY, and the CITY shall not be obligated to pay CONSULTANT for any Services performed pursuant to a Change Request, unless and until the Change Request is approved pursuant to the CITY's applicable contract approval requirements and procedures. Upon CITY's approval of the Change Request, CONSULTANT shall promptly commence performing the Services described in the CONSULTANT's Proposal.

6. Disentanglement

In connection with any expiration or termination of the Project Term of this Agreement or of the provision of any of the Services provided hereunder, CONSULTANT shall take all actions necessary to accomplish a complete and timely transition from CONSULTANT to the CITY, or to any replacement providers (collectively, the "New Consultant" or "NC") designated by the CITY, of the Services being terminated (a "Disentanglement"), without material impact on the Services or any other Services provided by third parties. CONSULTANT shall cooperate with the CITY and the NC and otherwise take all steps reasonably required to assist the CITY in effecting a complete and timely Disentanglement. CONSULTANT shall provide the CITY and the NC with all information regarding the Services or as is otherwise needed for Disentanglement, subject to NC agreeing to maintain the confidentiality of CONSULTANT confidential information. CONSULTANT shall provide for the prompt and orderly conclusion of all work, as the CITY may direct, including completion or partial completion of projects, documentation of work in process, and other measures to assure an orderly transition to the CITY or the CITY's NC. CONSULTANT shall provide any additional Disentanglement Services as CITY reasonably requests for a period of up to one (1) year, on a time and materials basis, at an hourly rate not to exceed the rate set forth in Attachment 1 to Exhibit B for each Consultant Person that is reasonably required to perform such Disentanglement Services as requested by CITY

7. Consultant Personnel

a. CONSULTANT is performing services under a Fixed Price arrangement and is responsible for deliverables which are subject to CITY approval throughout the project As such, CONSULTANT maintains the right to assign, re-assign, replace, add and remove personnel in order to ensure CONSULTANTS obligations are met under this agreement CONSULTANT will communicate to CITY personnel changes and will adhere to CITY processes for onsite CONSULTANT personnel and when CONSULTANT personnel require system access.

b. Consultant Project Manager. CONSULTANT represents that CONSULTANT's initial Consultant Project Manager, and any replacement Consultant Project Manager, shall be an experienced manager who shall be knowledgeable as to the CITY's activities related to the CRM System and shall direct the efforts in fulfilling CONSULTANT's obligations under this Agreement. The CITY shall have the right to interview CONSULTANT's initial Consultant Project Manager and any replacement Consultant Project Manager, and CONSULTANT shall not designate any Consultant Project Manager without the CITY's prior written consent. CONSULTANT shall not reassign its initial Consultant Project Manager during the Project Term of this Agreement without the CITY's prior written consent, or any permitted replacement Consultant Project Manager during the period beginning on the date such individual commences performing the Services hereunder, to other functions if doing so would require the alteration or reduction of such individual's contribution to, or involvement with, the Services

c. Key Personnel. The CITY shall have the right to interview the initial Key Personnel and any replacement Key Personnel, and CONSULTANT shall not designate any Key Personnel without the CITY's prior written consent. CONSULTANT shall not reassign any individual designated as Key Personnel without the CITY's prior written consent during the period beginning on the date such individual commences performing the Services hereunder, to other functions if doing so would require the alteration or reduction of such individual's contribution to, or involvement with, the Services unless such alteration or reduction is determined to have no negative impact on CONSULTANT'S ability to perform the Services CONSULTANT shall obtain the CITY's prior written consent, which shall not be unreasonably withheld, thirty (30) days, or such shorter time as agreed by the parties, in advance of any assignment of any Key Personnel resulting in the alteration or reduction of time expended by such individual in performance of CONSULTANT's duties under this Agreement. In the event any one of the Key Personnel is reassigned, becomes incapacitated, or ceases to be employed by CONSULTANT and therefore becomes unable to perform the functions or responsibilities assigned to him or her, CONSULTANT shall (i) within forty-eight (48) hours, temporarily replace such person with another person properly qualified to perform the functions of such replaced person, and (ii) within one (1) month provide a permanent replacement of similar skills, knowledge and training who is subject to the prior approval of CITY.

d. Qualified Personnel CONSULTANT agrees that each Consultant Person performing Services in connection with this Agreement shall have the qualifications and shall fulfill the requirements set forth in this Agreement and as specified by the CITY from time to time. For each Consultant Person, to the extent permitted by, and in accordance with, applicable law, CONSULTANT shall conduct routine reference checks (e.g., work experience), verification of education and technical training, and background checks (e.g., felony and misdemeanor conviction check), and any other checks required by law. CONSULTANT agrees that each Consultant Person will be properly trained to perform the Services and is oriented with respect to the policies and procedures of the CITY. The CITY shall not be required to pay any Fees relating to any Consultant Person prior to such time as the training and orientation with respect to such Consultant Person is completed and such Consultant Person commences performing the Services hereunder.

e. Minimum Proficiency Levels. The Consultant Personnel, including the Key Personnel, shall have experience, training, and expertise at least equal to prevalent industry standards applicable to such personnel for their responsibilities in the business in which CONSULTANT is engaged and shall have sufficient knowledge of the relevant aspects of the Services and the CITY's practices and areas of expertise to enable them to properly perform the duties and responsibilities assigned to them in connection with this Agreement. In the event of a breach by CONSULTANT of its obligations with respect to the minimum proficiency levels of Consultant Personnel, CONSULTANT shall promptly take one of the following actions: (i) remove and replace any Consultant Person after receipt of notice from the CITY that such Consultant Person does not meet the required minimum proficiency levels; or (ii) take appropriate action with respect to any such Consultant Person, including, but not limited to, training to bring such Consultant Person's proficiency levels in line with such required minimums.

f. Removal and Replacement. In the event CITY desires the removal or replacement of any of the CONSULTANT personnel, CITY shall notify CONSULTANT in writing. The CITY's decision to request the removal or replacement shall not be arbitrary or capricious in nature and CITY and CONSULTANT agree to work in good faith to minimize any negative impact on the Services caused by the removal. CONSULTANT shall accomplish any such removal within fourteen (14) calendar days after receipt of notice from the CITY and shall promptly replace such person with another person, acceptable to the CITY, with sufficient knowledge and expertise to perform the Services assigned to such individual in accordance with this Agreement. Further, for any Time and Materials services, CONSULTANT will provide a no cost transition period of sixteen (16) hours if CONSULTANT removes a Consultant Person identified as a Key Personnel. If that Consultant Person is the Consultant Project Manager then CONSULTANT will provide an forty (40) hour no-cost transition period. Since the core services are performed under a Fixed Price arrangement which is deliverable based, then no-cost transition periods are not applicable.

8. **No Termination or Suspension of Services.**

Notwithstanding anything to the contrary herein, and even if any problem or other dispute arises between the parties, in no event nor for any reason shall CONSULTANT interrupt or suspend or terminate the provision of Services to the CITY or perform any action that prevents, impedes, or reduces in any way the provision of Services or the CITY's ability to conduct its activities, unless: (i) authority to do so is granted by the CITY or conferred by a court of competent jurisdiction; or (ii) the Project Term of this Agreement has been terminated and CONSULTANT has performed its obligations with respect to a Disentanglement; or (iii) the CITY has failed to pay CONSULTANT undisputed invoices that are past due in excess of sixty (60) days after receiving notice from CONSULTANT of such delinquency. In the event that CITY fails to make such full payment within said 60-day period, CONSULTANT shall grant to CITY an additional thirty (30) days to render full payment provided that CITY requests such additional thirty (30) days.

9. **Force Majeure.**

Neither party shall be liable for, and each party shall be excused from, any failure to deliver or perform or for delay in delivery or performance due to causes beyond its reasonable control, including, but not limited to, governmental actions, fire, work stoppages, shortages, civil disturbances, transportation problems, interruptions of power or communications, failure of suppliers or subcontractors, natural disasters or other acts of God.

10. **Dispute Resolution Process.**

Any dispute, disagreement, claim or controversy between the parties arising out of or relating to this Agreement (the "Disputed Matter") shall be resolved by first having the Project Manager for CONSULTANT and the Project Manager for the CITY meet for the purpose of endeavoring to resolve such dispute. If a resolution to such dispute does not occur during such meeting or within three (3) business days thereafter, the parties agree to elevate the dispute to a meeting of the Steering Committee. If a resolution to such dispute does not occur during such meeting or within three (3) business days thereafter, the parties agree to elevate the dispute to the Managing Director level of CONSULTANT and the Assistant CITY Manager of the CITY. Failing such mutual agreement to resolve the dispute, the parties may pursue any other legal recourse available to it. No formal proceedings for the judicial resolution of such dispute, except for the seeking of equitable or injunctive relief, may begin until the dispute resolution procedure, as described above is completed.

11. **Deliverable Acceptance Process**

In accordance with the deliverable schedule set forth in the SOW, drafts shall be provided, when applicable, of each deliverable prior to formal submittal. The CITY shall review and provide written approval or comments, as appropriate. In general, comments, issues, or sign-off shall be provided within five (5) workdays after receipt of draft. If necessary and so instructed to do so, each deliverable will be revised as appropriate and another draft of the final version submitted within three (3) workdays. The CITY shall respond to resubmitted deliverables within three (3) workdays. CITY holidays are not workdays.

In the event that the CITY fails to respond to a deliverable as required in the preceding paragraph, notice shall be given of such event to the CITY's Project Manager or designee, and Project Sponsor. In the event that no response is received within three (3) workdays thereof, the deliverable shall be deemed to be approved.

A "sign-off" form for the CITY to indicate its approval, disapproval, or other comment shall accompany each deliverable submission. If the CITY and CONSULTANT are unable to come to agreement on the acceptance of a deliverable, the Dispute Resolution Process set forth in this Attachment 1 to Exhibit A will be initiated

12. Payment Milestone Acceptance Process

In accordance with the Milestone payment schedule set forth in the SOW, drafts shall be provided, when applicable, of each Milestone deliverable prior to formal submittal. The CITY shall review and provide written approval or comments, as appropriate. In general, comments, issues, or sign-off shall be provided within five (5) workdays after receipt of draft. If necessary and so instructed to do so, each Milestone deliverable will be revised as appropriate and another draft of the final version submitted within three (3) workdays. The CITY shall respond to resubmitted Milestone deliverables within three (3) workdays. CITY holidays are not considered workdays.

In the event that the CITY fails to respond to a deliverable as required in the preceding paragraph, notice shall be given of such event to the CITY's Project Manager or designee, and Project Sponsor. In the event that no response is received within three (3) workdays thereof, the deliverable shall be deemed to be approved.

A "sign-off" form for the CITY to indicate its approval, disapproval, or other comment shall accompany each deliverable submission. If the CITY and CONSULTANT are unable to come to agreement on individual Milestone acceptance the Dispute Resolution Process of the Professional Services Agreement will be initiated

For Milestones that do not have an associated document deliverable, CONSULTANT shall provide a written notice to the CITY indicating its position that the Milestone has been met. If CITY agrees that such Milestone has been met, then CITY will acknowledge the same in writing

Unless the deliverable submittal is late due to reasons caused by the City or due to a mutually accepted change in project schedule, if a deliverable is more than four weeks late, the payment shall be reduced by 10 percent.

13. CRM System Conditional Acceptance.

Conditional acceptance is granted by the CITY when, as evidenced by the successful completion of User Acceptance Testing in a non-production environment, the Functional Requirements as described in the SOW, in the Requirement Specifications Document, the Design Specification Document, and the Data Integration (Interface) Design are met. Conditional acceptance may be granted notwithstanding the existence of open issues if: (a) the CITY Project Manager determines that none of the open issues significantly impairs the CITY's ability to use the system as defined in the Requirement Specifications Document and Design Specification Document and (b) a mutually agreeable issues work plan is identified to resolve the open issues. Open issues include issues from the User Acceptance Tests, as well as all open test issues on the test incident log, regardless of the type of test.

The CITY and CONSULTANT will then adjust the issues work plan, in accordance with the Project Plan. A course of action to resolve the open issues may include, but is not limited to, completing the fixes during post-production support, utilizing a combination of resources from the CITY and CONSULTANT to complete the fixes, and/or deferring the issue(s) or functionality to a later date

User Acceptance Tests will be completed by the CITY in accordance with the Project Plan. The CITY and CONSULTANT will work in good faith and partnership to come to agreement and completion of the issues work plan. If the CITY and CONSULTANT are unable to reach an agreement on the issues work plan the Dispute Resolution Process in Attachment 1 to Exhibit A will be utilized.

Upon Conditional Acceptance by the CITY, the CRM System may be moved to the production environment

14. CRM System Final Acceptance.

Once Conditional Acceptance of the CRM System has occurred and the CRM System has been moved to the production environment, the CITY shall begin using the CRM System for Productive Use. Final Acceptance is granted by the CITY when. (a) CONSULTANT has resolved assigned issues as defined by the Conditional Acceptance Issue Work Plan. Any issues encountered that have a basis in the Functional Requirements as described in the SOW, in the Requirement Specifications Document, the Design Specification Document, and the Data Integration (Interface) Design which are outside the Issue Work Plan, will be subject to the Warranty provisions of this agreement. Open issues are allowed if: (a) the City Project Manager determines that none of the open issues significantly impairs the City's ability to use the system as defined in the Requirement Specification Document, Design Specification Document and Data Integration (Interface) Design and (b) a mutually agreeable issues work plan is identified to resolve the open issues.

The CITY and CONSULTANT will work in good faith and partnership to come to agreement and completion of the issues work plan. The course of action from the issues work plan may include but is not limited to, completing the fix during post production support, utilizing a combination of resources from the CITY and CONSULTANT to complete the fix, and/or deferring the issue or functionality to a later date. Once the conditional acceptance issues work plan has been completed, the CITY will have 30 days to validate and provide Final Acceptance of the System or notify CONSULTANT in writing of which issues remain open and how the issue does not meet the approved Design and Requirements Specifications. Once the issues work plan from the conditional acceptance has been completed (with the exception of open issues that are allowable as described in the previous paragraph), if the CITY fails to provide Final Acceptance within 60 days then the CITY will no longer be authorized to use OneCITY™ in production until such notification is received. If the CITY and CONSULTANT are unable to reach an agreement on the issues work plan the Dispute Resolution Process will be utilized.

The CITY shall notify CONSULTANT in writing of its Final Acceptance of the CRM System. In no event shall any other action or inaction by the CITY, including the CITY's use of the CRM System in a production environment, constitute Final Acceptance of any portion of the CRM System.

311 Customer Relationship Management and Implementation Services

Attachment 2 to Exhibit A:
Implementation Services Document

Prepared for

The City of Sacramento

Prepared By:

Tier1 Innovation, LLC

OneCity by Tier1 Innovation

Version Control

Version	Date	Author(s)	Comment/Summary of Updates
1.0	3/21/2007	Scott French	Document Creation
1.5	3/26/07	Scott French	Revisions
1.6	3/2707	Scott French	Revisions
1.7	4/9/07	Scott French	Revisions to address Sacramento points
1.8	4/16/07	Scott French	Revisions after April 12th meeting with IT and General Services
1.9/1.10	5/7/07	Scott French	Changes to remove redundancy with PSA
1.11	5/10/07	Scott French	Add the Infrastructure, update proximity search.
1.12	5/14/07	Maria MacGunigal	Updated Proximity Search description
1.13 – 1.15		Scott, Jim, Others	Misc. edits.
1.16	6/1/07	Scott French	Updates to Timeline
1.17	6/4/07	Scott French	Results of Conf. Call with Sandra, Jim, Ryan and Maria.
1.18	6/5/07	Scott French	Updated Schedule to support 2/14/08 Go live.
FINAL	6/6/07		

Distribution

Distribution	Organization
Gina Knepp	CRM City Operator Program Manager – General Services
Malyassa Berry	Contracts Analyst / Labor Compliance Officer – General Services
Ryan Pham	Information Technology Manager, General Services
Jeff McGeorge	Information technology, General Services
Sandra Haslin	Information Technology Application Manager
Jim Boyle	Information Technology Project Management Office
Project Manager	Tier1 Innovation
Mike Jacoby	Tier1 Innovation

Table of Contents

1.0 Product and Services Overview

This Implementation Services Document (ISD) identifies the products and services which will be provided by Tier1 Innovation (Tier1) and the City of Sacramento in the delivery of the 3-1-1/ CRM solution. Project pricing, billing, staffing, methodology and a detailed project plan are included.

1.1 OneCity^{tm} Product

OneCity^{tm} is a Tier1 Innovation licensed product that provides pre-configured functionality specifically designed for local government. Features include:

- Pre-loaded 360 Municipal Service Request Categories and city-defined data capture for each service request type
- Municipal Smart Scripts
- Pre-populated Knowledge Base of Solutions
- ESRI Integration connector to provide address validation and display of the Service Request on a map.
- Duplicate Checking of related Service Requests
- Location centric data/configuration/views
- Directory/Citizen views
- Municipal Reports/Charts (Trend, Aging Analysis by District, Address Analysis, Citizen Analysis reports and charts)
- Connectors and Workflows for integrations to following systems:
  - Hansen (Work Order Mgmt) – Business Services and Workflows
  - Chameleon (Animal Control) – Business Services and Workflows
  - Accela (Work Order Mgmt) – Business Services and Workflows
- Citizen Portal (eService) to enable citizen self service via the City's web site to add service requests, check status of requests and look up frequently asked questions. (Note, while the City is acquiring the license now, the Citizen Portal is to be implemented in Phase 2.)

1.2 Implementation and Integration Services Scope for Phase 1

Tier1 Innovation, LLC ("Tier1") is contracted to deliver to the City of Sacramento a Citizen Relationship Management ("CRM") solution. The following components are included:

- Installation of Siebel Software for 32 named users (City has procured the Siebel software separately)
- Tier1 Innovation integration services which include project management, design, configuration, testing, training and deployment of the Siebel software CRM solution and Tier1 OneCity^{tm} application for these 32 users.

Phase 1 includes the following functions:

- **Comprehensive Call Center Solution** in support of City Operator and supporting management and agencies – this includes loading and setting up all software (Siebel and OneCity^{tm}), confirming City process flows, configuring basic changes into OneCity^{tm}, tailoring views for specific user groups within the City, setting security and all system parameters. This also includes comprehensive testing, and deployment.
- **Knowledge Base Solution** – Establishment of City Knowledgebase. Tier1 will set up software and provide leadership and support to enable the City to populate the KB.
- **Integration with City Operational Systems**
  - **ESRI** – address validation and to plot a Service Request on a map. Will also pull into Siebel geo-spatial reference information including districts, city office locations, and elected officials
  - **Integration to General Services 7i system** – an interface will be designed and implemented to move service requests to the 7i system and to received updated status from the 7i system.
- **Dispatch Board** – implementation of Siebel's Field Service module. The dispatch board will be activated and deployed in support of the City Operator Dispatch function.
- **Work Flows and Assignment Rules** – configuration of work flows to trigger automated integration to the 7i system, automated escalation and automated assignments
- **Report and Charts Dashboards** – Will turn on existing OneCity^{tm} and Siebel Charts and Reports in support of the City Operator Requirements
- **Training** – Develop training program and materials and conduct training for all 32 users working alongside City personnel using a Train-the-Trainer approach.
- **Project management, business analysis and testing** – In addition to the technical solution, Tier1 Innovation will provide project management, business analysis and testing specialist support to the project.

1.4 Price

This ISD documents the details for Phase 1. The Phase 1 CRM/3-1-1 project cost is a fixed fee price of $486,127 and can be allocated between OneCity and Tier1 services as follows

- **OneCity^{tm} License Fee** - One time fee for unlimited usage of OneCity^{tm} - $175,000
- **Phase 1 Implementation Services** for scope of solution defined above - $311,127 including all travel expenses.

1.5 Phase 1 Staffing Plan

Start Date (Monday)	6/25/2007	Total Weeks in Project	33
Hours Per Week:	45	Project End Date (Friday)	2/14/2008

			Tier1 Innovation Team			City Team						
STAGE	WEEK	Week Ending (Saturday)	Quality Assurance	OneCity Techncial Lead (BA, Config, Integration)	OneCity Config/ Integration	Project Manager	System Admin & KB Coordinator and input	Trainer	ESRI/MAD Integration Support	7i Integration Support	Executive Sponsor / Steering Committee	IT Technical Support (Recommended OJT to ensure ongoing support)
Project Definition	1	30-Jun		40		PT					PT	Training
Discovery	2	7-Jul	8	40		PT	PT		PT	PT	PT	FT
Discovery	3	14-Jul		40		PT	PT		PT	PT	PT	FT
Discovery	4	21-Jul		40		PT	PT		PT	PT	PT	FT
Discovery	5	28-Jul		40		PT	PT		PT	PT	PT	FT
Discovery	6	4-Aug	8	40		PT	PT		PT	PT	PT	FT
Design	7	11-Aug		40		PT	PT		PT	PT	PT	FT
Design	8	18-Aug		40		PT	PT		PT	PT	PT	FT
Design	9	25-Aug		40		PT	PT		PT	PT	PT	FT
Design	10	1-Sep		40		PT	PT		PT	PT	PT	FT
Design	11	8-Sep		40		PT	PT	PT	PT	PT	PT	FT
Design	12	15-Sep	8	40	40	PT	PT	PT	PT	PT	PT	FT
Configuration	13	22-Sep		40	40	PT	PT	PT	PT	PT	PT	FT
Configuration	14	29-Sep		40	40	PT	PT	PT	PT	PT	PT	FT
Configuration	15	6-Oct		40	40	PT	PT	PT	PT	PT	PT	FT
Configuration	16	13-Oct		40		PT	PT	PT	PT	PT	PT	FT
Configuration	17	20-Oct		40		PT	PT	PT	PT	PT	PT	FT
Configuration	18	27-Oct		40		PT	PT	PT	PT	PT	PT	FT
Config/Validation	19	3-Nov		40		PT	PT	PT	PT	PT	PT	FT
Config/Validation	20	10-Nov		40		PT	PT	PT	PT	PT	PT	FT
Config/Validation	21	17-Nov		0		PT	PT	PT	PT	PT	PT	FT
Config/Validation	22	24-Nov		40		PT	PT	PT	PT	PT	PT	FT
Config/Validation	23	1-Dec		40		PT	PT	PT	PT	PT	PT	FT
Config/Validation	24	8-Dec		40		PT	PT	PT	PT	PT	PT	FT
Config/Validation	25	15-Dec		40		PT	PT	PT	PT	PT	PT	FT
Config/Validation	26	22-Dec		0		PT	PT	PT	PT	PT	PT	FT
Config/Validation	27	29-Dec		40		PT	PT	PT	PT	PT	PT	FT
Config/Validation	28	5-Jan	8	40		PT	PT	PT	PT	PT	PT	FT
Validation	29	12-Jan		40		PT	PT	PT	PT	PT	PT	FT
Validation	30	19-Jan		40		PT	PT	PT	PT	PT	PT	FT
Validation	31	26-Jan		40		PT	PT	PT	PT	PT	PT	FT
Validation	32	2-Feb		40		PT	PT	*FT*	PT	PT	PT	FT
Validation/Deployment	33	9-Feb		40		PT	PT	*FT*	PT	PT	PT	FT
Deployment	34	16-Feb		40		PT	PT	PT	PT	PT	PT	FT
			32	1280	160							

Cost for Tier1 Services inclusive of incidentals and travel: $311,127

Note - Tier1 is performing services on an Fixed Price basis so hours will be more or less these shown

Note - This schedule is considered conservative and the City and Tier1 will work to explore the possibility of creating which enables an earlier Go Live

1.6 Billing Milestones

Project Stage Completion	Milestone	Estimated Week Ending***	Billed Amount
Project Definition	Project Charter and Project Plan	Week 1	$21,000
Project Discovery	Install Siebel* Install OneCity** Training Plan	Week 2	$175,000
Project Discovery	Requirements Specification Architecture Assessment and Backup Strategy	Week 6	$46,000
Design	Design Specification, including integration plan	Week 12	$90,000
Configuration	Configuration Review Report Acceptance Test Plan	TBD	105,000
Validation	Accepted System Certificate Deployment Plan	TBD	30,000
Deployment	Trained Users and Deployed System Certificate	TBD	19,127
Total			**$486,127**

* - Siebel was purchased outside of this agreement.

** - OneCity will be billed after installed

*** - Billing Milestones are triggered by City Accepted Deliverables which may occur earlier or later than the weeks shown.

Billing terms are Net 30

1.7 Period of Performance

- Phase 1 will be completed within 5 months of project start.

2.0 Scope of Services

Tier1 Innovation is implementing a 3-1-1 CRM solution for the City of Sacramento. The product and services being provided include Tier1 Innovation's OneCity solution and related implementation services required to deploy Phase 1 of the City's CRM solution.

2.1 Change Control Process

The Change Control process described in Attachment 1 of Exhibit A of the Professional Services Agreement will be followed during the project.

2.1.1 Change Request Authorization Form

Date: ____________________

Request #: ____________

Client Name:	**City of Sacramento**
Client Administrator:	**<Name>**
Project Name	**CRM Project**

Change Description

____
____
____
____
____
____

Change Justification

____
____
____
____
____

Revised Project Plan

Change Request Budget Hours Estimate: ______________

Change Request Budget Cost Estimate: ______________

Change Request Estimated Completion Date: ______________

It is hereby agreed the price for the work specially identified for this change request will be: $ ______________.

Professional Services Agreement/Acceptance

The work described in this Project Change Request Agreement will be done under the general terms and conditions outlined in the Tier1 Innovation, LLC "Professional Services Agreement". Any exceptions to the Professional Services Agreement are noted in this Project Change Request Agreement.

Customer to sign below as authorization to proceed with the work and adjust the project planning documents.

City of Sacramento Authorized By: ______________________________

Signature: ______________________________ Date: ______________

Tier1 Authorized By: ______________________________

Signature: ______________________________ Date: ______________

2.2 Tier1 Resources

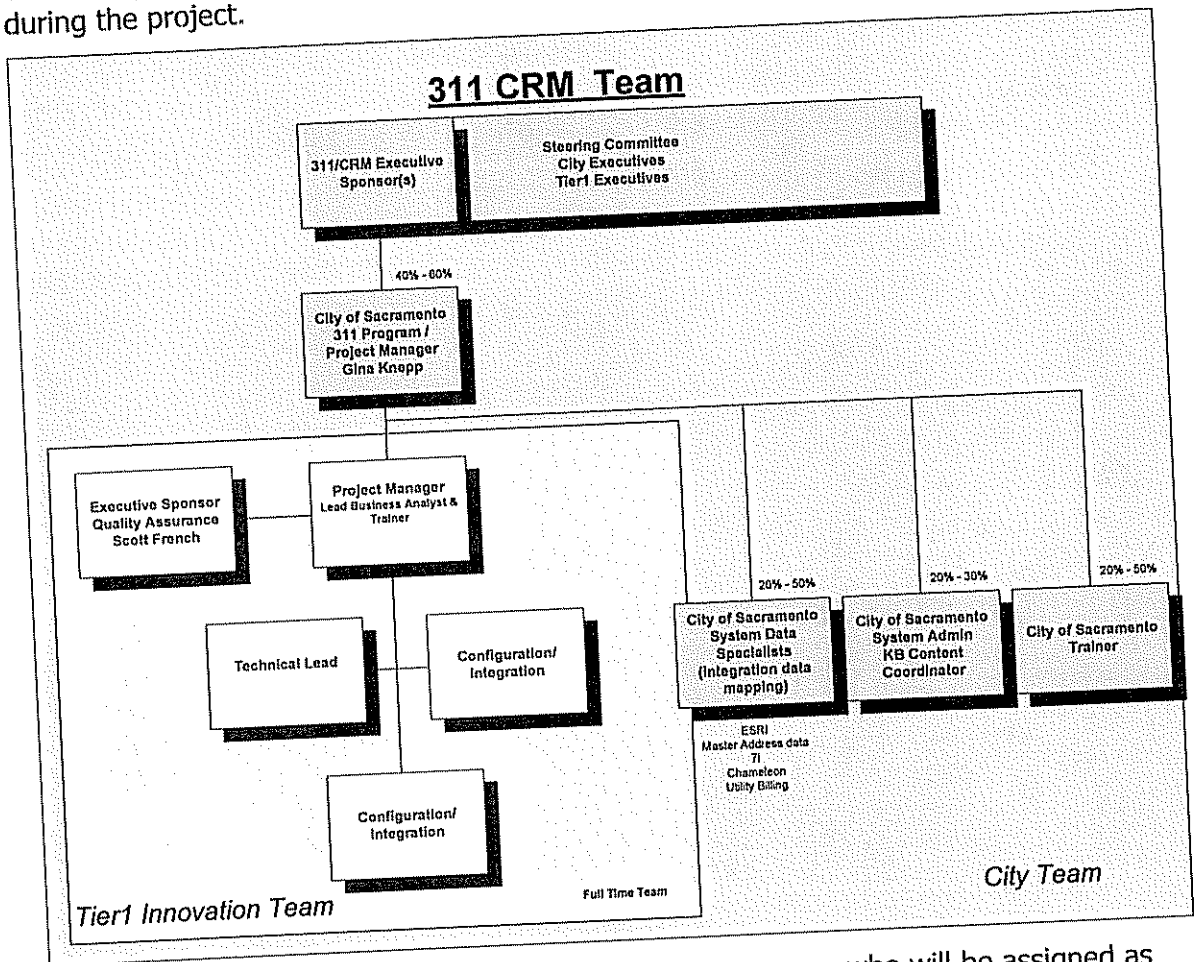
Tier1 will staff the project with four primary roles:

- Project Manager/ Business Analyst/ Trainer
- Technical Lead / Configuration Specialist and Integration Specialist
- Configuration Specialist / Integration Specialist
- Quality Assurance Manager

In addition, Tier1 will assign Scott French, Vice President of Public Sector as its Executive Sponsor to participate during Steering Committee meetings and to be Tier1's escalation point for project issues. Tier1 may use additional resources as required to accomplish Tier1 obligations as described in this Statement of Work.

2.3 City of Sacramento Resources

The CRM project will be a collaborative effort between the City and Tier1 Innovation. City personnel are required in order to provide requirements and design direction, knowledgebase content, data mapping with other systems being integrated with and overall City management of issues. Following are the key City positions to be provided during the project.



Project manager – The City will provide a project manager who will be assigned as Tier1's point of contact for routine tasks, issue resolution, coordinating City resources and meetings and overseeing all City tasks.

Executive Sponsor(s) and Steering Committee – The City will appoint a business user as the sponsor for the project who will coordinate all process improvements, review and signoff of all deliverables requiring user/functional signoff and directing key decisions. The City will agree to regular Steering Committee meetings where status and issues will be presented by Tier1 project management. The Steering committee will have the authority to make financial decisions should that be required.

Knowledge Base Coordinator / Ongoing System Administrator – The City will supply a point of contact for all knowledgebase content. This person will coordinate gathering of content from agencies within the project plan and will input or delegate the input of all content. Tier1 Innovation will provide guidance throughout the process. Also, this person is often the same person who performs ongoing system administration (i.e., the "super user") of the system.

City Trainer – Tier1 is following a "train the trainer" model. As such, Tier1 will be training a City trainer who will serve as the ongoing trainer for the City. The City shall provide an experienced trainer who will work alongside Tier1 personnel to develop the training curriculum, and will conduct training. Tier1 will prepare the training materials and will be present at all training sessions prior to deployment of Phase 1. The Tier1 trainer will work side-by-side the City Trainer until the system is deployed. Once deployed, the City will have the ability to conduct ongoing training themselves.

IT/Integration Data engineers – The City will provide technology personnel to assist in performing integration with other systems. These persons will perform data analysis and will work alongside Tier1 Innovation personnel to map data between Siebel and the City system which is being integrated with. These persons will also perform all programming to move data in/out of the other system. Tier1 will provide all Siebel-side programming for integrations.

Ongoing maintenance positions of City

By conclusion of the project, the City will assign a User System Administrator and an IT System Administrator who will own responsibility for ongoing maintenance and support of the system.

User System Administrator – a part-time role and sometimes referred to as a "super user" who administers all system values, updates Smartscripts, updates and generates reports and serves as the Call Center managers go to person for enacting policy within the system. This person is commonly the same person who drives the Knowledgebase set up during the project.

IT System Administrator – recommended full-time position. Technology person who is proficient in Siebel. Ensures backup processes are followed, responds and resolves any issues, maintains integrations and implements minor enhancements.

2.4 OneCity^{tm} – Functionality

OneCity^{TM} functionality is described in Appendix A.

2.5 Phase 1 Functionality

Tier1 Innovation, LLC ("Tier1") is contracted to deliver to the City of Sacramento a Citizen Relationship Management ("CRM") solution which meets the requirements of RFP PO61311013 unless specifically addressed in the contract or this document. The following components are included:

- Installation, configuration, testing and deployment Siebel Software for 32 named users. Siebel Software has been purchased by the City outside of this agreement
- Tier1 Innovation OneCity solution as described in Appendix A
- Tier1 Innovation integration services which include project management, design, configuration, testing, training and deployment of the Siebel software CRM solution and Tier1 OneCity application

2.5.1 Comprehensive Call Center Solution

Features include:

- Ability to accept Information and Referral and calls requesting services.
- Immediate views of CSRs hot activities.
- Scrolling news banner (easily modifiable by the CITY OPERATOR management team).
- Knowledge base to address Information and Referral calls.
- Flexible hypertext entry and query capabilities (by virtually any data element combination as well as imbedded text).
- Ability to view all or partial issues by location or by citizen with a few clicks.
- Automated workflow and escalation notifying managers of changing status or past due activities.
- Ability for users to change their screens so CSRs can create the view that fits their specific needs.
- Smart scripting to lead new CSRs through the intake process.
- Time stamping and detailed activity tracking.
- Ability to attach an electronic file to the service request or case.
- Ability to relate cases together so when the master case/request closes, all cases/requests are closed.
- Built in charting and reporting so managers can quickly obtain their needed reports without the need for an outside tool.

2.5.2 Knowledge Base Solution

- Knowledge base including the City Directory and content required to look up answers to questions and standard processes and information
- Work with City to establish strategy for maintenance of content
- Load content into Siebel Solution data base

2.5.3 Integration with City Operational Systems

- **Address and ESRI integration**

  Address Validation

  Address validation will be implemented by utilizing existing Master Address (MAD) database City Web Services and geocoding functions to verify valid addresses at the time of address entry by CSR. A standardized address string will be provided to the existing Master Address (MAD) City Web Service and a standardized address string will be returned with an X, Y coordinate and MAD ID for each valid address. The X, Y coordinate and MAD ID will be stored in the Seibel CRM Database. Addresses that do not validate through this process will have an option to override and allow the operator to complete the transaction. All addresses that are overridden will be flagged and a process for reconciliation will be determined during the design phase of this project. Partial address entry multiple choice selection is not an existing function of the City GIS Web Services. This function will be developed through table look-ups by Tier1 directly in the MAD tables. The function will cause a pop-up box to appear so the CSR can select the correct location. (For example if the user enters: "100 Main", the system will display "100 Main Street" and "100 Main Avenue" for selection.) The City will entertain the option of expanding the existing Services to include this function if it is determined feasible in the design phase of this project.

  Pin Point Issue on Map – plot the Service Request location from X, Y coordinates stored within the CRM business tables on a map and display the map within Siebel.

  Geo-Spatial Data – Service Request overlay functions will be implemented by utilizing existing City Web Services functions to request data from City published SDE datasets based on the location of the service request. Addresses must have been verified correctly and received a valid X, Y coordinate and MAD ID (see address Validation Section above) for this function to work. A standardized string will be returned with the overlay characteristics/Geo-spatial attributes such as council district, trash district etc... specific overlays will be determined in the design phase of this project. Addresses that do not validate and are unable to complete the overlay process will have an option to override and allow the operator to complete the transaction. All SR' that are overridden will be flagged and a process for reconciliation will be determined during the design phase of this project.

Proximity checking for Duplicate or Related SRs – Automatic matching of SRs (Relates SRs together) by Type, Sub-Type, Address, and identified timeframe per SR Type. Proximity matching will be implemented. Proximity matching will identify potential duplicates by geographic location (i.e. X, Y coordinates stored in the CRM tables) . For example, if SRs with similar types, subtypes, and timeframes are entered for 12th and Main, 1200 Main and 1175 Main, those three would be identified as potential duplicates. City-developed GIS services will furnish geographic points using address information (see address Validation Section above). Tier1 will use those points (i.e. X, Y) coordinates to determine proximity for calls with existing X,Y coordinates stored with records within the CRM database. .A joint work plan will be developed at the time this integration is addressed in the Requirements Specification document that will include roles and responsibilities of the Tier1 team and the IT GIS team.

Integration to 7i system – an interface will be designed and implemented to move service requests to the 7i system and to receive updated status from the 7i system. 7i is used by the General Services and Transportation Departments.

2.5.4 Dispatch Board

Implementation of Siebel's Field Service module. The dispatch board will be activated and deployed in support of the City Operator Dispatch function.

2.5.5 Duplicate Identification

The system will automatically identify potential duplicate issues at the time of entry for both citizens and locations. The CSR will have the option to indicate this is an additional call for the service request or create a new service request.

2.5.6 Workflow and Data Setup

Phase 1 includes the definition of the City's categories, sub-categories and additional data elements to be captured and then loaded into Siebel. The user/security hierarchy, which defines screens and views allowed for each user of the system, will also be setup. Also basic workflow will be documented and set up in Siebel to manage the routing of issues and escalation to City Operator managers and/or other administrators.

2.5.7 Reporting

Core Siebel and OneCity reports and charts will be turned on to provide the reporting needed by the CITY OPERATOR management and key Departments. Custom development reports or modification of existing reports is not included in this phase.

Out of the box the Tier1/Siebel Municipal CRM solution provides over 400 charts and reports including the follow performance reports

Aging Analysis by Status	Category Analysis
Aging Analysis by Priority	Category Version Analysis
Aging Analysis by Category	Severity and Priority Analysis
Aging Analysis by District	Status Analysis by Owner
Aging Analysis by Keyword	District Analysis
Aging Analysis by Severity	Keyword Analysis
Closed Service Requests by Owner	Sub-Category Analysis
Closed Service Requests by Category	Symptom and Resolution Analysis
Keyword Sub-Category Analysis	Trend Analysis By Status
Customer Analysis	Trend Analysis by District
New Service Requests	Trend Analysis by Category
New Service Requests by Owner	Trend Analysis by Keyword
New Service Requests by Category	Trend Analysis by Severity
Category Analysis by Owner	Trend Analysis by Source

2.6 Phase 1 Implementation and Integration Services

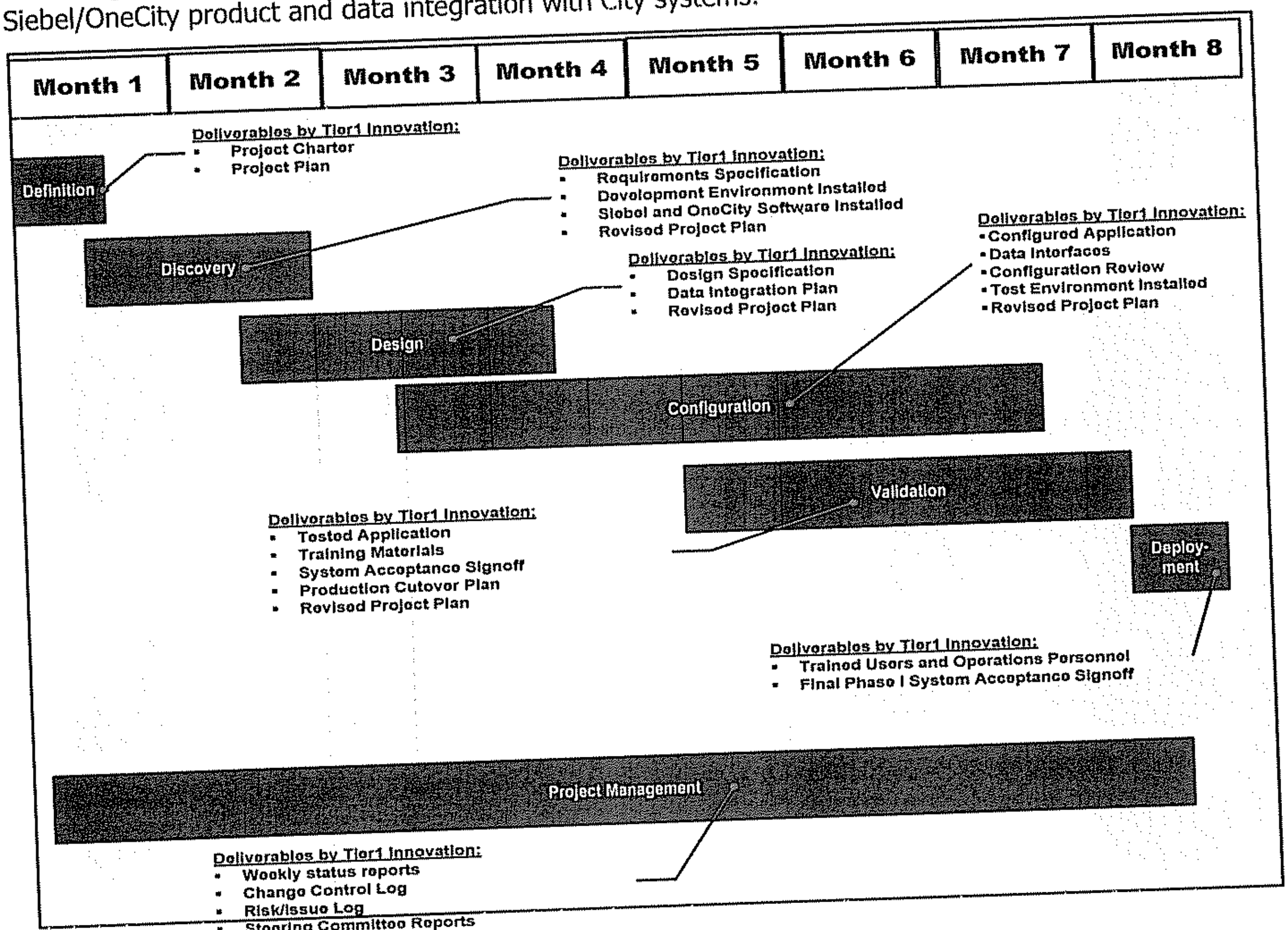
Tier1 Innovation will provide a team of OneCity and Siebel specialists who will install, implement, test, and deploy the Phase 1 solution. Tier1 will maintain an onsite presence throughout Phase 1. Tier1 will provide a named full-time project manager as the primary point of contact. Tier1 Innovation will perform the following services during Phase 1.

- Project management and oversight
- Siebel and OneCity software installation
- Requirements definition and process analysis
- OneCity configuration
- Integration services (ESRI/MAD and 7i)
- Data/user set up
- Mentoring of City personnel in the set up data and management of the system.
- Validation/Testing
- Training
- Deployment

Tier1 services are described in detail in the next section.

2.7 Phase 1 Implementation Tasks, Timeline and Methodology

Tier1 will utilize its ***eRoadMap*** Implementation Methodology during the project. For each phase, Tier1 will follow the stages which are depicted below. Tier1's approach includes working with the City to confirm requirements during the Project Definition and Discovery stages. Based on the requirements, Tier1 will conduct a high-level design of the configuration required and will then configure and develop the enhancements to the Siebel/OneCity product and data integration with City systems.



The project schedule shown above is deemed to be conservative and Tier1 and the City will explore options to shorten the schedule to enable an earlier deployment of the system. . Each of the stages of the Tier1 Implementation Methodology are briefly described below:

2.7.1 Project Definition Stage

During the Project Definition Stage, project stakeholders will be identified and the roles and responsibilities of project resources will be communicated to stakeholders. The project control structure needed to manage the project is defined, all required project planning documents created, and the City of Sacramento's business issues and requirements and the metrics that will be used to measure the project success are validated. The Project Definition Stage establishes the fundamental project boundaries. The purpose of this stage is to precisely define the scope of the project (objectives and high-level functional requirements), define the detailed approach, and create the detailed project work plan.

Stage Deliverables:

Project Charter – to be reviewed and approved by the City

Contents:

- Summary of Project Objectives
- Measures of Success
- Project Scope
- Deliverables
- Testing Approach
- Acceptance Criteria
- Exclusions
- High-Level Timeline
- Project Organization and Roles
- Project Control Strategies
- Issue Management
- Quality Assurance
- Change Control
- Support Plan
- Assumptions
- Approvals

Project Plan – to be reviewed and approved by the City

Contents:

- Identifies:
    - Stages

- Activities
- Tasks
- Resources (both City and Tier1 Innovation)
- Duration
- Timeframe
- Task dependencies
- Project milestones.
- Approvals

2.7.2 Discovery Stage

The Discovery Stage is the stage during which user needs are explored and both the user, business analyst, visual design, and configuration teams acquire a detailed understanding of what functionality the implemented solution should provide. Within this process, the Requirements Specification is created which states the requirements, commits the requirements to writing and is analyzed by several members of the project team. During this period, the visual design team conducts a usability study outlining primary and secondary web interface users and compiles its findings into use-case scenarios. These scenarios drive the development of a graphical user interface of the system. The configuration team will develop an understanding of the business problem and rules, with the goal of achieving client sign-off.

This stage also includes installation and set up of the Development environment including loading Siebel software and the OneCity software.

Finally, another key component is the development of the Training Plan to identify and gain City approval of the courses, curriculum, materials, logistics and timing of all training that is delivered immediately before deployment.

Stage Deliverables:

Requirements Specification – to be reviewed and approved by the City

Contents:

- Functional Requirements
- Use Case Scenarios
- Reporting Requirements

- Operational Requirements
- Data Requirements
- Technical Requirements
- Knowledgebase Requirements and Plan
- Documentation Requirements
- Target Software Identification (Siebel Applications and modules)
- Approvals

Interface Specification – to be reviewed and approved by the City

- Interface requirements
    - 7i
    - ESRI
- Data conversion requirements if applicable

Installed Siebel and OneCity Software

- Development Environment Established
- Installed Siebel Environment
- Installed OneCity

Revised Project Plan – to be reviewed and approved by the City

Contents:

- Identifies revised:
    - Stages
    - Activities
    - Tasks
    - Resources (both client and Tier1 Innovation)
    - Duration
    - Timeframe
    - Task dependencies
    - Project milestones
- Approvals

Training Plan – to be reviewed and approved by the City

Contents:

- Training Approach document
- Logistics document – class schedule, length of training, class size, curriculum, trainers, supporting technology, training data
- Approvals

2.7.3 Design Stage

The Design Stage is the stage during which technology recommendations are made, software architecture documents are created and data models, data dictionaries, visual design comps and the data setup plans are created. The main objectives of this stage are to design a solution that will best meet the City of Sacramento's identified business requirements and to prepare for training and system test.

All Siebel/OneCity enhancements (i.e. configured changes) are designed during this Stage. In addition the system integrations for this Phase are designed in detail. See Section 6 for more detailed description of system integration design and development activities.

Stage Deliverables:

Design Specification(s) – to be reviewed and approved by the City

Contents:

- Identifies:
  - Responsibility matrix (details the screens, views available based upon individual user responsibilities)
  - Data models
  - Screen, View, Applet, Business object definitions
  - Business rules
  - Reports
  - Specifications for any custom software development required
  - Unit, Integration, and System Test Plans
- Approvals

Data Integration (Interface) Design – to be reviewed and approved by the City

Contents:

- Identifies:

- Interfaces (to Legacy systems and complimentary systems)
    - Specification for each data integration with the system
- Approvals

Revised Project Plan – to be reviewed and approved by the City

Contents:

- Identifies revised:
  - Stages
  - Activities
  - Tasks
  - Resources (both client and Tier1 Innovation)
  - Duration
  - Timeframe
  - Task dependencies
  - Project milestones.
- Approvals

Note that there are often several Design documents, for distinct sub-systems and when multiple designers are working on multiple sub-systems. Each one, and all of them as a whole, will be approved.

2.7.4 Configuration Stage

The Configuration Stage is the stage during which the specific solution, that meets all the City's Phase 1 requirements, is built. The Design Specifications created in the prior stage is the basis for the work performed during this stage. This stage will consist of configuration to the application and the development or enhancement of any external interfaces and conversions. During this stage, the City's Test environment implemented and made ready for final end to end testing which occurs during the Validation Stage.

Integration approach – Please see Section 6 for a detailed description of the integration approach from Discovery through Deployment.

Stage Deliverables:

Configured Application – to be reviewed and approved by the City

Contents:

1. All functional systems, sub-systems, modules
   - Ready for User Acceptance Testing
2. All documentation:
   - Training Materials
   - User documentation
   - Operations documentation
3. Approvals

Data Interfaces – to be reviewed and approved by the City

Contents:

1. All functional systems, sub-systems, modules
2. Approvals

Configuration Review – to be reviewed and approved by the City

Contents:

1. Documented Results of Configuration Review
2. Documented implementation of Configuration Review change recommendations
3. Approvals

Test Environment Installed

- Test environment
- Siebel and OneCity installed
- Test database established

Revised Project Plan – to be reviewed and approved by the City

Contents:

1. Identifies revised:
   - Stages
   - Activities
   - Tasks
   - Resources (both client and Tier1 Innovation)
   - Duration

- Timeframe
- Task dependencies
- Project milestones.

2. Approvals

2.7.5 Validation Stage

The Validation Stage is the stage during which the product is tested against the functional requirements that were identified in the Discovery Stage. The Validation Stage includes integration test, systems test and user acceptance test. Additionally, end user materials are developed during this stage.

Tier1 will conduct comprehensive testing of solution to ensure it meets City requirements. Testing will include an end-user Acceptance test which will be accepted by the City prior to deployment.

Testing Approach

Within each Phase, Tier1 will perform its own testing of the entire system. Tier1 will then engage City personnel to conduct User Acceptance Testing. Only upon the City's acceptance of this process will the Deployment of the system commence.

Numerous kinds of tests are performed against a OneCity/Siebel system, depending on the client's requirements and the nature of the application itself, depending on criteria such as number of users, critical performance characteristics, etc.

While Tier1 Innovation typically recommends many of these tests on each implementation, the exact details of the testing of the City CRM system will be determined jointly with the City during the Project Definition Stage.

- **Unit Testing.** Developers test their code against predefined design specifications. A unit test is an isolated test that is often the first feature test that developers perform in their own environment before checking changes into the configuration repository. Unit testing prevents introducing unstable components (or units) into the larger system.
- **Integration Testing.** Validates that all programs and interfaces external to the Siebel application function correctly. Sometimes adding a new module, application, or interface may negatively affect the functionality of another module.
- **Regression Testing.** Code additions or changes may unintentionally introduce unexpected errors or regressions that do not exist previously. Regression tests are executed when a new build or release is available to make sure existing and new

features function correctly.

- **Usability Testing.** User interaction with the graphical user interface (GUI) is tested to observe the effectiveness of the GUI when test users attempt to complete common tasks.
- **System Testing.** System testing is a complete system test in a controlled environment. Both users and IT organization are involved to assess the system's readiness for general release.
- **User Acceptance Test (UAT).** Users test the complete, end-to-end business processes. Functional and performance requirements are verified to make sure there are no user task failures and no prohibitive system response times.
- **Stress Testing.** This test identifies the maximum load a given hardware configuration can handle. Test scenarios usually simulate expected peak loads.

Training Materials Development

During this stage, all training materials will be developed and made ready for training which will be delivered during the next stage. See detailed descriptions of the training approach in the next stage description.

Acceptance Testing Plan and Approval

Tier1 will develop a mutually acceptable Acceptance Test Plan which the City will follow under Tier1 direction to verify that the system meets the requirements and is ready for deployment.

An additional key deliverable during the project is the System Acceptance Certificate. This deliverable is a certificate that the City is to Sign off on upon the conclusion of the Validation Stage (Systems Testing) of the project. Approval of this Certificate indicates that the City is ready to proceed with the Deployment Stage. Tier1 then submits a final System Acceptance Certificate after successful deployment. The City's acceptance of this deliverable indicates the final acceptance of the now operational system.

Stage Deliverables:

Acceptance Test Plan

Contents:

- Test Cycles mapped to functional requirements
- Test conditions
- Test data requirements

- Testing logistics and assignments

Tested Application (System Acceptance Certificate) – to be reviewed and approved by the City

Contents:

- All functional systems, sub-systems, modules
  - Ready for User Acceptance Testing
- All documentation:
  - Training Materials
  - User documentation
  - Operations documentation
- Approvals – ***Note:*** *This approval indicates acceptance by the City of all deliverables, especially the delivered application, and indicates that the City agrees that the application is ready for production deployment.*

Production Cut-Over Plan – to be reviewed and approved by the City

Contents:

- Includes:
  - Tasks
  - Personnel
  - Schedule
- Approvals

Training Materials

- Trainer guides
- Training data set up
- User materials

Revised Project Plan – to be reviewed and approved by the City

Contents:

- Identifies revised:
  - Stages
  - Activities
  - Tasks
  - Resources (both client and Tier1 Innovation)
  - Duration

- Timeframe
- Task dependencies
- Project milestones.
- Approvals

2.7.6 Deployment Stage

The Deployment Stage transitions the solution from the development/test environment to production pilot (or beta) to full deployment. During this stage the users will be trained, the project team will complete any final configuration and tuning based on feedback provided during the pilot and production deployment, and the system will be transitioned to operations.

The City Trainer and Tier1 Innovation Trainer will train the end-users on the system and will provide personal one-on-one knowledge transfer for City technical personnel to ensure they can support the system upon implementation. Our goal is to make our clients self sufficient as soon as possible.

Training Approach

Tier1 will be responsible for the development of training materials and execution of a Train the Trainer strategy (working with City trainer to train all users of the system). Tier1 does require a City Trainer to be assigned to the project who will consult Tier1 on the training approach and all material preparation, logistics

There are three Tracks of Training we have proposed:

Track 1: Siebel product training

- We recommend that City personnel attend Siebel University before or during the early stages of the project. This is a great vehicle for our client's information technology personnel and lead user administrators to obtain the deep skills in the Siebel product.

Track 2: Project specific training program

- Tier1 Innovation will develop a tailored training program to train all City users. We are highly experienced doing this for our clients and bring standard courses to the project and will be working alongside City trainers to tailor the course around City best practices, schedules, employee policies and change impact on the project. The project specific training program is described below.

Training Plan – User and Technical

During the Discovery Stage of the project, a training plan specific to the City of ***Sacramento*** requirements will be developed by working side-by-side City Call Center and other management. We will tailor the approach to fit your specific requirements and to address your specific concerns. The training plan will be approved by the City.

One of Tier1 Innovation's core philosophies is to ensure that the customer's organization is fully enabled, readied, and trained to assume control and ownership of the system at the end of the project. To accomplish this goal we employ several approaches:

- train-the-trainer
- knowledge transfer
- joint teams
- documentation

Tier1 will prepare the Training Approach document during Discovery. The Training Approach will spell out, in detail, the exact training plan, documentation approach and knowledge transfer plan. The Training Approach Document will be submitted, reviewed and approved by the City before proceeding.

End-User Training

Tier1 will **train the end-users** on the system and will provide personal one-on-one knowledge transfer for City technical personnel to ensure they can support the system upon implementation. Our goal is to make our clients self sufficient as soon as possible.

Tier1 includes comprehensive testing and training activities to ensure the system operates as designed and that the end-users are well equipped to begin using the new system. Tier1 will conduct the following training/knowledge transfer activities:

- **Train Call Center Personnel** – Train the call agents/CSRs (i.e. users) on the new call center functions and features.
- **Train Call Center Management Team** – Train the Call Center administrators, supervisors, office managers and specialists on unique functions available to them including reporting and the news banner update function.
- **Administrators** – Administrators, City Executives and other City leaders will be trained how to look up issues, update status, create reports and

charts, and do basic input of issues that they capture.

- **Systems Administrator** – One-on-one systems administrator training will be conducted to train the designated administrators. Tier1 will also advise the City about Siebel courses that may be available for the administrator.

Tier1 will prepare a training approach document that includes the goals, agenda, topics, etc. for each training course. This will facilitate the scheduling and identification of trainees for each course. Each course will include basic training materials and will consist of classroom as well as actual usage of the system to learn the new application.

The Tier1 Team will deliver train-the-trainer sessions on-site at a ***Sacramento*** location. Our strategy includes custom materials development, using small class sizes, and segmentation by function to ensure that training is well-timed within the overall project work plan. Tier1 will maintain progress of the trainers' effectiveness and proficiency in delivering the training and will provide refresher sessions if necessary.

iHelp

A new feature in Siebel is iHelp which is an interactive, real-time training assistant that guides the system user through the entry of a transaction and other system functions. Tier1 has included set up of iHelp for core service request intake functions.

Materials Development

The Tier1 Team develops training materials to support user training, customized to the City's business needs. Packets will include the following, depending upon the City's preference:

- A participant manual, with screen shots and step-by-step instructions
- A set of overhead transparencies and digital PowerPoint slides
- A set of exercises and/or case studies
- A "tips and tricks" guide for local trainers with notes about ongoing training/support

Materials will be made available in .PDF format for the City to keep on their field devices and for printing as desired.

Class Size and Approach

Tier1 trainers will deliver user training at the ***Sacramento*** locations. We propose a 1-day class (conducted multiple times), customized for ***Sacramento*** operations, with a maximum of 10 students per class, so individual attention is maximized. Tier1 will training ***Sacramento*** trainers and "super users" who will in turn deliver remaining user training. Tier1 will participate in all pilot training to ensure the City trainers are proficient and that the quality of the training is maximized.

End User Training Team

The End User Training team (Tier1 team with City trainer participation) is responsible for creating the training curriculum, developing CBT (Computer Based Training) media, developing the instructor (train-the-trainer) and end user training materials, as well as delivering the training. This team works closely with the Technical team in the execution of the Siebel deployment. City personnel are expected to augment this team as necessary for on-going training requirements. Tier1 will take the lead throughout the pilot. Sufficient and effective end user training is critical to the success of the Siebel deployment.

Technical Training

Tier1 has a comprehensive plan for performing technical knowledge transfer. Our philosophy is that the best way to ensure adequately trained technical personnel when the project is over, is to involve them in a "hands-on" role throughout the project. Tier1 recommends that the City identify its technical lead at the beginning of the project. Tier1 will incorporate them into the work plan and will provide mentoring throughout the project. We recommend that City personnel attend Siebel training courses. Many classes are held in California. Siebel classes will teach them the inner workings of Siebel and how to maintain and support it. In addition, Tier1 will provide organized training and documentation. The document on the facing page is one example of the Reference Guide given to a client.

Tier1 will also work with City IT personnel to develop a transition plan. The plan will address all aspects of technical support – administration, operations, problem investigation and resolution, integrations, etc. – and identify the Tier1 person in charge through "go live" and the City person who will take over each respective area. The date and approach for transition will also be identified. Tier1 will provide detailed documentation as previously described.

Track 3: Personal mentoring and knowledge transfer

- Tier1 Innovation has included time for our business process consultants to spend time with individuals and small groups after training to ensure they are fully proficient in using the system. We have found that this is the best way to drive home the key training concepts and to ensure the highest proficiency and employee satisfaction. For the project, Tier1 Innovation has allocated up to two days personal mentoring to call agents/CSRs (i.e. users) to coach them as they use the system. This essentially consists of a Tier1 trainer walking around in the call center and offering advice, answering questions, and showing some of the users how to apply their training while taking real calls. We will also convene small groups into refresher training (e.g., brown bag lunch) sessions.

In conjunction with the training, Tier1 Innovation will deploy the solution to the City's Agents and any Service Provider Agents selected by the City.

Stage Deliverables:

Trained Users and Operations Personnel

- Trained end users
- Trained management users
- Trained system administrators
- Trained IT Support personnel

Deployed Application – to be reviewed and approved by the City

Contents:

1. All functional systems, sub-systems, modules, fully deployed in the Production Environment
2. Approvals – ***Note:*** *This approval indicates agreement by the City that Tier1 Innovation has met all of its contractual obligations under the signed Contract.*

2.7.7 Project Management

The leadership of Tier1 Innovation ensures that through our project management approach, this project will be successful. We have described key areas of our project management approach below.

Project Status Reporting

The Tier1 project manager will provide a weekly status reporting which will show the following:

- Accomplishments
- Tasks next period
- Issues report which includes description, action item and "owner" for the issue, and due date for next action item
- Other matters requiring reporting.

Tier1's project status reporting is designed to provide concise, quick reporting to all stakeholders. It uses the "Red, Yellow, Green" light approach to schedule, scope, and resources – the three key components that must be managed in concert to ensure success. It also provides detailed reporting by deliverable and reports key issues and risks.

Change Control Management

Change control is perhaps the most critical process to ensure the project scope, cost, and schedule is managed. Tier1 will institute a change control process during the CRM project.

Requirements signoff – The key of change control is to achieve 100% signoff of the requirements and expectations of the project. The *eRoadmap* methodology that Tier1 will follow provides for the required signoff. The process of signing off is more important than the actual signature. However, requiring the signature is what ensures the process is adhered to. The signed off requirements document serves as the baseline for determining if functionality is in scope or out of scope of the project.

Change Control document – Subsequent to signoff, any functional or technical request that is not addressed by the Requirements Document will require a *Change Request* form to be completed. This form will include a description of the change, rationale, priority, and recommendation whether or not the change should be implemented in this phase. This Change Request document will be submitted to the Tier1 and City Project Managers.

Change Control Board – The Steering Committee will serve as the Change Control Board. The Change Control Board will be established to review and determine next steps regarding each Change Request. It is common for changes to be debated whether or not they fit an existing requirement. As a result, the first step is for the board to determine whether or not the change is in scope. The board should consist of City and Tier1 personnel that can represent both sides regarding cost, schedule and commitments of each organization. If the requested change is determined to be in scope, Tier1 will forward the change to the team who will design and implement the change within the project timeframe. Tier1 will provide additional resources as required to maintain the project schedule. If the change is determined to be out of scope, then either the change will be deferred or the schedule and cost will need to be adjusted to accommodate the change.

Risk and Issues Management

Managing project risks and issues in a timely and "action oriented" manner is another essential role of the project manager. Far too often, risks or issues are discussed repeatedly but action is not clear or not followed up on. As a result, Tier1 puts risk and issues management at the center of our status meetings. We will conduct weekly project status meetings to present status such as accomplishments and next steps. But, most importantly, we will focus on risks and issues. Issues are things that are occurring right now that require action. A risk is a "potential" issue that can be foreseen but has yet to occur. Tier1 project managers maintain a concise list of risks and issues that include required actions to address and assigned "owners". The date the issue/risk was identified as well as the required action due date is recorded. Focus on "accountability" of the action items is essential at the weekly meetings and ensures quick resolution so the project will be successful.

Project Personnel Management

Tier1 provides only the most experienced personnel with proven track records to projects. Our low turnover rates are a testament that we manage our personnel professionally. The City can be assured of our commitment to bring only the best to this initiative.

Project Quality Management

Although "Quality Assurance" (QA) tends to emphasize project technical progress and issues, the fundamentals of QA assessments apply equally to planning and management concerns, as well as the more qualitative and environmental issues and unknowns that prove the most challenging to project managers. At the beginning of a project, process improvements provide the most leverage towards project success. The Tier1 Management team considers a thorough understanding of the planning and management processes, activities, and products as important as the technical ones due to the significant technical impacts that will occur if planning is inadequate and

management ineffective.
The major objectives of a QA effort are to validate that the software performs its
intended functions correctly, to ensure that it does not perform unintended functions,
and to provide information about the software's quality and reliability. Tier1
Management approach to QA is to evaluate how well the system, with emphasis on the
software applications, is meeting the approved business and technical requirements,
along with the safety, security, and reliability objectives relative to the system. It also
helps to ensure that software requirements are not in conflict with any City standards or
requirements applicable to other system components. Software QA tasks generally
address the analysis, review, demonstration, and testing of all software development
outputs/products.

Tier1 Management QA methodology emphasizes the engineering aspects of the software
development process and related software products. Our intention is to help verify the
correctness, completeness, accuracy, testability, and consistency of all critical CRM
processes. Our staff always consider the impact of the development requirements,
design, and documentation on the operational and maintenance aspects of the "to be
delivered" hardware and software products. QA supports rapid incorporation of
essential changes only after a rigorous analysis of the impact on all of the development
phase activities and products.

The Tier1 Management methodology addresses two key aspects of a development
effort: (1) the systematic translation of approved/validated requirements into viable
products, and (2) the handling of environmental and unknown factors. The first aspect
can be methodically planned and implemented through review of the known processes
that historically support successful development projects and products required to
support the contract requirements and demonstrate process effectiveness. These will
be represented by key CRM milestone activities in the CRM Project Plan, the defined
management and development processes planned for implementing the project, the
deliverables to be provided, and the products to be tested.

The second aspect is more qualitative and less predictable, requiring quick assimilation
of information on requirements and environmental changes that could negatively impact
initial planning and implementation. These must be quickly addressed using cost-
effective planning alternatives to reduce impacts while continuing to promote success.
This activity requires timely and accurate assessment of project changes and generally
requires experience in monitoring projects of this magnitude and complexity.

Tier1's Management team utilizes a structured, but adaptable, approach to QA analysis,
review, and testing of software products at strategic development milestones to ensure
that:

- Project planning is complete and accurate
- Adequate schedule and budget exist to support project success
- All requirements have been validated by the user/client

- All requirements are stated clearly and concisely and meet specific quality standards
- The allocation of requirements to components is accurate and complete
- All requirements (specified or derived) are traceable into the design and there are no requirements in the design that are not traceable to approved requirements
- Designs are accurate, complete, and support software maintenance and enhancement management
- All levels of testing (unit, component, integrated, and system) exhaustively test all of the approved requirements
- Test planning and conduct address all business, technical, and system performance requirements
- Test scenarios, cases, and scripts have exhaustive traceability to the requirements being tested

Stage Deliverables:

- Weekly Project Status Reports
- Change Control Log
- Risk/Issue Log
- Steering Committee Reports

2.8 Integration Estimates and Tasks

Tier1 will staff the project with integration specialists. We assume that a matching resource from the City IT team would be required for each interface to provide the requisite staffing levels to ensure the interface is completed on time. The City IT team members will work along side the Tier1 consultants during the design, development, testing and implementation of the interface components. Tier1 will assume complete responsibility for the project including oversight and reporting the City IT work efforts. The City IT team members provide the expert knowledge of City operational system, data structures and processing needed to map the dataflow to and from Siebel.

The table below breaks down Tier1's methodology and depicts the detailed tasks required for integration.

Project Stage	Integration Task
Project Definition	• Confirm Business Flows of Interfaces • Perform Initial technical review of architecture
Discovery	• Review data structures • Finalize data requirements • Determine "collision" management rules • Explore use of Virtual Integration • Delivery Integration Scope Document
Design	• Review architecture of the origin source (legacy system) • Map that architecture to Siebel functionality • Review technology options that can be utilized • Determine protocols to be used, i.e. flat file, XML, Siebel Connector, java bean, http transport protocol, DTS, SQL Loader, VBC • Determine import strategy, i.e. COM, EIM, EAI, BizTalk, MQSeries, ODBC or a combination of the preceding • Obtain a data map and requirements from legacy for each integration point • Define a Siebel data map to the legacy system • Validate data map with SMEs • Highlight potential conflict points and necessary resolutions • Define a set of data to be used during the configuration process • Define error processing procedures • Create design document for each integration point which details all the above information and describes the configuration necessary to meet the requirement.
Configuration	• Install/enable required technology to utilize protocols and import strategy, i.e. BizTalk, MQSeries, enabling required Siebel modules • Review and modify defined data to be used during the configuration process • Start configuration according to the design documents for each integration point - Base integration configuration - Conflict management configuration

Project Stage	Integration Task
	- Error management configuration • Perform development testing during the configuration stage • Reconfigure and retest as needed • Stabilize integration point for move to validation phase
Validation	(End to End System Operations) • Check in all development • Perform end-to-end testing • Review results • Resolve issues
Deployment	• Complete training program • Cut-over to new system • Provide individual mentoring of system integration to IT administrator • Resolve issues

2.9 Knowledge Base Content Tasks

The City will assign its Knowledge Base coordinator to begin working on defining, organizing, gathering and inputting KB content. These tasks will begin at the Discovery Phase and will continue until Deployment. Ongoing maintenance is expected indefinitely beyond Deployment. KB content is organized by City desired topic. The City KB Coordinator will assess existing content including FAQs and general web site information that is available. Required content that is new will be identified and the City will coordinate the development of the content with the appropriate agencies. Content can be cut and pasted directly into Siebel or hyperlinks can be embedded to link the KB solution to existing web site materials if available. The level of detail and breadth of content is up to the City. For Phase 1, the City may opt to keep the detail and content development to a minimum and to then add more content over time after Phase 1 is deployed. Tier1 will provide assistance and guidance throughout Phase 1.

2.10 Deliverables

Tier1 commits that we will adhere to City deliverable requirements and mutually approve all deliverable content as part of the project.

Project Stage	Deliverable Name	City Responsibility
Project Definition	• Project Charter • Project Plan	PM provides input City Review and Acceptance
Discovery	• Delivered OneCity software • Requirement Specifications Document • Interface Specification Document • Development Environment Installed • Training Plan • Revised Project Plan	Establish Development Environment – load HW, OS, DB, supporting software* Active C.O. participation in preparation of Training Plan City Review and Acceptance of OneCity and Discovery Deliverables

Design	• Design Specification
	    o Includes Unit, Integration and Systems Test Plan
	• Data Integration (Interface) Design
	    o Includes Integration Specifications for each integration point
	• Revised Project Plan
		Active IT participation in preparation of Interface Design deliverable.
		City Review and Acceptance of OneCity and Design Deliverables

Configuration	• Configured Application • Data/System Interfaces • Configuration Review • Test Environment Installed • Revised Project Plan	Active IT participation in Interface development tasks. Establish TEST Environment – load HW, OS, DB, supporting software* City Review and Acceptance of OneCity and Configuration Deliverables
Validation	• Acceptance Test Plan • Tested Application (System Acceptance Certificate) • Production Cut-Over Plan • Accepted Application • Training Material • Revised Project Plan	Active C.O. participation in Training Materials development tasks. Active C.O. and IT participation in Acceptance Testing of System. Establish Production Environment – load HW, OS, DB, supporting

		software* City Review and Acceptance of OneCity and Validation Deliverables
Deployment	• Trained User and Operations Staff • Production Environment Installed • Deployment Acceptance Certificate	Active C.O. participation in Training program along with Tier1 trainer. Active IT participation in production cutover and operations management
Project Management	• Weekly Status Reports • Change Control Log • Risk/Issue Log • Steering Committee Reports	Review, Input and approval of all status reports and Steering Committee reports prior to distribution

- - it is common that all environments are established at the same time during the Discovery phase of the project.

2.10.1 City Responsibilities and Deliverables

The City will actively participate throughout the project. City work effort and roles have been previously described in this document. The City will also be responsible or a co-responsible along with Tier1 for key deliverables. These areas of deliverable responsibilities for which the City is to "own" or "co-own" include:

- Set up and management of infrastructure
    - The City will own establishing and maintaining the Development, Test and Production environments
        - Operating System, Data Base, Supporting Software
        - Network infrastructure
    - The City will own establishing and conducting the Backups and recovery
    - Security management – The City will own and manage the user security profiles. Tier1 will work with the City to set up the security hierarchy and system administration procedures.
    - Tier1 will load the Siebel and Tier1 software
- Shared development of System Interfaces –
    - Tier1 will lead and own the preparation of the Interface Requirements and Design documents ;

- The City will provide input to the Interface Requirements and Design documents, and approve these documents
- Configuration
  - Tier1 will configure, code and unit test the CRM side of the interfaces to GIS and 7i
  - The City will code and unit test the City side of the interfaces to GIS and 7i
- Deployment support – Tier1 will be responsible for all cutover tasks to migrate the accepted application to Production and ensuring the Siebel application goes live as planned and to resolve any issues resulting from this process. The City is responsible for continuity of operations of the hardware, operating system, network and database software.

- Set up of data base data content -
  - The City will provide Tier1 with input for users and security (Tier1 will set up)
  - The City will input knowledge base content
  - The City will participate under Tier1 direction in tailoring of smart scripts
- Training co-participation -
  - The City will review and approve the Training Plan
  - Tier1 will lead development of training materials , City will assist
  - Co-delivery of training by City trainer working alongside Tier1 trainer

2.10.2 Deliverable Acceptance Procedures

In accordance with the deliverable schedule, drafts shall be provided, when applicable, of each deliverable prior to formal submittal. The City shall review and provide written approval or comments, as appropriate. In general, comments, issues, or sign-off shall be provided within five (5) workdays after receipt of draft. If necessary and so instructed to do so, each deliverable will be revised as appropriate and another draft of the final version submitted within three (3) workdays. The City shall respond to resubmitted deliverables within three (3) workdays. City holidays are not workdays.

In the event that the City fails to respond to a deliverable as required in the preceding paragraph, notice shall be given of such event to the City's Project Manager or designee, and Project Sponsor. In the event that no response is received within three (3) workdays thereof, the deliverable shall be deemed to be approved.

A "sign-off" form for the City to indicate its approval, disapproval, or other comment shall accompany each deliverable submission. If the City and Tier1 are unable to come to agreement on the acceptance of a deliverable, the Dispute Resolution Process defined in Attachment 1 to Exhibit A will be initiated.

3.0 Pre-Requisites, Dependencies and Assumptions

3.1 Required Siebel Software

The following Siebel Software Modules in version 7.8.2 or version 8.0 will be installed by Tier1 within the City Development environment:

Phase 1

- Siebel Public Sector Service
- Siebel Reports
- Siebel Smart Script
- Siebel Email Response
- Siebel Field Service
- Siebel Tools
-

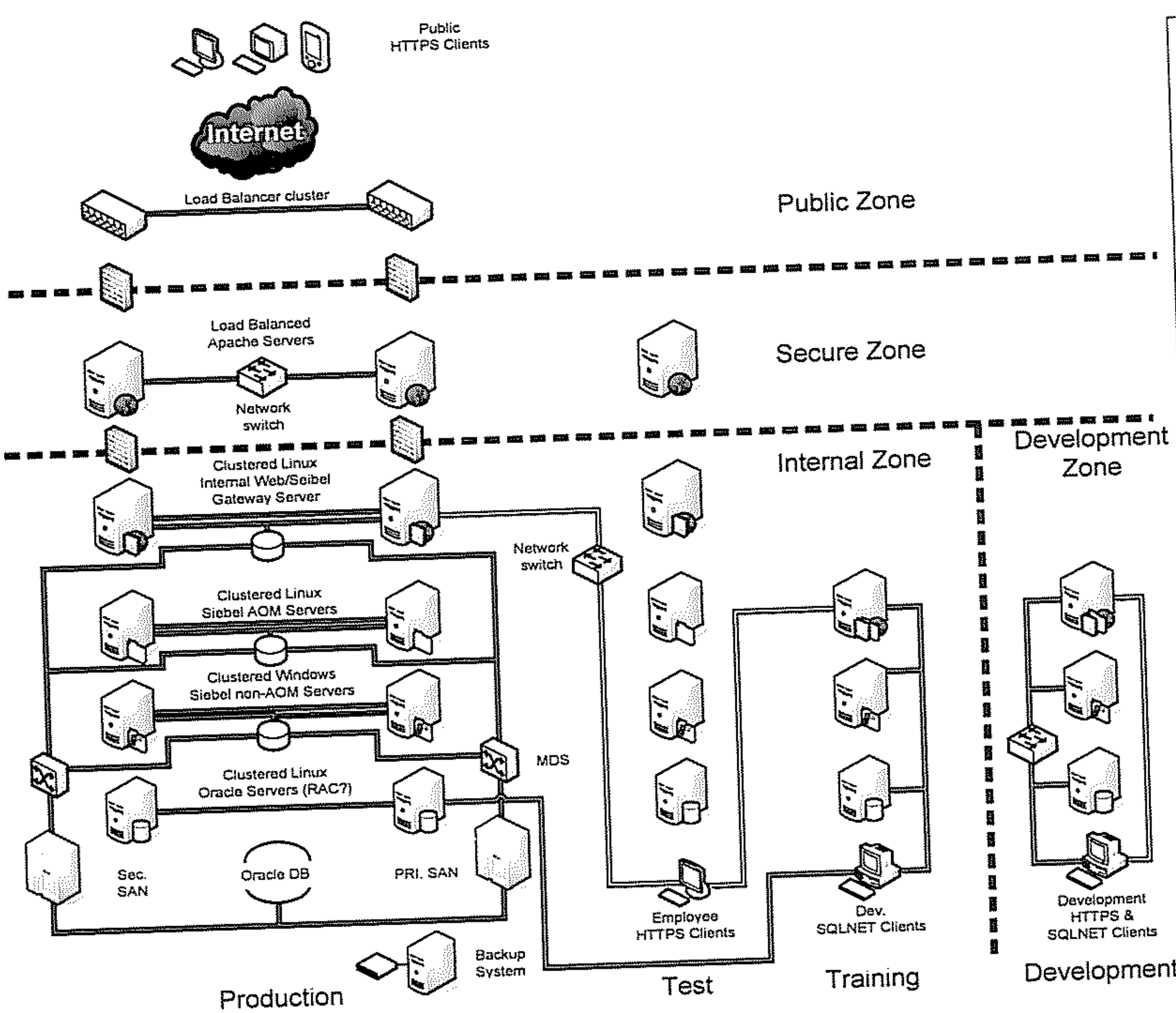
The following Siebel Software Modules will not be activated as part of Phase 1

- Siebel Advanced Search
- Siebel eService for Public Sector
- Siebel Smart Scripts for Customers
- Siebel CTI
- Siebel D&B Integration Server
- Siebel Briefings

Siebel software was purchased outside of this agreement.

3.2 Required Hardware Environments

City personnel will procure and install all required hardware, system software and database software. The City will install all hardware, operating software, database software and other supporting hardware or software for the project. The City is responsible for the set up, maintenance and issue resolution of the infrastructure including clustering issues. Tier1 will install Siebel and OneCity™ software and support the City to make sure Siebel and OneCity™ operates in the City environment. Should unique issues arise due the newness of the Siebel support within the Linux environment or due to the clustering requirements of the City which impacts the project then the Change Request Process described in Attachment 1 of Exhibit A of the control will be used to evaluate and obtain approvals of alternatives and changes to the project. The following page depicts the target environment of the solution.



Server Types

Siebel non-AOM Windows:
Windows 2003 Ent.
Siebel Components:
Documentation Server
Report Server
CTI

Database Server
SUSE Linux Ent.
Oracle 10g R2
Siebel Components:
None

Web/Gateway/Siebel AOM & Non-AOM Linux:
SUSE Linux Ent.
Apache, Tomcat
Siebel Components:
Siebel Object Manager
Gateway
Comm Mgr.
Remote Server Proc.
Sales Object Mgr.
Field Service Obj. Mgr.
State Model
Workflow Mgr.
Assignment Mgr.
EAI

External Web Server:
SUSE Linux Ent.
Apache, Tomcat
Siebel Components:
Siebel Web Server Engine (SWSE)

Internal Web Server/ Siebel Gateway Server:
SUSE Linux Ent.
Apache, Tomcat
Siebel Components:
Siebel Object Manager
Gateway
Siebel Web Server Engine (SWSE)

Siebel AOM & Non-AOM Linux:
SUSE Linux Ent.
Seibel Components:
Comm Mgr.
Remote Server Proc.
Sales Object Mgr.
Field Service Obj. Mgr.
State Model
Workflow Mgr.
Assignment Mgr.
EAI

CITY OF SACRAMENTO
CRM PROJECT: RECOMMENDED FULL SERVER INFRASTRUCTURE
5/3/2007

OneCity by Tier1 Innovation

Tier1 Innovation, LLC
7979 East Tufts Avenue, Suite 1100
Denver, Colorado 80237

3.3 Functionality Not Included

The following functionality is not included in Phase 1.

- Asset linkage to Service Requests (i.e, Parks and Recreation)
- Accela Integration
- Automated Correspondence
- CTI/IVR – Computer Telephony Integration services
- Customer satisfaction surveys
- Intelligent eMail response routing
- JAWs enabled workstation
- Post Implementation support – Tier1 will perform this task as agreed to under a separate Statement of Work and within the warranty provisions of the contract.

3.4 Planning Assumptions

Our level of effort for this firm fixed price is based on the following assumptions:

General

- Tier1 has timely access to City's personnel assigned to the project as defined in the Project Charter and the Project Plan.
- An appointed City project manager and/or sponsor will act as main point of contact and provide direction to facilitate timely communication and resource allocation of client resources to Tier1 Innovation.
- Tier1 will not be responsible for delays caused by defects in the Siebel product, or any third party product including the operating system. The impact of any such delays will be treated via the approved change control process.
- During the Definition stage of the project, Tier1 and the City will agree upon a change control process and acceptance process to be used for the duration of the project as defined in the Project Charter. The City agrees to use this process to define project scope/budget/schedule impacts to the project.
- Upon completion of Project Definition stage of the project, Tier1 will submit a Project Plan in addition to the Project Charter to the City. Once approved by the City and Tier1, any deviations in scope and/or schedule from what is detailed in these documents will require a formal change request as defined in the change

control process in the Project Charter and may result in project cost or schedule increases.

- Both parties agree to hold weekly project management meetings where a review of scope, budget and schedule will be made against the project plan. Should changes to scope and/or budget and/or schedule be required, the appropriate Change Orders will be issued via the approved change control process.
- The City and Tier1 agrees to take ownership of their action items assigned during project meetings and will report status of these action items during weekly project status meetings. Action item assignments will be mutually agreed to by the City PM and the Tier1 PM. Delays in responding to these action items may result in project cost or schedule delays and may result in a change request as defined via the approved change control process.
- Prior to the commencement of the Project, the City will designate and identify to Tier1 one (1) executive-level person within its organization ("Executive Sponsor") who has been given the power and authority to make final decisions and resolve internal disputes with regard to the Project and City's functional/business requirements.
- City management will be involved in executive steering committee meetings every other week to ensure quality and that project deliverables are being met.
- The City will provide a single point of contact for resolving project related issues and for issue escalation.
- City will identify to Tier1 in writing, via the approved Project Charter, the Project Manager, Subject Matter Experts, Stakeholders and members of the Executive Steering Committee. Executive Sponsor and Subject Matter Experts will be available when required.

Technical Environment

- City will be responsible for general administration of all Siebel application servers including nightly backup, restorations, and performance tuning.
- City will provide a resource to assume administration of the Siebel application at the beginning of the deployment phase. This resource will have recently completed Siebel Essentials.
- City has chosen to implement the solution on a Linux based environment. Siebel 8.0 does support Linux but given the newness of this supported environment, the City recognizes that there are risks with unexpected impacts of this environment which could cause project delays. Any project impact caused by the Linux environment will be evaluated by the Change Request Process described in Attachment 1 of Exhibit A in the Professional Services Agreement.

Configuration

- City user's roles, responsibilities and positions have or will be established at time of configuration.
- This project is estimated as a base installation with minimal configuration to application.
- It is assumed that up to 2 customized work flows will be developed in addition to the OneCity delivered work flows
- It is assumed that up to 2 tailored assignment manager rules will be developed.
- City will allocate at least one technical resource to learn Siebel, assist with configuration and be the "hand off" person for the system when complete.
- Siebel out of box reports and OneCity delivered reports will be used for Phase 1. No custom reports or report modifications are assumed for Phase 1.

Data Migration

- No data migration from legacy systems is assumed for this project.
- All data entered into Siebel prior to deployment will be done by the City under Tier1 direction.
- City is responsible for all data cleanliness.
- City is responsible for population of Knowledgebase content. Tier1 will assist and guide the process.
- English is the only language applicable for this deployment.

Testing

- City shall be responsible for provision of all test data. That is, if data entry is required to set up City specific test data, then the City will provide data entry resources. Automated data loading and set up will be performed by Tier1.
- Tier1 will write test cases and the City will review and approve the test cases and overall test plan.
- City will provide a resource to assist in the development of user acceptance tests and lead the user acceptance testing process under Tier1 guidance.

Training

- Tier1 will provide user training documentation for the project. The development and delivery of all training and training material to the user community will be the responsibility of the City.
- The City will provide resources to assist in the change management activities (such as training, user communications, logistics planning, help desk, etc).
- All post-implementation first-level support (help desk, operations, etc.) will be the responsibility of the City unless City chooses the Tier1 Innovation support option.

4.0 Functional Requirements Matrix

Unless specifically addressed in the ISD document the following functional requirements will be used as the basis for the system. During the Discovery Phase of the project, these requirements will be validated, a final scope agreed to and the system design completed.

Functional Requirements Matrix is to be attached here.

City of Sacramento 311-CRM RFP Enclosure E Functional Requirements_Tier1 Phasing_.xls

City of Sacramento 311-CRM RFP Enclosure E Functional Requirements_Tier1 Phasing_.xls

CALL MANAGEMENT	
F1	General
F.2	Database Support in Call Management
F.3	Queuing, Call Selection and Call Transfers
INTERACTION MANAGEMENT	
F.4	Inquiry/Service Request Management
F.5	Automatic Data Entry
F.6	Predefined Data Entry Procedures
F.7	User Follow-up and Accountability Tracking
F.8	Data View Capabilities
F.9	Status Change Execution and Review
F.10	Customizing and Defining Data Types or Ranges
F.11	Channel Specific Capabilities - Email, Web, & Fax
F.12	Basic Call Center Agent Interface Features
F.13	Call-Center Service Script
F.14	Calendar Management and Scheduling
F.15	Transaction/Department Codes
F.16	Extraordinary Event Tracking
F.17	Forms
F.18	Workflow
F.19	Configuration
INFORMATION MANAGEMENT	
F.20	Knowledge-Base Engine
F.21	Data Tracking
F.22	Searching Mechanisms
F.23	Sorting Functions
WEB SELF-SERVICE	
F.24	Web Self-Service Capabilities
F.25	E-Payment Services
CONTACT CENTER MANAGEMENT	
F.26	Alerts and Notifications
F.27	Escalation Capabilities for Services Activities
F.28	Workflow Assignment
F.29	Quality Assurance Workload Review Capabilities
WORK ORDER MANAGEMENT	
F.30	General
F.31	Mobile Support
GIS	
F.32	General
ANALYSIS AND REPORTING	
F.33	General
F.34	Service Inquiry Statistics on Departmental and Call Center Performance
F.35	Data Collection and Output Support for Analyzing Call-Center Activities
TECHNICAL	
T.1	General
T.2	Hardware/Platform
T.3	Network/Telecommunications
T.4	Computer Telephony Integration
T.5	Universal Queue Support
T.6	Integration / Interface
T.7	Redundancy and Scalability
T.8	Security

T.9	Accessibility, Reliability, and Flexibility
T.10	Audit
T.11	Backup and Archive, and Business Continuity
T.12	System Administration
T.13	E-Payment Services

Requirement #	Description	Functionality Category (M-andatory, D esired)	Level of Importance (1 top; 3 - low)	Existing, out-of-box functionality	Delivered after CRM app is Configured (included in price)	Delivered after Major modification (included in price)	Not Offered	Phase	OneCity/Siebel Module
CALL MANAGEMENT									
F1	**General**								
F.1.1	System shall support service inquiries via phone contact (mobile phone, VoIP, PBX).	M	1	X				3	Siebel CTI
F.1.2	System shall tightly integrate with leading PBX/VoIP systems, allowing the system to communicate and pass information between them.	M	1	X				3	Siebel CTI
F.2	**Database Support in Call Management**								
F.2.1	System shall integrate with VoIP/PBX and IVR to support the use of information and logic residing in CRM databases to route calls based on the following: citizen attributes, language spoken, origin and topic of call.	M	1	X				3	Siebel CTI/Assignment Manager
F.2.2	System shall employ database information for identifying high-risk citizens or citizens with special needs.	M	1	X				3	OneCity
F.2.3	System shall employ database information to direct high-risk citizens or citizens with special needs to qualified or experienced agents each time they call.	M	1	X				3	Siebel CTI/Assignment Manager
F.2.4	System shall have the ability to support real time and batch update processing.	M	1		X			1	Siebel EIM
F.3	**Queuing, Call Selection and Call Transfers**								
F.3.1	System shall provide softphone telephony functionality and shall support intelligent voice-data call transfers.	M	1	X				3	Siebel CTI
F.3.2	System should allow agents to select a specific call from queues based on information from a screen display.	D	2	X				3	Siebel CTI
F.3.3	System shall allow an agent to define work status, including: availability, post-call work state, logged-on/off status.	M	1	X				3	Siebel CTI
F.3.4	System shall maintain a log of all accounts the agent accessed during the day and allow for updating at any time after the initial call was taken.	M	1		X			3	Siebel Workflow/Activities
F.3.5	System should send messages to external organizations or field resources indicating the absence of clients at sites scheduled for dispatched support.	D	2		X			3	Siebel Workflow/Activities
F.3.6	System shall support agent-to-agent communications.	M	1	X				3	Siebel CTI
F.3.7	System shall support synchronization features on transfer, including conferencing capabilities.	M	1	X				3	Siebel CTi
F.3.8	System shall allow agents to execute attended/unattended call transfers.	M	1	X				3	Siebel CTI
F.3.9	System shall allow agents to transfer appropriate data that was invoked when the call was received.	M	1		X			3	Siebel CTI
F.3.10	System shall add new information before transfer or present a different but related data screen.	M	1		X			3	Siebel CTI

Requirement #	Description	Functionality Category (M-andatory, D-esired)	Level of Importance (1 - top; 3 - low)	Existing, out-of-box functionality	Delivered after CRM app is Configured (included in price)	Delivered after Major modification (included in price)	Not Offered	Phase	OneCity/Siebel Module
INTERACTION MANAGEMENT									
F.4	**Inquiry/Service Request Management**								
F.4.1	System shall create records of inquiries/service requests.	M	1	X				1	Siebel Service
F.4.2	System shall provide the ability to automatically assign a unique tracking number for each inquiry/service request.	M	1	X				1	Siebel Service
F.4.3	System shall have the ability to automatically assign a date and time stamp for each inquiry/service request.	M	1	X				1	Siebel Service
F.4.4	System shall have the ability to automatically record the person who processed the call, based on user ID.	M	1	X				1	Siebel Service
F.4.5	System shall develop, customize, and maintain multiple inquiry/service request categories and templates for different inquiry/service request types.	M	1	X				1	Siebel Service
F.4.6	System shall develop, customize and maintain multiple citizen-profile templates for different citizen types.	M	1	X				1	Siebel Service
F.4.7	System shall define fields of information as mandatory or optional.	M	1	X				1	Siebel Service
F.4.8	System shall provide the ability to record call activity data associated with a contact.	M	1	X				1	Siebel Service
F.4.9	System shall provide the ability to record call activity data associated with a citizen.	M	1	X				1	Siebel Service
F.5	**Automatic Data Entry**								
F.5.1	System shall provide features to expedite data entry.	M	1	X				1	Siebel Service
F.5.2	System should support quick entry of data via sentence completion capabilities (i.e., completing field-level data entry based on recognition by the system of key words).	D	2	X				1	Siebel Service
F.5.3	System shall support automatic entry of citizen data via field-based auto-population (i.e., an entry in a field invokes population of a template).	M	1	X				1	Siebel Service
F.5.4	System shall support automatic entry of interaction data via field-based auto-population.	M	1	X				1	Siebel Service
F.5.5	System shall support automatic entry of agent related data via field-based auto-population.	M	1	X				1	Siebel Service
F.5.6	System shall allow and agent to override the data automatically populated if the agent determines the data is incorrect.	M	1	X				1	Siebel Service
F.6	**Predefined Data Entry Procedures**								
F.6.1	System shall require agents to insert a minimum amount of data into a predefined number of fields before an inquiry/service request can be closed.	M	1	X				1	Siebel Service
F.6.2	System shall identify whether pre-defined procedures are being adhered to.	M	1	X				1	Siebel Service
F.6.3	System shall provide the ability to prompt users of the correct procedure to follow.	M	1	X				1	Siebel Service
F.6.4	System shall provide the ability to prevent further actions once a data entry error is identified.	M	1	X				1	State Model
F.6.4.1	System shall provide the ability to override this function if necessary (e.g., supervisor or other to override in order to proceed with data entry).	M	1	X				1	State Model
F.6.5	System shall allow for automated departmental codes to be recorded.	M	1	X				1	Siebel Service
F.6.6	System shall provide the ability to define and maintain business rules for particular fields of information.	M	1	X				1	State Model
F.6.7	System shall provide a cancel/accept feature for any data entry screen or document creation faculty.	M	1	X				1	Siebel Service
F.6.8	System shall provide the ability to define default values for a field. This includes the ability to automatically populate fields based on the value of another field.	M	1	X				1	Siebel Service
F.7	**User Follow-up and Accountability Tracking**								
F.7.1	System shall provide the ability to record and track follow-up activity.	M	1	X				1	Activities
F.7.2	System shall track the hand-off (i.e., escalation) of assigned activities.	M	1	X				1	Activities
F.7.3	System shall provide audit tracking of all outstanding issues.	M	1	X				3	Audit Trail
F.7.4	System shall recognize and indicate that another individual or other department is following up on a specific issue.	M	1	X				1	Activities
F.7.5	System shall allow an individual to note follow-up activity or allow for personal follow-up on an account.	M	1	X				1	Activities
F.7.6	System shall provide the ability to record activity notes related to an inquiry/service request.	M	1	X				1	Notes
F.7.7	System shall assign a date/time stamp to all activities, hand-offs, and notes.	M	1	X				1	Activities
F.8	**Data View Capabilities**								

Requirement #	Description	Functionality Category (M-andatory, D-esired)	Level of Importance (1 - top; 3 - low)	Existing, out-of-box functionality	Delivered after CRM app is Configured (included in price)	Delivered after Major modification (included in price)	Not Offered	Phase	OneCity/Siebel Module
F.8.1	System shall provide the ability to view original information entered for records.	M	1	X				3	Audit Trail
F.8.2	System shall view the following data related to inquiries and service requests for multiple records in table/list form including, but not limited to:	M	1					1	
F.8.2.1	ID (i.e., uniquely identifies the record)	M	1	X				1	Siebel Service
F.8.2.2	Inquiry/service request type (i.e., out of a predefined range)	M	1	X				1	Siebel Service
F.8.2.3	Severity level or priority (i.e., out of a predefined range)	M	1	X				1	Siebel Service
F.8.2.4	Source of inquiry/service request, including:	M	1	X				1	Siebel Service
F.8.2.4.1	Phone call	M	1	X				1	Siebel Service
F.8.2.4.2	E-mail	M	1	X				1	Siebel Service
F.8.2.4.3	Web	M	1	X				1	Siebel Service
F.8.2.4.4	Fax	M	1	X				1	Siebel Service
F.8.2.4.5	Live walk-in	M	1	X				1	Siebel Service
F.8.2.4.6	Correspondence (regular mail)	M	1	X				1	Siebel Service
F.8.2.5	Status (i.e., out of a predefined range)	M	1	X				1	Siebel Service
F.8.2.6	Number of days since creation	M	1	X				1	Siebel Service
F.8.2.7	Number of days since last citizen contact	M	1	X				1	Siebel Service
F.8.2.8	Due date and time	M	1	X				1	Siebel Service
F.8.2.9	Total time spent working on inquiry/service request	M	1	X				1	Siebel Service
F.8.2.10	Total time spent by specific service agent or user	M	1	X				1	Siebel Service
F.8.3	System shall view the following action-related data for multiple records in table/list form including, but not limited to:	M	1					1	
F.8.3.1	Date of action	M	1	X				1	Siebel Service
F.8.3.2	Time of action	M	1	X				1	Siebel Service
F.8.3.3	Action type (i.e., out of predefined range), including:	M	1	X				1	Siebel Service
F.8.3.4	Creation	M	1	X				1	Siebel Service
F.8.3.5	Follow-up activity	M	1	X				1	Siebel Service
F.8.3.6	Closure	M	1	X				1	Siebel Service
F.8.3.7	Reopening	M	1	X				1	Siebel Service
F.8.4	System shall view the following service-related data for multiple records in table/list form including, but not limited to:	M	1					1	
F.8.4.1	Service information	M	1	X				1	Siebel Service
F.8.4.2	Service type	M	1	X				1	Siebel Service
F.8.4.3	Service name	M	1	X				1	Siebel Service
F.8.4.4	Department responsible	M	1	X				1	Siebel Service
F.8.4.5	Organization responsible	M	1	X				1	Siebel Service
F.8.4.6	Division responsible	M	1	X				1	Siebel Service
F.8.5	System shall view the following citizen-related data for multiple records in table/list form including, but not limited to:	M	1					1	
F.8.5.1	Citizen profile: name, contact information, position or organization	M	1	X				1	Siebel Service
F.8.5.2	Organization profile: organization name, address, contacts or links	M	1	X				1	Siebel Service
F.8.6	System shall view the following call center agent or user data for multiple records in table/list form including, but not limited to:	M	1					1	
F.8.6.1	Agent or user profile: name, position, department and contact information	M	1	X				1	Siebel Service
F.8.6.3	Agent or user availability	M	1	X				1	Siebel Service
F.8.6.4	Total time spent by agent or user on all inquiries/service requests	M	1	X				1	Siebel Service
F.8.6.5	Total time spent by agent or user on a specific inquiry/service request	M	1					1	Siebel Service
F.8.7	System shall view the following general data for multiple records in table/list form including, but not limited to:	M	1					1	
F.8.7.1	Total number of open inquiries/service requests	M	1	X				1	Siebel Service
F.8.7.2	Total number of open inquiries/service requests, per department	M	1	X				1	Siebel Service
F.8.7.3	Total number of open inquiries/service requests, per agent	M	1	X				1	Siebel Service
F.8.7.4	Total number of open inquiries of type "x" (e.g., overdue)	M	1	X				1	Siebel Service
F.8.7.5	Total number of open inquiries of type "x", per department	M	1	X				1	Siebel Service
F.8.7.6	Total number of open inquiries of type "x", per agent	M	1	X				1	Siebel Service
F.8.7.7	Total number of inquiries/service requests processed per unit time	M	1	X				1	Siebel Service
F.8.7.8	Total number of inquiries/service requests processed per unit time, per department	M	1	X				1	Siebel Service
F.8.7.9	Total number of inquiries/service requests processed per unit time, per agent	M	1	X				1	Siebel Service
F.8.7.10	Response-time statistics, including, but not limited to: overall, per dept, and per agent.	M	1	X				1	Siebel Service
F.9	**Status Change Execution and Review**								

Requirement #	Description	Functionality Category (M-andatory, D-esired)	Level of Importance (1 - top; 3 - low)	Existing, out-of-box functionality	Delivered after CRM app is Configured (included in price)	Delivered after Major modification (included in price)	Not Offered	Phase	OneCity/Siebel Module
F.9.1	System shall provide the ability to automatically and manually change the status of a record based on progress made in addressing the inquiry/service request.	M	1	X				1	Workflow
F.9.2	System shall provide a view of the status of each inquiry/service request record by agent and groups of agents.	M	1	X				1	Siebel Service
F.9.3	System shall provide the ability to enter and view follow-up actions.	M	1	X				1	Activities
F.9.4	System shall provide the ability to create a listing of call backs to citizens.	M	1	X				1	Activities
F.9.5	System should provide the ability to allow status code values to be defined uniquely for each type of transaction, or sub-set of transactions.	D	3	X				1	Siebel Service
F.9.6	System shall provide the ability to identify an issue by tracking/identifying multiple records related to an issue (e.g., lights out in a region will generate multiple, distinct contacts).	M	1	X				1	Activities/Related SRs
F.9.7	System shall provide the ability to display issues, for which multiple contacts have been made, on an agent's screen (e.g., broadcast that lights are out on X street).	M	1	X				1	Message Broadcasting
F.9.8	System should have the ability to apply only valid status codes based on the activity recorded for the inquiry/service request. (i.e., cannot close a request if there are work orders pending).	D	2	X				1	State Model
F.9.9	System shall have the ability to link system to databases of partners or contracted organizations. Such organizations should include, but not be limited to:	M	2	X				1	
F.9.9.1	Government: U.S. state and local or any other authorized agency	D	2		X			Future	EAI (Future)
F.9.9.2	Sacramento County 311	D	2		X			Future	EAI (Future)
F.9.9.3	211	D	2		X			Future	EAI (Future)
F.9.10	System shall allow customization or definition of templates without programming or changes to source code.	M	1	X				1	Siebel Tools
F.10	**Customizing and Defining Data Types or Ranges**								
F.10.1	System shall allow users to customize and define data types or ranges related to inquiries/service requests without programming, including:	M	1					1	
F.10.1.1	ID (i.e., uniquely identifies the record)	M	1	X				1	Siebel Service
F.10.1.2	Type (i.e., out of a predefined range)	M	1	X				1	Siebel Service
F.10.1.3	Severity level or priority (i.e., out of a predefined range)	M	1	X				1	Siebel Service
F.10.1.4	Status (i.e., out of a predefined range)	M	1	X				1	Siebel Service
F.10.1.5	Number of days since creation	M	1	X				1	Siebel Service
F.10.1.6	Due date and time	M	1	X				1	Siebel Service
F.10.1.7	Total time spent working on inquiry/service request	M	1	X				1	Siebel Service
F.10.2	System shall allow users to customize and define specified action-related data types or ranges without programming, including:	M	1					1	
F.10.2.1	Date of action	M	1	X				1	Siebel Service
F.10.2.2	Time of action	M	1	X				1	Siebel Service
F.10.2.3	Action type (i.e., out of predefined range)	M	1	X				1	Siebel Service
F.10.3	System shall allow users to customize and define specified service-related data types or ranges without programming based on user permissions.	M	1	X				1	Siebel Service
F.10.4	System shall allow users to customize and define specified citizen-related data types or ranges without programming based on user permissions.	M	1	X				1	Siebel Service
F.10.5	System shall allow users to customize and define specified call center agent or user-related data types or ranges without programming	M	1	X				1	Siebel Service
F.11	**Channel Specific Capabilities - E-mail, Web, and Fax**								
F.11.1	System shall utilize e-mail as a communication channel for receiving and responding to inquiries.	M	1	X				1	Siebel Service
F.11.2	System shall permit submission of inquiries and service requests via submission through a City web application available to the public.	M	1	X				2	Siebel eService (Future)
F.11.3	System shall provide the ability to automatically create inquiry records from received e-mails.	M	2	X				1	Siebel Service
F.11.4	System shall initiate and send out e-mails based on user-defined business rules.	M	2	X				3	Email Response
F.11.5	System shall utilize fax as a communication channel for receiving and responding to inquiries.	M	2	X				1	Siebel Service
F.11.6	System shall provide a routing system to direct faxes to an appropriate resource.	M	2	X				1	Assignment Manager
F.11.7	System shall allow emails and faxes to be directed to the same queue, displayed as a screen pop similar to voice calls.	M	2	X				1	Siebel Service
F.11.8	System shall provide a method for tracking, monitoring or querying inquiries submitted via fax email, and the web	M	2	X				1	Siebel Service

Requirement #	Description	Functionality Category (M-andatory, D-esired)	Level of Importance (1 - top; 3 - low)	Existing, out-of-box functionality	Delivered after CRM app is Configured (included in price)	Delivered after Major modification (included in price)	Not Offered	Phase	OneCity/Siebel Module
F.12	**Basic Call Center Agent Interface Features**								
F.12.1	System shall support soft phone capabilities (i.e., phone features available via use of a personal computer).	M	1	X				3	Siebel CTI
F.12.2	System shall support a soft phone-centric interface encompassing the following:	M	1					3	Siebel CTI
F.12.2.1	Holding time displayed	M	1	X				3	Siebel CTI
F.12.2.2	Call origin displayed (i.e., phone, Web, IVR, e-mail, fax or letter)	M	1	X				3	Siebel CTI
F.12.2.3	Calling or called party name display	M	1	X				3	Siebel CTI
F.12.2.4	Time and date	M	1	X				3	Siebel CTI
F.12.2.5	Dialed digits	M	1	X				3	Siebel CTI
F.12.2.6	Duration of cal	M	1	X				3	Siebel CTI
F.12.2.7	Incoming automatic call distribution (ACD) event alerting standard ring	M	1	X				3	Siebel CTI
F.12.3	System shall alert agent of upcoming calls (i.e., call to be given to you within the next two minutes).	M	1	X				3	Siebel CTI
F.12.4	System should support verbal call introductions or "whispers" about incoming calls, especially if originating from IVR and Web.	D	3		X			3	Siebel CTI
F.12.5	System shall support coordinated voice and data screen pops based on who is calling and send the call and data simultaneously to the appropriate agent.	M	1					3	Siebel CTI
F.12.7	System shall provide screen pops to accompany calls conveying specified, standard citizen contact information.	M	1	X				3	Siebel CTI
F.12.8	System shall support screen pops and coordinated transfer via IVR.	M	1	X				3	Siebel CTI
F.12.9	System shall support screen pops automatically populated with callers' citizen service history details on screen, including, but not limited to:	M	1	X				3	Siebel CTI
F.12.9.1	Information pertaining to last call (if applicable)	M	1	X				3	Siebel CTI
F.12.9.2	Information pertaining to specific services	M	1	X				3	Siebel CTI
F.12.9.3	Information on contact history	M	1	X				3	Siebel CTI
F.12.10	System shall record and identify repeat callers and specific instructions related to that caller as appropriate (e.g., must be routed to supervisor).	M	1		X			3	Siebel CTI
F.12.11	System shall provide the ability to send message alerts to all users with a banner messaging system.			X				1	Message Broadcasting
F.12.12	System shall provide the ability to record citizen demographics automatically (e.g., assignment to a Council member district).	M	1	X				1	GIS Integration
F.12.13	System shall provide the ability to display warnings for extended talk times or long hold times.	M	1		X			3	Siebel CTI
F.13	**Call-Center Service Script**								
F.13.1	System shall access scripts within a workflow-based, dynamically generated capability designed to guide the service agent through a client interaction.	M	1	X				1	Smart Scripts
F.13.2	System shall provide the ability to develop and maintain scripts.	M	1	X				1	Smart Scripts
F.13.3	System shall provide scripting functionality that is automatically invoked based on business rules and presented through screen pops.	M	1	X				1	Smart Scripts
F.13.4	System shall alert agents of how long the citizen was in the queue and introduce scripting to use this data to empathize for long waits.	M	3		X			3	Workflow, Siebel CTI, Smart Scripts
F.13.5	System shall access scripts with branching logic that enable service agents to consider alternative actions.	M	1	X				1	Smart Scripts
F.13.6	System shall allow service agents to view different display options, including entire scripts, select portions of scripts or outline views.	M	1	X				1	Smart Scripts
F.13.7	System should create and maintain scripts that encompass features that allow service agents to perform online calculations.	D	2	X				1	Smart Scripts
F.14	**Calendar Management and Scheduling**								
F.14.1	System should provide a calendar management and scheduling engine for supporting service activities.	D	1		X			1	Calendar, Assignment Manager
F.14.2	System should have the ability to set an appointment, based on user permissions, and inform the citizen automatically using the most relevant methods, including: phone, email, fax, or letter.	D	2	X				1	Dispatch Board, Activities, Correspondence
F.14.3	System should have the ability to change an appointment time, based on user permissions, and automatically notify the citizen immediately via the preferred mode of contact.	D	2	X				1	Dispatch Board, Activities, Correspondence
F.14.4	System shall have the ability to automatically track events and flag missed deadlines.	M	1	X				1	Activities
F.14.5	System should have the ability to automatically track events and flag missed appointments.	D	3	X				1	Activities

RFP Enclosure F
3-1-1/CRM Business and Technical Requirements

Requirement #	Description	Functionality Category (M-andatory, D-esired)	Level of Importance (1 - top; 3 - low)	Existing, out-of-box functionality	Delivered after CRM app is Configured (included in price)	Delivered after Major modification (included in price)	Not Offered	Phase	OneCity/Siebel Module
F.14.6	System should have the ability to alert user of scheduling conflicts as appointments are made.	D	3	X				1	Dispatch Board, Activities
F.14.7	System shall provide the ability to allow audit trails for unavailability of agents when an individual agent is unavailable.	M	2	X				1	Dispatch Board, Activities
F.14.8	System shall provide the ability to route calls to an appropriate alternative service agent when an individual agent is unavailable.	M	1		X			1	Assignment Manager
F.14.9	System shall check if more than one agent is working on a particular inquiry or request, and alert the call center agents of such an occurrence.	M	1		X			1	Assignment Manager, Workflow
F.15	**Transaction/Department Codes**								
F.15.1	System shall have the ability to define and maintain transaction codes and department codes for the City.	M	1	X				1	Siebel Service
F.15.2	System shall have the ability to assign transaction codes to create, update, store, and categorize an unlimited number of inquires/service requests based on types (e.g., loose dog, missed garbage, department complaints).	M	1	X				1	Siebel Service
F.15.3	System shall have the ability to automatically assign a department code based on transaction type. System should also allow the flexibility to assign another department code if the call was categorized incorrectly, based on user permissions.	M	1	X				1	Siebel Service
F.15.4	System shall have the ability to assign a division or district code to a transaction, for some departments have enhanced granularity by division or district.	M	1	X				1	Siebel Service
F.15.5	System shall have the ability to assign a priority code, based on transaction type. The operator should be able to override a priority code assigned to a transaction, based on user permissions.	M	1	X				1	Siebel Service
F.15.7	System shall have the ability to categorize the type of contact, including, but not limited to: phone call, U.S. Mail, E-mail, Web entry, walk-in.	M	1	X				1	Siebel Service
F.15.8	System shall have the ability to categorize a call as non-city service (i.e., does not require a response by the city).	M	1	X				1	Siebel Service
F.16	**Extraordinary Event Tracking**								
F.16.1	System should have the ability to automatically determine duplicate requests by type, date range, and location using GIS data. This includes the ability to depict whether the duplicate request is open, closed, in the resolution process, etc.	D	2		X			1	Siebel Service
F.16.2	System should have the ability to maintain recurring requests that may be automatically entered into the system based on dates set up in the recurring request schedule.	D	2		X			1	Workflow
F.16.3	System should have the ability to count transactions, rather than store each call transaction taken during an extraordinary event that does not require detailed information to be recorded.	D	2	X				1	Related SRs
F.17	**Forms and Documents**								
F.17.1	System shall have the ability to create, print, and store standard forms and documents.	M	1	X				1	Correspondence
F.17.2	System shall have the ability to create, print, and store forms and documents with areas that can be customized.	M	1	X				1	Correspondence
F.17.3	System shall have the ability to store form and document templates as a document type that is easily recognized by most computer software (i.e., Word, Excel, PDF).	M	1	X				1	Attachments
F.17.4	System shall provide the ability to integrate with standard Microsoft Office products, including MS Word, MS Excel, and MS Access.	M	1	X				1	Siebel Service
F.17.5	System shall provide the ability to integrate with GroupWise version X (e.g., send a message and attachment from the CRM system to GroupWise application).	M	1	X				1	Siebel Service
F.17.6	System shall provide wizards and templates to facilitate document creation.	M	1	X				1	Correspondence
F.17.7	System shall provide the ability to distribute forms and documents electronically.	M	1	X				1	Correspondence
F.17.8	System shall provide the ability to link forms and documents to citizen requests.	M	1	X				1	Attachments
F.18	**Workflow**								
F.18.1	System shall provide the ability to transfer collected information with workflow based on user-defined business rules.	M	1		X			1	Workflow
F.18.2	System shall provide the ability to easily maintain workflow tables to perform functions including, but not limited to:	M	1					1	

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F.18.2.1	Add new workflow group	M	1		X			1	Workflow
F.18.2.2	Add/delete/change member in workflow group	M	1		X			1	Workflow
F.18.2.3	Set permissions for routing of work	M	1		X			1	Workflow
F.18.3	System shall provide the ability for a supervisor/manager to see workflow assigned within his/her workgroup(s).	M	1	X				1	Workflow
F.18.4	System should provide graphical tools to devise/revise workflow.	D	1	X				1	Workflow
F.19	**Configuration**								
F.19.1	System shall provide the ability to define the criteria used to determine duplicate service requests, such as address, name, request, spatial reference, etc.	M	1	X				1	Siebel Service
F.19.2	System shall provide the ability to set creation options for secondary types of service requests that can be automatically created and linked to the original service request, including:	M	1		X			1	Workflow
F.19.2.1	Definition of parent, child, companion and follow-on service request types	M	1		X			1	Workflow
F.19.2.2	Definition of default status and service request type for parent, child, companion and follow-on service request types	M	1		X			1	Workflow
F.19.2.3	Assignment of the group(s) to which a service request can be cc'd	M	1		X			1	Assignment Manager
F.19.3	System shall provide the ability to define the query or view access other groups can have on the service request being defined.	M	1	X				1	Siebel Service
F.19.4	System shall provide the ability to define the choices for each list of values which is used when answering questions during intake and resolution.	M	1	X				1	Siebel Service
F.19.5	System shall provide the ability for each department to define the resolution activities with unique duration in days and hours for each service request type.	M	1	X				1	Activity Plans
F.19.6	System shall provide the ability to define the default values to be automatically set when a inquiry/service request is created.	M	1	X				1	Siebel Service
F.19.7	System shall provide the ability to define an choose location alerts that would be examined based on the location entered for the service request type.	M	1	X				1	Workflow
F.19.8	System shall provide the ability to define if service request locations require validation.	M	1		X			1	GIS Address Validation
F.19.9	System shall provide the ability to define the geographical area information that can be displayed for the location.	M	1		X			1	GIS Integration
F.19.10	System shall provide the ability to configure a service request activity with respect to one or more allowable device types (e.g., text pagers, mobile phones that accept text messages) to which the activity can be dispatched.	M	1		X			1	Workflow
F.19.11	System shall provide the ability to define and edit messages the can be sent/triggered by activities and status updates.	M	1		X			1	Workflow
F.19.12	System shall provide the ability to allow entry of additional supporting questions and answers that are not part of the original script.	M	1	X				1	Smart Scripts
F.19.13	System shall provide the ability to configure message types to be sent at a particular time after an activity is created.	M	1		X			1	Workflow
F.19.14	System shall provide the ability to define overdue assignment message(s) and the number of days to allow.	M	1		X			1	Assignment Manager
F.19.15	System shall provide the ability to restrict potential assignees for each associated activity type for a service request definition.	M	1		X			1	Assignment Manager
F.19.16	System shall provide the ability to define the script questions to be displayed and to copy a service request definition for the basis of creating a new service request definition.	M	1	X				1	Siebel Service

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INFORMATION MANAGEMENT									
F.20	**Knowledge-Base Engine**								
F.20.1	System shall provide search mechanisms for identifying like solutions to a problem, inquiry, or service request.	M	1	X				2	Solutions
F.20.2	System shall provide search engines that encompass the following capabilities:	M	1						
F.20.2.1	Keyword search	M	1	X				2	Advanced Search
F.20.2.2	Part of a keyword	M	1	X				2	Advanced Search
F.20.2.3	Exact word search	M	1	X				2	Advanced Search
F.20.2.4	Boolean search	M	1	X				2	Advanced Search
F.20.2.5	Full text (i.e., but no rule-base)	D	2	X				2	Advanced Search
F.20.2.6	Decision tree	D	2	X				2	Advanced Search
F.20.2.7	Bubble search (i.e., a relevancy search for most recently asked questions pertaining to similar subjects)	D	2	X				2	Advanced Search
F.20.2.8	Adaptive learning	D	2		X			Future	Smart Answer (Future)
F.20.3	System shall provide a search engine that supports the following capabilities:	M	1					2	
F.20.3.1	Present relevant hits before entire search is complete.	M	1	X				2	Advanced Search
F.20.3.2	Float the most relevant hits to the top in order of closest match.	M	1	X				2	Advanced Search
F.20.3.3	Allow the agent to launch another parallel search.	M	1	X				2	Advanced Search
F.20.4	System shall provide the following problem resolution capabilities:	M	1					1	
F.20.4.1	Provide a list of standard problems.	M	1	X				1	Solutions
F.20.4.2	Provide a list of most frequently experienced problems.	M	1	X				1	Solutions
F.20.4.3	Provide a list of standard problem-solving actions.	M	1	X				1	Solutions
F.20.4.4	Provide a list of most frequently employed problem-solving actions.	M	1	X				1	Solutions
F.20.5	System shall populate and manage the knowledge base as follows:							1	Solutions
F.20.5.1	Only experts can populate and manage the knowledge base based on user permissions.	M	1	X				1	Solutions
F.20.5.2	Agents can populate the knowledge base only after expert verification or approval.	M	1	X				1	Solutions
F.20.5.3	Agents can directly populate the knowledge base; experts then manage it.	M	1	X				1	Solutions
F.20.5.4	System shall provide the ability to automatically detect duplicate entries in the knowledge base.	M	1	X				1	Solutions
F.20.5.5	System shall provide the ability to automatically detect similar entries in the knowledge base.	M	1	X				1	Solutions
F.20.5.6	System shall provide the ability to automatically notify an expert of duplicate or similar entries in the knowledge base.	M	1		X			1	Workflow
F.20.6	System shall provide the ability to create, index and maintain a series of questions (i.e. scripts) for each inquiry/service request type to assist operator/citizen communications.	M	1	X				1	Smart Scripts
F.20.7	System shall provide the ability to link to an external system to display knowledge engine information that is maintained by another organization.	M	1		X			1	EAI
F.20.8	System shall provide the ability to import information already compiled in other formats into the knowledge-base engine.	M	1	X				1	Solutions
F.21	**Data Tracking**								

RFP Enclosure F

3-1-1/CRM Business and Technical Requirements

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F.21.1	System shall support the tracking of the specified data including, but not limited to:	M	1					1	
F.21.1.1	Summary information	M	1	X				1	Siebel Service
F.21.1.2	Inquiry/Service Request ID (i.e., uniquely identifies the record)	M	1	X				1	Siebel Service
F.21.1.3	Inquiry/Service Request type (i.e., out of a predefined range)	M	1	X				1	Siebel Service
F.21.1.4	Severity level or priority (i.e., out of a predefined range)	M	1	X				1	Siebel Service
F.21.1.5	Source of inquiry/service request, including:	M	1	X				1	Siebel Service
F.21.1.5.1	Phone call	M	1	X				1	Siebel Service
F.21.1.5.2	E-mail	M	1	X				1	Siebel Service
F.21.1.5.3	Web	M	1	X				1	Siebel Service
F.21.1.5.4	Fax	M	1	X				1	Siebel Service
F.21.1.5.5	Live walk-in	M	1	X				1	Siebel Service
F.21.1.5.6	Correspondence (regular mail)	M	1	X				1	Siebel Service
F.21.1.12	Status (i.e., out of a predefined range)	M	1	X				1	Siebel Service
F.21.1.13	Number of days since creation	M	1	X				1	Siebel Service
F.21.1.14	Number of days since last citizen touch	M	1	X				1	Siebel Service
F.21.1.15	Due date and time	M	1	X				1	Siebel Service
F.21.1.16	Total time spent working on inquiry/service request	M	1	X				1	Siebel Service
F.21.1.17	Total time spent by specific agent or assigned resource	M	1	X				1	Siebel Service
F.21.1.18	Change data, history or audit trail (i.e., a log of all action data)	M	1	X				1	Siebel Service
F.21.1.19	Description (i.e., free-form data or notes section)	M	1	X				1	Siebel Service
F.21.1.20	Council district	M	1	X				1	Siebel Service
F.21.1.21	Parcel number	M	1	X				1	Siebel Service
F.21.2	System shall include a snapshot of key citizen information in the primary CRM window so users need not navigate to other windows to find information.	M	1	X				1	Siebel Service
F.21.3	System shall enter and track action-related data including, but not limited to:	M	1					1	Siebel Service
F.21.3.1	Date of action	M	1	X				1	Siebel Service
F.21.3.2	Time of action	M	1	X				1	Siebel Service
F.21.3.3	Action type (i.e., out of predefined range), including:	M	1	X				1	Siebel Service
F.21.3.4	Creation	M	1	X				1	Siebel Service
F.21.3.5	Follow-up activity	M	1	X				1	Siebel Service
F.21.3.6	Closure	M	1	X				1	Siebel Service
F.21.3.7	Reopening	M	1	X				1	Siebel Service
F.21.3.8	Service agent/resource responsible for action	M	1	X				1	Siebel Service
F.21.3.9	Time required for action	M	1	X				1	Siebel Service
F.21.3.10	Action description (i.e., free-form data or notes section)	M	1	X				1	Siebel Service
F.21.4	System shall enter and track service-related data including, but not limited to:	M	1	X				1	
F.21.4.1	Service information	M	1	X				1	Siebel Service
F.21.4.2	Service name	M	1	X				1	Siebel Service
F.21.4.3	Service category	M	1	X				1	Siebel Service
F.21.4.4	Service type	M	1	X				1	Siebel Service
F.21.4.5	Responsible department(s)	M	1	X				1	Siebel Service
F.21.4.6	Responsible individuals	M	1	X				1	Siebel Service
F.21.5	System shall be able to assign, if needed, a unique citizen identification code.	M	1	X				1	Siebel Service
F.21.6	System shall enter and track citizen profile data including, but not limited to:	M	1					1	
F.21.6.1	Name	M	1	X				1	Siebel Service
F.21.6.2	Contact position and title	M	1	X				1	Siebel Service
F.21.6.3	Phone numbers (multiple)	M	1	X				1	Siebel Service
F.21.6.4	Address (multiple)	M	1	X				1	Siebel Service
F.21.7	System shall provide the ability to verify (flag) addresses or locations as City addresses or locations, where applicable.	M	1		X			1	GIS Integration

RFP Enclosure F
3-1-1/CRM Business and Technical Requirements

Requirement #	Description	Functionality Category (M-andatory, D-esired)	Level of Importance (1 - top; 3 - low)	Existing, out-of-box functionality	Delivered after CRM app is Configured (included in price)	Delivered after Major modification (included in price)	Not Offered	Phase	OneCity/Siebel Module
F.21.8	System shall provide the ability to standardize address entry for consistency.	M	1		X			1	GIS Integration
F.21.9	System shall provide the ability to suggest or automatically change entries that do not conform to standards.	M	1	X				1	Siebel Service
F.21.10	System shall provide the ability to enforce the use standard abbreviations for roads (i.e.. street, avenue, trail).	M	1		X			1	GIS Integration
F.21.11	System shall provide the ability to suggest street name spellings, if a possible incorrect spelling is detected.	M	1		X			1	GIS Integration
F.21.12	System shall provide the ability to automatically fill zip code information, based on the address or location entered.	M	1		X			1	GIS Integration
F.21.13	System shall provide the ability to allow and validate partial address or location entry.	M	1		X			1	GIS Integration
F.21.14	System shall enter and track departmental/organizational information including, but not limited to:	M	1	X				1	Siebel Service
F.21.14.1	Department/Organization name	M	1	X				1	Siebel Service
F.21.14.2	Department/Organization address	M	1	X				1	Siebel Service
F.21.14.3	Department/Organization contact position and title	M	2	X				1	Siebel Service
F.21.14.4	Department/Organization contact information for primary contacts	M	1	X				1	Siebel Service
F.21.14.5	Department/Organization contact information for secondary contacts	M	1	X				1	Siebel Service
F.21.15	System should accommodate unlimited number of telephone types (i.e., fax, mobile, toll-free or main number) within a department.	D	2	X				1	Siebel Service
F.21.16	System shall indicate which telephone number is the primary number for communication.	M	1	X				1	Siebel Service
F.21.17	System should accommodate unlimited number of e-mail addresses for each department/organization.	D	2	X				1	Siebel Service
F.21.18	System should indicate which e-mail address is the primary e-mail address.	D	2		X			1	Siebel Service
F.21.19	System shall track current status of citizen or trouble ticket, including, but not limited to the following designations:	M	1					1	
F.21.19.1	Active	M	1	X				1	Siebel Service
F.21.19.2	Inactive	M	1	X				1	Siebel Service
F.21.19.3	Escalated	M	1	X				1	Siebel Service
F.21.19.4	Suspended	M	1	X				1	Siebel Service
F.21.20	System shall track citizen satisfaction based on feedback from follow-up call after inquiry is closed (e.g., satisfied or not satisfied).	M	1	X				3	Customer Satisfaction Surveys
F.21.26	System should link and track an unlimited number of external companies or individuals to an entity (e.g., consultant, reseller, retailer, wholesaler, accountant, systems integrator or contractor).	D	2	X				1	Siebel Service
F.21.27	System shall link and unlink an individual record to a different department/organization record.	M	2	X				1	Siebel Service
F.21.28	System shall track call center agent or user-related data including, but not limited to:	M	1					1	
F.21.28.1	Agent or user profile	M	1	X				1	Siebel Service
F.21.28.2	Agent or user name	M	1	X				1	Siebel Service
F.21.28.3	Agent or user position	M	1	X				1	Siebel Service
F.21.28.4	Agent or user department	M	1	X				1	Siebel Service
F.21.28.5	Agent or user contact information (e.g., phone, e-mail or fax)	M	1	X				1	Siebel Service
F.21.28.6	Total time spent by agent or user on a specific inquiry	M	1	X				1	Siebel Service
F.21.29	System shall indicate responsible external service provider partnerships (e.g. 211, 911, 511, utilities, State agencies, etc.).	M	1	X				1	Siebel Service
F.22	**Searching Mechanisms**								
F.22.1	System shall utilize search mechanisms and parameters for dynamic searching.	M	1	X				1	Siebel Service
F.22.2	System shall search for records using specified data, including:	M	1					1	
F.22.2.1	Data and time received	M	1	X				1	Siebel Service
F.22.2.2	Location of incident/service request	M	1	X				1	Siebel Service

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F.22.2.3	Data related to inquiries and service requests, including, but not limited to:	M	1	X				1	Siebel Service
F.22.2.3.1	ID (i.e., uniquely identifies the record)	M	1	X				1	Siebel Service
F.22.2.3.2	Inquiry/Service Level type (i.e., out of a predefined range)	M	1	X				1	Siebel Service
F.22.2.3.3	Severity level or priority (i.e., out of a predefined range)	M	1	X				1	Siebel Service
F.22.2.4	Source of inquiry/service request, including, but not limited to:	M	1	X				1	Siebel Service
F.22.2.4.1	Phone call	M	1	X				1	Siebel Service
F.22.2.4.2	E-mail	M	1	X				1	Siebel Service
F.22.2.4.3	Web	M	1	X				1	Siebel Service
F.22.2.4.4	Fax	M	1	X				1	Siebel Service
F.22.2.4.5	Live walk-in	M	1	X				1	Siebel Service
F.22.2.4.6	Correspondence (regular mail)	M	1	X				1	Siebel Service
F.22.2.5	Status (i.e., out of a predefined range)	M	1	X				1	Siebel Service
F.22.2.6	Number of days since creation	M	1	X				1	Siebel Service
F.22.2.7	Due date and time	M	1	X				1	Siebel Service
F.22.2.8	Total time spent working on inquiry/service request	M	1	X				1	Siebel Service
F.22.2.9	Total time spent by specific service agent or user	M	1	X				1	Siebel Service
F.22.2.10	Council district	M	1	X				1	Siebel Service
F.22.2.11	Change data, history or audit trail including, but not limited to:	M	1	X				1	Siebel Service
F.22.2.11.1	Description (i.e., free-form data or notes section)	M	1	X				1	Siebel Service
F.22.2.11.2	Action-related data: indicate if the application provides:	M	1	X				1	Siebel Service
F.22.2.11.2.1	Date of action	M	1	X				1	Siebel Service
F.22.2.11.2.2	Time of action	M	1	X				1	Siebel Service
F.22.2.11.2.3	Action type (i.e., out of predefined range), including:	M	1	X				1	Siebel Service
F.22.2.11.2.3.1	Creation	M	1	X				1	Siebel Service
F.22.2.11.2.3.2	Follow-up	M	1	X				1	Siebel Service
F.22.2.11.2.3.3	Closure	M	1	X				1	Siebel Service
F.22.2.11.2.3.4	Reopening	M	1	X				1	Siebel Service
F.22.2.11.2.3.5	Action description (i.e., free-form data or notes section)	M	1					1	
F.22.3	System shall allow users to conduct searches based on service information, including, but not limited to:	M	1	X				1	Siebel Service
F.22.3.1	Service information	M	1	X				1	Siebel Service
F.22.3.2	Service name	M	1	X				1	Siebel Service
F.22.3.3	Service category	M	1	X				1	Siebel Service
F.22.3.4	Service type	M	1	X				1	Siebel Service
F.22.3.5	Responsible department(s)	M	1	X				1	Siebel Service
F.22.3.6	Responsible individuals	M	1					1	
F.22.4	System shall allow users to conduct searches based on call center agent or user-related data including, but not limited to:	M	1	X				1	Siebel Service
F.22.4.1	Agent or user profile: name, position, department and contact information	M	1	X				1	Siebel Service
F.22.4.2	Agent or user availability	M	1	X				1	Siebel Service
F.22.4.3	Total time spent by agent or user on all inquiries/service requests	M	1	X				1	Siebel Service
F.22.4.4	Total time spent by agent or user on a specific inquiry/service request	M	1	X				1	Siebel Service
F.22.5	System shall allow users to conduct searches based on general data including, but not limited to:	M	1	X				1	Siebel Service
F.22.5.1	Total number of open inquiries/service requests	M	1	X				1	Siebel Service
F.22.5.2	Total number of open inquiries/service requests, per department	M	1	X				1	Siebel Service
F.22.5.3	Total number of open inquiries/service requests, per agent	M	1	X				1	Siebel Service
F.22.5.4	Total number of open inquiries/service requests of type "x" (e.g., overdue)	M	1	X				1	Siebel Service
F.22.5.5	Total number of open inquiries/service requests of type "x" , per department	M	1	X				1	Siebel Service
F.22.5.6	Total number of open inquiries/service requests of type "x" , per agent	M	1	X				1	Siebel Service
F.22.5.7	Total number of inquiries/service requests processed per unit time	M	1	X				1	Siebel Service
F.22.5.8	Total number of inquiries/service requests processed per unit time, per department								

Requirement #	Description	Functionality Category (M-andatory, D-esired)	Level of Importance (1 - top; 3 - low)	Existing, out-of-box functionality	Delivered after CRM app is Configured (included in price)	Delivered after Major modification (included in price)	Not Offered	Phase	OneCity/Siebel Module
F.22.5.9	Total number of inquiries/service requests processed per unit time, per agent	M	1	X				1	Siebel Service
F.22.5.10	Response time statistics — overall	M	1	X				1	Siebel Service
F.22.5.11	Response time statistics — overall, per department	M	1	X				1	Siebel Service
F.22.5.12	Response time statistics — overall, per agent	M	1	X				1	Siebel Service
F.23	**Sorting Functions**	M	1					1	
F.23.1	System shall allow users to sort listed records by specified data related to inquiries and service requests including, but not limited to:	M	1	X				1	Siebel Service
F.23.1.1	ID (i.e., uniquely identifies the record)	M	1	X				1	Siebel Service
F.23.1.2	Inquiry/Service Request type (i.e., out of a predefined range)	M	1	X				1	Siebel Service
F.23.1.3	Date and time received	M	1	X				1	Siebel Service
F.23.1.4	Location of incident/service request	M	1	X				1	Siebel Service
F.23.1.5	Council district	M	1	X				1	Siebel Service
F.23.1.6	Parcel number	M	1	X				1	Siebel Service
F.23.1.7	Severity level or priority (i.e., out of a predefined range)	M	1	X				1	Siebel Service
F.23.1.8	Source/details of inquiry/service request, including:	M	1	X				1	Siebel Service
F.23.1.7.1	Phone call	M	1	X				1	Siebel Service
F.23.1.7.2	E-mail	M	1	X				1	Siebel Service
F.23.1.7.3	Web	M	1	X				1	Siebel Service
F.23.1.7.4	Fax	M	1	X				1	Siebel Service
F.23.1.7.5	Live walk-in	M	1	X				1	Siebel Service
F.23.1.7.6	Correspondence (regular mail)	M	1	X				1	Siebel Service
F.23.1.7.7	Status (i.e., out of a predefined range)	M	1	X				1	Siebel Service
F.23.1.7.8	Number of days since creation	M	1	X				1	Siebel Service
F.23.1.7.9	Due date and time	M	1	X				1	Siebel Service
F.23.1.7.10	Total time spent working on inquiry/service request	M	1	X				1	Siebel Service
F.23.1.7.11	Total time spent by specific service agent or user	M	2	X				1	Siebel Service
F.23.1.7.12	Change data, history and audit trail	D	2	X				1	Siebel Service
F.23.1.7.13	Description (i.e., free-form data or notes section)	M	1					1	
F.23.2	System shall allow users to sort listed records by specified action-related data including, but not limited to:	M	1	X				1	Siebel Service
F.23.2.1	Date of action	M	1	X				1	Siebel Service
F.23.2.2	Time of action	M	1	X				1	Siebel Service
F.23.2.3	Action type (i.e., out of predefined range)	M	1					1	
F.23.3	System shall sort listed records by specified service-related data including, but not limited to:	M	1	X				1	Siebel Service
F.23.3.1	Service information	M	1	X				1	Siebel Service
F.23.3.2	Service type	M	1	X				1	Siebel Service
F.23.3.3	Service name	M	1	X				1	Siebel Service
F.23.3.4	Department(s) responsible	M	1					1	
F.23.4	System shall sort listed records by specified citizen-related data including, but not limited to:	M	1	X				1	Siebel Service
F.23.5.1	Citizen profile: name, contact information, position or organization	M	1	X				1	Siebel Service
F.23.5.2	Organization profile: organization name, address, contacts or links	M	1	X				1	Siebel Service
F.23.5.3	Contract information or service-level agreements	M	1	X				1	Siebel Service
F.23.5.4	Citizen entitlements	M	1	X				1	Siebel Service
F.23.5.5	Citizen contract value	M	1	X				1	Siebel Service
F.23.5.6	Citizen credit information	M	1	X				1	Siebel Service
F.23.5.7	Citizen satisfaction: from follow-up call after inquiry is closed	M	1					1	
F.23.6	System shall sort listed records by specified call center agent or user-related data including, but not limited to:	M	1	X				1	Siebel Service
F.23.6.1	Name	M	1	X				1	Siebel Service
F.23.6.2	Contact position and title	M	1	X				1	Siebel Service
F.23.6.3	Phone numbers (multiple)	M	1	X				1	Siebel Service
F.23.6.4	Address (multiple)								

RFP Enclosure F
3-1-1/CRM Business and Technical Requirements

Requirement #	Description	Functionality Category (M-andatory, D-esired)	Level of Importance (1 - top; 3 - low)	Existing, out-of-box functionality	Delivered after CRM app is Configured (included in price)	Delivered after Major modification (included in price)	Not Offered	Phase	OneCity/Siebel Module
F.23.7	System shall sort listed records by specified general data including, but not limited to:	M	1					1	
F.23.7.1	Total number of open inquiries/service requests	M	1	X				1	Siebel Service
F.23.7.2	Total number of open inquiries/service requests, per department	M	1	X				1	Siebel Service
F.23.7.3	Total number of open inquiries/service requests, per agent	M	1	X				1	Siebel Service
F.23.7.4	Total number of open inquiries/service requests of type "x" (e.g., overdue)	M	1	X				1	Siebel Service
F.23.7.5	Total number of open inquiries/service requests of type "x" , per department	M	1	X				1	Siebel Service
F.23.7.6	Total number of open inquiries/service requests of type "x" , per agent	M	1	X				1	Siebel Service
F.23.7.7	Total number of inquiries/service requests processed per unit time	M	1	X				1	Siebel Service
F.23.7.8	Total number of inquiries/service requests processed per unit time, per department	M	1	X				1	Siebel Service
F.23.7.9	Total number of inquiries/service requests processed per unit time, per agent	M	1	X				1	Siebel Service
F.23.7.10	Response time statistics — overall	M	1	X				1	Siebel Service
F.23.7.11	Response time statistics — overall, per department	M	1	X				1	Siebel Service
F.23.7.12	Response time statistics — overall, per agent	M	1	X				1	Siebel Service
F.23.8	System shall apply locks at the correct record level for update processing to ensure correct updating of the data	M	1	X				1	Siebel Service
F.23.9	System shall sort listed records by expected completion date	M	1	X				1	Siebel Service

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WEB SELF-SERVICE									
F.24	Web Self-Service Capabilities								
F.24.1	System shall provide self-service facilities that can be utilized over the public Internet.	M	1	X				2	Siebel eService (Future)
F.24.2	System shall have the ability to provide a public Web site with a single entry point that will be accessed from the city's home page.	M	1	X				2	Siebel eService (Future)
F.24.3	System shall automatically assign a unique tracking number for each inquiry that can be cross-referenced with name, etc.	M	1	X				2	Siebel eService (Future)
F.24.4	System should have the ability for the public Web site to allow the citizen to enter a word or phrase to navigate to the appropriate content, or view a list of departments.	M	1	X				2	Siebel eService (Future)
F.24.5	System shall support the presentation of information through Web links.	M	1	X				2	Siebel eService (Future)
F.24.6	System shall provide the ability to download forms and manuals.	M	1	X				2	Siebel eService (Future)
F.24.7	System shall provide the ability to broadcast major events/incidents on the self-service site.	M	1	X				2	Siebel eService (Future)
F.24.8	System shall have the ability for Web entry forms for the public to use the same business-defined editing rules as transactions entered by a city call taker.	M	1	X				2	Siebel eService (Future)
F.24.9	System should have the ability to tentatively assign the transaction to the appropriate department based on citizen input via the Internet.	D	2	X				2	Assignment Manager
F.24.10	System should have the ability to hold and validate Web entries before they become part of the official CRM database.	D	2		X			2	Siebel eService (Future)
F.24.11	System should provide the ability for citizens to develop personal profiles that are accessible to the City.	D	2	X				2	Siebel eService (Future)
F.24.6	System shall allow clients to use electronic services, including:	M	1					2	Siebel eService (Future)
F.24.6.1	Create, change or delete an inquiry or service request	M	1	X				2	Siebel eService (Future)
F.24.6.2	Initiate a change order	D	2	X				2	Siebel eService (Future)
F.24.6.3	Request service suspension	D	2	X				2	Siebel eService (Future)
F.24.12	System shall provide citizens with the ability to review account information, including the following functions:	M	1					2	
F.24.3.1	Reviewing the status of a service request or individual inquiry and service request history.	M	1	X				2	Siebel eService (Future)
F.24.3.3	Creating an optional personal account number and password, or recovering lost or forgotten log -in information.	M	1		X			2	Siebel eService (Future)
F.24.3.2	Accessing service requests by using a system-generated, unique ID or a personal account number created on an opt-in basis.	M	1	X				2	Siebel eService (Future)
F.24.4	System shall provide citizens with the ability to perform trouble-shooting functions, including the following:	M	1					2	
F.24.4.1	Trouble-shooting issues to determine the desired service(s)	M	1	X				2	Siebel eService (Future)
F.24.4.2	Providing a trouble-shooting guide on the Web site that is interactive and intuitive.	M	1	X				2	Siebel eService (Future)
F.24.4.3	Routing the subscriber to the call center e.g., through e-mail, Web chat).	M	1	X				2	Siebel eService Web Chat (Future)
F.24.4.4	Generating an email requesting assistance with trouble-shooting.	M	1	X				2	Workflow
F.24.5	System should provide citizens with to promotions via the Web self-service interface	D	2	X				2	Siebel eService (Future)
F.24.13	System should allow clients to update or keep current the following via the Internet:	D	2					2	Siebel eService (Future)
F.24.13.1	Call history and status of any outstanding requests with the organization	D	2		X			2	Siebel eService (Future)
F.24.13.2	Demographic information	D	2		X			2	Siebel eService (Future)

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F.24.13.3	Hobbies, interests or lifestyle preferences	D	2		X			2	Siebel eService (Future)
F.24.8	System shall allow clients to search to learn if their inquiry or service request was previously reported.	M	1		X			2	Siebel eService (Future)
F.24.9	System shall notify call center and other affected parties if request status is changed via the self-service tool .	M	1		X			2	Workflow
F.24.14	System should allow other members of a household to develop a profile.	D	2		X			2	Siebel eService (Future)
F.24.15	System should design and broadcast promotions that appeal to specific profiles.	D	2		X			2	Siebel eService (Future)
F.24.16	System should allow subscribers to change geographic location of receipt of services (e.g., services rendered by utilities or telecommunication companies).	D	2		X			2	Siebel eService (Future)
F.24.17	System should allow subscribers to change the address where services would be received without human intervention.	D	2	X				2	Siebel eService (Future)
F.24.18	System should allow citizens to register a change of address and automatically receive e-mail confirmations.	D	2		X			2	Siebel eService (Future)
F.24.19	System should provide the ability to transfer citizen records to a new address.	D	2		X			2	Siebel eService (Future)
F.24.23	System should have the ability for the public Web site to provide instructions for non-English speaking individuals.	D	2		X			2	Siebel eService (Future)
F.25	**E-Payments**								
F.25.1	System should allow citizens to make credit card payments online for appropriate transactions	D	1		X			Future	Tier1 Payment engine (future)
F.25.2	System should provide reports that will assist in the collection of funds and reconciliation of all electronic transactions.	D	1		X			Future	Tier1 Payment engine (future)
F.25.3	System should provide the ability to provide a common look and feel for online e-payment transactions.	D	1		X			Future	Tier1 Payment engine (future)

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CONTACT CENTER MANAGEMENT									
F.29	**Alerts and Notifications**								
F.29.1	System shall automatically alert or notify an agent or supervisor when specified data related to inquiries, or service requests meet certain conditions, including, but not limited to the following:	M	1						
F.29.1.1	Inquiry/Service Request ID (i.e., uniquely identifies the inquiry record)	M	1		X			1	Workflow
F.29.1.2	Inquiry/Service Request type (i.e., out of a predefined range)	M	1		X			1	Workflow
F.29.1.3	Severity level or priority (i.e., out of a predefined range)	M	1		X			1	Workflow
F.29.1.4	Status (i.e., out of a predefined range)	M	1		X			1	Workflow
F.29.1.5	Number of days since creation	M	1		X			1	Workflow
F.29.1.6	Due date and time	M	1		X			1	Workflow
F.29.1.7	Total time spent working on inquiry/service request	M	1		X			1	Workflow
F.29.1.8	Total time spent by specific service agent or user	M	1		X			1	Workflow
F.29.1.9	citizen name or type				X			1	Workflow
F.29.1.10	Agent or user profile: name, position, department, contact information	M	1		X			1	Workflow
F.29.1.11	Agent or user availability	M	1		X			1	Workflow
F.29.1.12	Total time spent by agent or user on all inquiries/service requests	M	1		X			1	Workflow
F.29.1.13	Total time spent by agent or user on a specific inquiry/service request	M	1		X			1	Workflow
F.29.1.14	Total number of open inquiries/service requests	M	1		X			1	Workflow
F.29.1.15	Total number of open inquiries/service requests, per department	M	1		X			1	Workflow
F.29.1.16	Total number of open inquiries/service requests, per agent	M	1		X			1	Workflow
F.29.1.17	Total number of open inquiries of type "x" (e.g., overdue)	M	1		X			1	Workflow
F.29.1.18	Total number of open inquiries/service requests, per department	M	1		X			1	Workflow
F.29.1.19	Total number of open inquiries/service requests, per agent	M	1		X			1	Workflow
F.27	**Escalation Capabilities for Services Activities**								
F.27.1	System shall provide functions for executing user follow up and accountability activities.	M	1		X			1	Workflow
F.27.2	System shall provide functionality for escalation management.	M	1		X			1	Workflow/Assignment Manager
F.27.3	System shall define sets of activities or procedures for specified categories of inquiries/service requests.	M	1	X				1	Activity Plans
F.27.4	System shall support functionality that assists with prioritization of activities.	M	1	X				1	Activity Plans
F.27.5	System shall automatically invoke a specific activity or procedure as a result of a predefined event or user execution.	M	1		X			1	Workflow
F.27.6	System shall allow thresholds to be defined based on business process rules that initiate events when exceeded.	M	1		X			1	Workflow
F.27.7	System shall automatically escalate overdue issues	M	1		X			1	Assignment Manager
F.27.8	System shall automatically escalate inquiries/service requests defined as representing repeated complaints.	M	1		X			1	Assignment Manager
F.27.9	System shall highlight overdue events using a traffic-light system (or similar construct).	M	1	X				1	Siebel Service
F.27.10	System shall define activities that require authorization based on business process rules.	M	1	X				1	State Model
F.27.11	System shall provide the following escalation capabilities:	M	1					1	
F.27.11.1	Manual hand-off of an individual inquiry/service request to individual service agent	M	1	X				1	Siebel Service
F.27.11.2	Manual hand-off of an individual inquiry/service request to multiple service agents	M	1	X				1	Siebel Service
F.27.11.3	Manual hand-off of multiple inquiries/service requests to individual service agents	M	1	X				1	Siebel Service
F.27.11.4	Manual hand-off of multiple inquiries/service requests to multiple service agents	M	1	X				1	Siebel Service
F.27.11.5	Manual carbon copy (i.e., copy in appropriate peers or managers) of an individual inquiry/service request to individual service agent	D	2	X				1	Siebel Service
F.27.11.6	Manual carbon copy of an individual inquiry/service request to multiple service agents	D	2	X				1	Siebel Service

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F.27.11.7	Manual carbon copy of multiple inquiries/service requests to individual service agents	D	2	X				1	Siebel Service
F.27.11.8	Manual carbon copy of multiple inquiries/service requests to multiple service agents	D	2	X				1	Siebel Service
F.27.11.9	Automatic hand-off of an individual inquiry/service request by citizen or account	D	2	X				1	Siebel Service
F.27.11.10	Automatic hand-off by inquiry/service request type	D	2		X			1	Assignment Manager
F.27.11.11	Automatic hand-off by status	D	2		X			1	Assignment Manager
F.27.11.12	Automatic hand-off by severity level	D	2		X			1	Assignment Manager
F.27.11.13	Automatic hand-off by date and time (i.e., calendar routing)	D	2		X			1	Assignment Manager
F.27.11.14	Automatic hand-off according to agent or analyst availability	D	2		X			1	Assignment Manager
F.27.11.15	Automatic hand-off by other user-defined criteria	D	2		X			1	Assignment Manager
F.27.11.16	Automatic carbon copy (i.e., copy in appropriate peers or managers) of an individual inquiry by citizen or account	D	2		X			1	Workflow
F.27.11.17	Automatic carbon copy by inquiry/service request type	D	2		X			1	Workflow
F.27.11.18	Automatic carbon copy by status	D	2		X			1	Workflow
F.27.11.19	Automatic carbon copy by severity level	D	2		X			1	Workflow
F.27.11.20	Automatic carbon copy generated by date and time (i.e., calendar routing)	D	2		X			1	Workflow
F.27.11.21	Automatic carbon copy generated according to agent or analyst availability	D	2		X			1	Workflow
F.27.11.22	Automatic hand-off by other user-defined criteria	D	2		X			1	Workflow
F.27.11.23	Automatic notification of hand-offs to all agents or analysts involved	D	2		X			1	Workflow
F.27.11.24	Automatic end-of-shift routing (i.e., to avoid inquiries being left in limbo when a shift ends)	D	2		X			1	Workflow
F.27.11.25	Automatically increase severity level when number of inquiries per agent exceeds a threshold	D	2		X			1	Workflow
F.27.11.26	Automatically increase severity level when open time exceeds a threshold	D	2		X			1	Workflow
F.27.11.27	Automatically change the severity level when user-defined criteria are satisfied	D	2		X			1	Workflow
F.28	**Workflow Assignment**								
F.28.1	System shall provide a workflow engine or work-routing capabilities	M	1	X				1	Workflow
F.28.2	System shall create and manage administrative workgroups	M	1	X				1	Siebel Service
F.28.3	System shall assign work to different groups or service agents for resolution, and maintain listing of assignments	M	1		X			1	Assignment Manager
F.28.4	System shall assign work to external parties or subcontractors	M	1		X			1	Assignment Manager
F.28.5	System shall provide the following inquiry/service request assignment capabilities:	M	1					1	
F.28.5.1	Manual assignment of an inquiry/service request to a particular agent or specialist	M	1	X				1	Siebel Service
F.28.5.2	Automatic assignment by citizen or account	M	1		X			1	Assignment Manager
F.28.5.3	Automatic assignment by inquiry/service request type	M	1		X			1	Assignment Manager
F.28.5.4	Automatic assignment by status	M	1		X			1	Assignment Manager
F.28.5.5	Automatic assignment by severity level	M	1		X			1	Assignment Manager
F.28.5.6	Automatic assignment by date and time (i.e., calendar routing)	M	1		X			1	Assignment Manager
F.28.5.7	Automatic assignment according to agent or analyst availability	M	1		X			1	Assignment Manager
F.28.5.8	Automatic assignment according to a skills database for agents or specialists	D	2		X			1	Assignment Manager

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F.28.5.9	Manual assignment by citizen or account	M	1		X			1	Assignment Manager
F.28.5.10	Manual assignment by inquiry/service request type	M	1		X			1	Assignment Manager
F.28.5.11	Manual assignment by status	M	1		X			1	Assignment Manager
F.28.5.12	Manual assignment by severity level	M	1		X			1	Assignment Manager
F.28.5.13	Manual assignment by date and time (i.e., calendar routing)	M	1		X			1	Assignment Manager
F.28.5.14	Manual assignment according to agent or analyst availability	M	1		X			1	Assignment Manager
F.29	**Quality Assurance Workload Review Capabilities**								
F.29.1	System shall support the creation and review of quality assurance records.	M	1	X				3	Customer Satisfaction Surveys
F.29.2	System shall create and maintain quality assurance records encompassing the following:	M	1	X				3	
F.29.2.1	Incident description	M	1	X				3	Customer Satisfaction Surveys
F.29.2.2	Priority	M	1	X				3	Customer Satisfaction Surveys
F.29.2.3	Current status	M	1	X				3	Customer Satisfaction Surveys
F.29.2.4	Service(s) involved	M	1	X				3	Customer Satisfaction Surveys
F.29.2.5	Source of record	M	1	X				3	Customer Satisfaction Surveys
F.29.2.6	Source of problem or incident	M	1	X				3	Customer Satisfaction Surveys
F.29.2.7	Type of problem	M	1	X				3	Customer Satisfaction Surveys
F.29.2.8	Agent assigned to resolve incident	M	1	X				3	Customer Satisfaction Surveys
F.29.3	System shall track service incidents.	M	1	X				3	Customer Satisfaction Surveys
F.29.4	System shall prioritize resolution of service incidents.	M	1		X			1	Assignment Manager
F.29.5	System shall prioritize resolution of service incidents by citizen type.	M	1		X			1	Assignment Manager
F.29.6	System shall prioritize resolution of service incidents by account history.	M	1		X			1	Assignment Manager
F.29.7	System shall track change requests.	M	1	X				1	Siebel Service
F.29.8	System shall track change requests by citizen.	M	1	X				1	Siebel Service
F.29.9	System shall link quality assurance records to citizens who reported problems.	M	1	X				3	Customer Satisfaction Surveys
F.29.10	System shall link quality assurance records to specific support or service incidents.	M	1	X				3	Customer Satisfaction Surveys

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F.29.11	System shall provide the ability to link a quality assurance record to multiple citizens.	M	1	X				3	Customer Satisfaction Surveys
F.29.12	System shall link a quality assurance record to service issues.	M	1	X				3	Customer Satisfaction Surveys
F.29.13	System shall provide unlimited user-defined fields for tracking information pertinent to quality assurance.	M	1		X			3	Customer Satisfaction Surveys
F.29.14	System shall permit entry of comments regarding the problem and correction.	M	1	X				1	Siebel Service
F.29.15	System shall permit use of multi-level resolution code(s) for different departments.	M	1	X				1	Siebel Service
F.29.16	System shall manage complaints and the following related activities:	M	1	X				1	Siebel Service
F.29.16.1	Follow-up	M	1	X				1	Siebel Service
F.29.16.2	Allocation and tracking of complaints to external parties	M	1	X				1	Siebel Service
F.29.16.3	Recognition	M	1	X				1	Siebel Service
F.29.16.4	Quality	M	1	X				1	Siebel Service
F.29.16.5	Escalation	M	1	X				1	Siebel Service
F.29.16.6	Reasons	M	1	X				1	Siebel Service
F.29.16.7	Tasks	M	1	X				1	Siebel Service
F.29.16.8	Actions	M	1	X				1	Siebel Service
F.29.16.9	Resolutions	M	1	X				1	Siebel Service
F.29.16.10	Satisfaction levels	M	1	X				3	Customer Satisfaction Surveys
F.29.16.11	Letters or correspondence	M	1	X				1	Correspondence
F.29.17	System shall allow service agents to review personal workloads at any point in time.	M	1	X				1	Siebel Service
F.29.18	System shall provide the ability to register and review follow-up activity.	M	1	X				1	Siebel Service
F.29.19	System shall allow service agents the flexibility to select for review any combination of opened, closed or new records.	M	1	X				1	Siebel Service
F.29.20	System shall allow different views of inquiries to be visible to all agents, based on user permissions.	M	1	X				1	Siebel Service
F.29.21	System shall allow a supervisor to review the workload of an entire team or group of service agents.	M	1	X				1	Siebel Service

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WORK ORDER MANAGEMENT									
F.30	General								
F.30.1	System shall provide the ability to create templates for work orders and service requests based on type of work.	M	1	X				1	Siebel Service
F.30.2	System shall provide the ability to record the employee who issued or updated the work order, based on user ID.	M	1	X				1	Siebel Service
F.30.3	System shall provide the ability to issue multiple work orders per a single contact.	M	1	X				1	Siebel Service
F.30.4	System shall provide the ability to assign multiple departments to one work order.	M	1		X			1	Siebel Service
F.30.5	System shall provide the ability to print, e-mail or fax work orders.	M	1	X				1	Siebel Service
F.30.6	System shall provide the ability to establish "work queues" for each department for routing of requests.	M	1	X				1	Workflow
F.30.7	System shall provide the ability to automatically route the individual service request to the responsible department(s) upon the completion of the information collection process based on user-defined business rules.	M	1		X			1	Workflow
F.30.8	System shall provide the ability to preview work orders that may be automatically generated by the system.	M	1		X			1	Workflow
F.30.9	System shall provide the ability to change a service request type and re-route or transfer to a different department, governed by user-defined business rules.	M	1		X			3	Audit Trail
F.30.10	System shall provide the ability to record the date, time and person who assigned or transferred a request to a department.	M	1	X				1	Workflow
F.30.11	System shall provide the ability to provide a history of work order routing.	M	1		X			1	Siebel Service
F.30.12	System shall provide the ability to provide flexible and on-demand sorting of the work queue by fields such as transaction type, date, and priority.	M	1	X				1	Siebel Service
F.30.13	System shall provide the ability to reference and track multiple work orders by department, project/event, type, or category/classification.	M	1	X				1	Siebel Service
F.30.14	System shall provide the ability to dynamically refresh the work queue display as new requests are routed and received.	M	1	X				1	Siebel Service
F.30.15	System shall provide the ability to designate or flag requests as new requests.	M	1	X				1	Workflow
F.30.16	System shall provide the ability to designate or flag requests that have surpassed a user-defined time duration in support of service level agreements.	M	1	X				1	Siebel Service
F.30.17	System shall provide the ability to view any work orders or portions of work orders assigned to any department.	M	1	X				1	Siebel Service
F.30.18	System shall provide the ability to automatically or manually assign staff, inspectors, or work crews by department or work division area (geographic).	M	1	X				1	Siebel Service
F.30.19	System shall provide the ability to itemize and prioritize all activities within a work order.	M	1	X				1	Siebel Service
F.30.20	System shall provide the ability to change the priority of an existing work order, or line item on a work order (i.e., standard to emergency).	M	1	X				1	Siebel Service
F.30.21	System shall provide the ability to capture status dates such as receipt, assignment/approval, effective/start, projected/targeted start, projected time interval, expected completion, suspense, resume, completed and/or close dates based on user-defined parameters.	M	1	X				1	Workflow
F.30.22	System shall provide the ability to manually or automatically send an e-mail alert for past due work order activities.	M	1		X			1	Siebel Service
F.30.23	System shall provide the ability to define and assign status codes to work orders and work order tasks.	M	1	X				1	Workflow
F.30.24	System shall provide the ability to suspend (interrupt) and resume work order by an authorized user.	M	1	X				1	Workflow
F.30.25	System shall provide the ability to recognize that a work order as closed when the completion and finalization criteria have been met.	M	1		X			1	Workflow

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F.30.26	System shall provide the ability to identify service requests that are eligible for closure based on the status of the work order.	M	1	X				1	Siebel Service
F.30.27	System shall maintain a completion date related to activities performed to complete a work order that is separate from either the opening or closing date for the work order.	M	1	X				1	Activities
F.30.28	System shall provide the ability to enter notes on a work order that will describe actions taken by the assigned resources. Notes will be free form text entry that is unlimited in length.	M	1	X				1	Notes
F.30.29	System shall provide the ability to trigger events as a result of a particular condition (e.g., failure to complete work order).	M	1		X			1	Workflow
F.30.30	System shall provide the ability to query records and mass re-assign them to a specific group member on an allowable staff list.	M	1	X				1	Assignment Manager
F.30.31	System shall provide the ability to capture activity specific information for each activity location.	M	1	X				1	Activities
F.31	**Mobile Support**								
F.31.1	System should provide the ability to access service request activity information from a wireless device.	D	2	X				Future	Siebel Remote (Future)
F.31.2	System should provide the ability to update service request activities from a wireless device.	D	2	X				Future	Siebel Remote (Future)
F.31.3	System should provide the ability to sort assignments by priority, date, or location for more effective planning.	D	2	X				Future	Siebel Remote (Future)
F.31.4	System should provide the ability to choose the appropriate outcome of activities from a list and update the system during the next synchronization.	D	2	X				Future	Siebel Remote (Future)
F.31.5	System should provide the ability to create any of the service request types owned by a user's group from the field.	D	2	X				Future	Siebel Remote (Future)
F.31.6	System should provide the ability to perform pre-defined queries from the field against the CRM system database for those needing to view historical service request data based on type, location or participants.	D	2	X				Future	Siebel Remote (Future)
F.31.7	System should provide the ability to view, edit and add to related service request information such as caller/participant data, questions and answers relating to the task and location information.	D	2	X				Future	Siebel Remote (Future)

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GIS									
F.32	General								
F.32.1	System shall integrate with the existing City ESRI GIS environment.	M	1		X			1	Will use OneCity connector but will need to point to City's system
F.32.2	System shall provide the ability to display maps online.	M	1		X			1	GIS Integration
F.32.3	System shall provide the ability to print maps.	M	1		X			1	Will be based on viewer utilized by the City's ESRI system
F.32.4	System shall provide the ability to view a service request location on a map in an associated window if the location is validated against GIS (single-point or area/region).	M	1	X				1	GIS Integration
F.32.5	System shall have the ability to validate all City addresses with the City's existing Master Address Database.	M	1		X			1	Will use city's master address db so will need to configure to point/utilize
F.32.6	System shall provide the ability to pinpoint location of service call on a map, by address matching to the Master Address Database, street center line file, and/or the parcel file.	M	1	X				1	OneCity connector
F.32.7	System shall have the ability to validate multiple addresses for a single contact (home, work, site of service).	M	1		X			Requirement Unclear how it relates to GIS	Will use city's master address db so will need to configure to point/utilize
F.32.8	System shall provide the ability to import GIS data from the City/County GIS systems (e.g., City GIS data stored in the SDE in Oracle).	M	1	X				1	EAI/Virtual BC
F.32.9	System shall provide the ability to locate, link and/or attach GIS maps / overlays or images to an inquiry or citizen service request, as prescribed by the user.	M	1	X				1	Attachments
F.32.10	System shall provide the ability to directly connect inquiries, service requests, and work orders to assets, which are stored in GIS (e.g., street centerlines, poles, and intersections).	M	1		X			1	EAI/Virtual BC
F.32.11	System shall provide the ability to select map object and display features on a map to display data associated with calls, service requests and/or work orders along with any data attributes associated with GIS.	M	1		X			1	OneCity connector
F.32.12	System shall provide the ability to view open requests via a GIS display, symbolized by one or more attributes.	M	1		X			1	OneCity connector
F.32.13	System shall provide the ability to predefine the map extent at which each layer is visible on the display (e.g., street names, parcels, service requests, work orders).	M	1	X				1	Will be based on viewer utilized by the City's ESRI system
F.32.14	System shall provide the ability to generate/incorporate a map directly from the GIS and attach, print or plot it to a service request or work order record.	M	1	X				1	OneCity connector
F.32.15	System shall provide the ability to map GIS data (e.g., centerline or parcels) using one or more attributes from an external table.	M	1	X				1	OneCity connector
F.32.16	System shall provide the ability to group by any combination of the following, including, but not limited to:	M	1	X				1	QBE
F.32.16.1	User defined boundaries (e.g. district, precinct)	M	1	X				1	QBE
F.32.16.2	Service request type	M	1	X				1	QBE
F.32.16.3	Status	M	1	X				1	QBE
F.32.16.4	Priority	M	1	X				1	QBE
F.32.16.5	Department	M	1	X				1	QBE

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F.32.16.6	Name of the individual requesting the service	M	1	X				1	QBE
F.32.16.7	Work crews and proximity to specific locations or functions (block events)	M	1	X				1	QBE
F.32.17	System should provide the ability to enter a request via the Internet or Intranet, allowing the requestor to specify the location of the incident on a map.	D	2		X			1	EAI/Virtual BC
F.32.18	System shall provide the ability to identify and query nearby requests on a map by inquiry and service request.	M	1		X			1	Will use OneCity connector but will need to point to City's system
F.32.19	System shall provide the ability to use GIS mapping to assist call center agents in identifying related calls, by displaying related calls or events, by displaying relative information on a map coded by user defined criteria.	M	1		X			1	Will use OneCity connector but will need to point to City's system
F.32.20	System shall provide the ability to use GIS mapping to assist managers in consolidating service requests and organizing work crews.	M	1		X			1	Will use OneCity connector but will need to point to City's system
F.32.21	System should provide the ability to display history of asset maintenance on a map, by either single or multiple asset types.	D	1		X			1	Will use OneCity connector but will need to point to City's system
F.32.22	System shall provide the ability for users to start and define the query in the CRM map window by either selecting a pre-defined geo-area or selecting an area by drawing a polygon.	M	1		X			1	Will be based on viewer utilized by the City's ESRI system
F.32.23	System shall provide the ability for users to modify scale, size and print maps generated from the CRM application to display service request query result locations.	M	1		X			1	Will be based on viewer utilized by the City's ESRI system
F.32.24	System shall provide the ability for users to query service requests previously entered into the system using various selection criteria and see the query result locations on a map.	M	1	X				1	OneCity Connector
F.32.25	System should provide the ability to upload and display topographical or aerial maps to help city personnel locate and understand the nature of a request.	D	3		X			1	Will use OneCity connector but will need to point to City's system

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ANALYSIS AND REPORTING									
F.33	General								
F.33.1	System shall have the ability to view reports online and print preview reports online.	M	1	X				1	Siebel Reports
F.33.2	System shall have the ability to create, modify, save, and distribute standard and ad hoc reports.	M	1	X				1	Siebel Reports
F.33.3	System shall have the ability to produce reports using wizards or templates.	M	1	X				1	Siebel Reports
F.33.4	System shall have the ability for report data to be formatted and exported to Microsoft Office products such as Word and Excel.	M	1	X				1	Siebel Reports
F.33.5	System shall have the ability for report data to be formatted and exported to PDF.	M	1	X				1	Siebel Reports
F.33.6	System shall have the ability to print and distribute reports remotely and locally.	M	1	X				1	Siebel Reports
F.33.7	System shall have the ability to define reporting access based on user permissions.	M	1	X				1	Siebel Reports
F.33.8	System shall have the ability to distribute reports manually, by fax, and electronically (i.e. e-mail).	M	1	X				1	Siebel Reports
F.33.9	System shall have the ability to create statistical reporting, including analysis of actual versus planned activity.	M	1	X				1	Siebel Reports
F.33.10	System shall have the ability to provide statistical reports that show a detailed snapshot across various performance measures during the time period selected.	M	1	X				1	Siebel Reports
F.33.11	System shall have the ability to provide daily transaction counts for various transaction types and by one or many districts.	M	1	X				1	Siebel Reports
F.33.12	System shall have the ability to report requests by contact channel origin, including but not limited to phone, in person, e-mail, fax, or web.	M	1	X				1	Siebel Reports
F.33.13	System shall have the ability to provide an ad hoc reporting facility that will allow parameter driven selection, ascending or descending sorting of specified fields, and conditional logic.	M	1	X				1	Siebel Reports
F.33.14	System shall have the ability to create reports based upon user-defined grouping criteria (i.e., geography, chronology, and type of work).	M	1	X				1	Siebel Reports
F.33.15	System shall have the ability to incorporate text, statistical graphs and charts, and images (GIS information or pictures) within a report.	M	1		X			Future	Siebel Reports
F.33.16	System shall have the ability to incorporate maps into reports of analytical data.	M	1	X				1	Siebel Reports
F.33.17	System shall have the ability to produce reports based on user defined criteria.	M	1	X				1	Siebel Reports
F.33.18	System shall have the ability to aggregate data into hourly, daily, monthly and annual statistics.	M	1	X				1	Siebel Reports
F.33.19	System shall have the ability for users to define the time interval for a report (daily, month-to-date, month end, quarterly, year-to-date, and annually).	M	1	X				1	Siebel Reports
F.33.20	System shall have the ability to include summary and detail data on a report, such as service request number, type, location, input data, area, status, group name, and comments.	M	1	X				1	Siebel Reports
F.33.21	System shall have the ability to group reporting data by any field with subtotaling and sort orders.	M	1	X				1	Siebel Reports
F.33.22	System shall have the ability to easily generate query logic.	M	1	X				1	Siebel Reports
F.33.23	System shall have the ability to search the database for transactions that include specified keywords or phrases.	M	1	X				2	Siebel Reports
F.33.24	System shall have the ability to search the database for transactions that fall within user specified parameters or user specified conditional logic (and/or).	M	1	X				2	Siebel Reports
F.33.25	System shall have the ability to isolate and report requests that involve fees or other financial information.	M	1	X				1	Siebel Reports

Requirement #	Description	Functionality Category (M-andatory, D-esired)	Level of Importance (1 top; 3 - low)	Existing, out-of-box functionality	Delivered after CRM app is Configured (included in price)	Delivered after Major modification (included in price)	Not Offered	Phase	OneCity/Siebel Module
F.33.26	System shall have the ability to print service requests and work orders, complete with all information associated with the requests, including history, and notes.	M	1	X				1	Siebel Reports
F.33.27	System shall have the ability to report on service requests and work orders by type, status, location, date/time, department, priority, and other user defined fields.	M	1	X				1	Siebel Reports
F.33.28	System shall have the ability to create report that show escalated issues, according to customizable procedures (i.e., missed targets).	M	1	X				1	Siebel Reports
F.33.29	System shall have the ability to report on the analysis of service levels to help pinpoint problem areas based on schedule delays and missed completion dates using dates and statuses of requests and work orders.	M	1	X				1	Siebel Reports
F.34	**Statistics on Call Center and Departmental Performance**								
F.34.1	System shall support key performance indicators for call center activities stored and tracked in real-time at the desktop, including:	M	1		X			3	Through CTI Switch (3rd Party)
F.34.1.1	Average handling time	M	1		X			3	Through CTI Switch (3rd Party)
F.34.1.2	Abandonment rate	M	1		X			3	Through CTI Switch (3rd Party)
F.34.2	System shall allow call type to be broken down into specified tasks with average handling times calculated at this level.	M	1		X			1	Activities
F.34.3	System shall allow targets and actuals to be stored for different time intervals (i.e., weekly, monthly, yearly and accessible in real-time).	M	1		X			3	Through CTI Switch (3rd Party)
F.34.4	System shall support reporting on inquiry- and service-request related statistics, including:	M	1					1	
F.34.4.1	Total number of open inquiries/service requests	M	1		X			1	Siebel Reports
F.34.4.2	Total number of open inquiries/service requests, per department	M	1		X			1	Siebel Reports
F.34.4.3	Total number of open inquiries/service requests, per agent	M	1		X			1	Siebel Reports
F.34.4.4	Total number of open inquiries/service requests of type "x" (e.g., overdue, urgent or cancelled)	M	1		X			1	Siebel Reports
F.34.4.5	Total number of open inquiries/service requests of type "x" (e.g., overdue, urgent or cancelled), per department	M	1		X			1	Siebel Reports
F.34.4.6	Total number of inquiries/service requests processed per unit time	M	1		X			1	Siebel Reports
F.34.4.7	Total number of inquiries/service requests processed per unit time, per department	M	1		X			1	Siebel Reports
F.34.4.8	Total number of inquiries processed per unit time, per agent	M	1		X			1	Siebel Reports
F.34.4.9	Overall response time statistics	M	1		X			1	Siebel Reports
F.34.4.10	Overall response time statistics, per department	M	1		X			1	Siebel Reports
F.34.4.11	Overall response time statistics, per agent	M	1		X			1	Siebel Reports
F.34.4.12	Average response time statistics	M	1		X			1	Siebel Reports
F.34.4.13	Average response time statistics, per department	M	1		X			1	Siebel Reports
F.34.4.14	Average response time statistics, per agent	M	1		X			1	Siebel Reports
F.34.5	System shall provide performance statistics on a per agent basis, including,	M	1		X			1	Siebel Reports
F.34.5.1	Average elapsed time per inquiry/service request	M	1		X			1	Siebel Reports
F.34.5.2	Maximum elapsed time per inquiry/service request	M	1		X			1	Siebel Reports
F.34.5.3	Minimum elapsed time per inquiry/service request	M	1		X			1	Siebel Reports
F.34.5.4	Percentage of inquiries/service requests closed within a specified period of time	M	1		X			1	Siebel Reports
F.34.5.5	Percentage of inquiries/service requests escalated or handed off	M	1		X			1	Siebel Reports
F.34.5.6	Total number of inquiries/requests handled hourly/daily/weekly/monthly/annually	M	1		X			1	Siebel Reports
F.34.5.7	Average number of inquiries/service requests handled hourly/daily/weekly/monthly/annually	M	1		X			1	Siebel Reports

Requirement #	Description	Functionality Category (M-andatory, D-esired)	Level of Importance (1 top; 3 - low)	Existing, out-of-box functionality	Delivered after CRM app is Configured (included in price)	Delivered after Major modification (included in price)	Not Offered	Phase	OneCity/Siebel Module
F.34.6	System shall provide statistics pertaining to organizational and departmental performance:	M	1		X			1	Siebel Reports
F.34.6.1	Percentage of inquiries/service requests closed within specified parameters	M	1		X			1	Siebel Reports
F.34.6.2	Total number of inquiries/service requests handled hourly/daily/weekly/monthly/annually per department	M	1		X			1	Siebel Reports
F.34.6.3	Average number of inquiries/service requests handled hourly/daily/weekly/monthly/annually per department	M	1		X			1	Siebel Reports
F.34.7	System shall support analysis of quality assurance records to identify trends.	M	1		X			1	Siebel Reports
F.34.8	System shall report on the number of inquiries/service requests satisfied by the initial support tier.	M	1		X			1	Siebel Reports
F.34.9	System shall report on the number of inquiries/service requests that were satisfied by additional support tiers.	M	1		X			1	Siebel Reports
F.34.10	System shall report on the number inquiries/service requests submitted via a Web site or the Internet.	M	1		X			1	Siebel Reports
F.34.11	System shall support reporting on the number of reopened records for a defined period of time.	M	1		X			1	Siebel Reports
F.34.12	System shall generate reports on quality assurance-related information, including:	M	1		X			1	Siebel Reports
F.34.12.1	Work assignments associated with implementing enhancement request	M	1		X			1	Siebel Reports
F.34.12.2	Period of time required for implementing enhancement request	M	1		X			1	Siebel Reports
F.35	**Data Collection and Output Support for Analyzing Call-Center Activities**								
F.35.1	System shall integrate telephony data (e.g., how long citizen was on hold or how many transfers were required) integrated with business data (e.g., result of call and profile of citizen).	M	1		X			3	Through CTI Switch (3rd Party)
F.35.2	System shall create an historical record for each call that enters the center to final hang-up. This includes when the call is transferred, conferenced or sent to another location.	M	1		X			3	Through CTI Switch (3rd Party)
F.35.3	System shall support a variety of outputs, including, but not limited to:	M	1		X			1	Siebel Reports
F.35.3.1	Displayed electronically on a screen	M	1		X			1	Siebel Reports
F.35.3.2	Printing to a local printer	M	1		X			1	Siebel Reports
F.35.3.3	Embedded in an e-mail distribution	M	1		X			1	Siebel Reports
F.35.3.4	Published to an Internet, intranet or extranet	M	1		X			1	Siebel Reports

Requirement #	Description	Functionality Category (M-andatory, D-esired)	Level of Importance (1 - top; 3 - low)	Existing, out-of-box functionality	Delivered after CRM app is Configured (included in price)	Delivered after Major modification (included in price)	Not Offered	Phase	OneCity/Siebel Module
TECHNICAL									
T.1	General							1	Smart Web Architecture
T.1.1	System shall provide a "native" browser interface for all classes of users.	M	1	X				1	Access Control
T.1.2	System shall provide the ability to allow for multiple users and distributed system access.	M	1	X				1	Data manager
T.1.3	System shall provide the ability to allow one or more users to view the same record simultaneously.	M	1	X				1	Data manager
T.1.4	System shall provide the ability to apply locks at the record level for update processing to ensure correct updating of the data.	M	1	X				1	Siebel Reports/QBE
T.1.5	System shall provide the ability to allow one or more users to query information and run reports at the same time.	M	1	X				1	EIM
T.1.6	System shall provide the ability to support both real-time and batch update processing.	M	1		X			1	Smart Web Architecture
T.1.7	System shall be based on an open architecture for user and system interfaces utilizing current and industry-accepted standards, methods, and protocols.	M	1	X				1	Siebel Tools
T.1.8	System shall provide the ability to provide non-proprietary extensibility using standard, commonly available Web-based or Microsoft-based tools and languages.	M	1	X				1	EAI, Siebel Tools
T.1.9	System shall provide the ability to maintain an integrated database that is used across functionalities (e.g., citizen services, work management, GIS).	M	1	X				3	Siebel Tools/ Audit Trail
T.1.10	System shall provide the ability to prohibit record deletions; e.g. use statuses to indicate records that were created in error.	M	1	X				3	Audit Trail
T.1.11	System shall provide the ability to record all queries and changes made to a citizen record. When a change is made, the name of the user making the change is to be recorded with the date/time of the change, the details of the change and the reason for the change.	M	1	X				1	Siebel Tools
T.1.12	System shall provide the ability to display both codes and related text descriptions where necessary.	M	1		X				
T.2	Hardware/Platform							1	Smart Web Architecture
T.2.1	System shall operate on HP Proliant servers and shall meet the minimum specifications described in Section 3.3 of the RFP.	M	1	X				1	
T.2.2	The server operating system shall use one of the following products and versions:	M	1	X				1	Smart Web Architecture
T-2.2.1	Windows: Windows Server 2003							1	
T-2.2.2	Netware: Version 6.5							1	
T-2.2.3	Linux: Red Hat 3 or 4							1	Smart Web Architecture
T.2.3	System shall utilize Dell or HP desktop and laptop hardware.	M	1	X				1	Smart Web Architecture
T.2.4	System shall utilize Windows XP as the desktop/laptop operating system.			X				1	Smart Web Architecture
T.2.5	System shall utilize rack mountable hardware for the DMZ.	M	1	X				1	Smart Web Architecture
T.2.6	System shall utilize Cisco routers, switches and Voice over IP components.	M	1	X				1	Smart Web Architecture
T.2.7	System shall utilize Cisco wireless networks with TKIP encryption and certificate authentication, if applicable to the solution.	M	1	X				1	Siebel CTI and Smart Web Architecture
T.3	Network/Telecommunications								
T.3.1	System shall operate within the existing telecommunications environment described in Section 3.3 the body of the RFP.	M	1	X				1	Smart Web Architecture
T.3.2	System shall support industry standard network protocols (e.g. TCP/IP).	M	1	X				1	Smart Web Architecture
T.3.3	System shall support at least an estimated call volume of up to 400,00 citizen interactions per year and a maximum of 33,000 calls per month and accommodate a potential 50% growth in year one.	M	1	X				1	Smart Web Architecture
T.3.4	System shall be scalable to support critical peak loads (e.g. 4th of July, major events, catastrophes).	M	1	X				1	Smart Web Architecture
T.3.5	System shall support the implementation of City-wide policies and standards to facilitate City-wide connectivity.	M	1	X					

Requirement #	Description	Functionality Category (M-andatory, D-esired)	Level of Importance (1 - top; 3 - low)	Existing, out-of-box functionality	Delivered after CRM app is Configured (included in price)	Delivered after Major modification (included in price)	Not Offered	Phase	OneCity/Siebel Module
T.3.6	System shall integrate with the City's voice mail system, the Cisco Unity Voice Mail System.	M	1		X			3	Siebel CTI/Workflow/Attachments
T.3.7	System shall integrate with the City's phone system, Cisco VoIP.	M	1	X				3	Siebel CTI
T.3.8	System shall utilize IVR Applications that integrate with the Cisco IPCC Suite.	M	1	X				3	Siebel CTI
T.3.9	System shall use Cisco IPCC Suite for all call center hardware and software.	M	1	X				3	Siebel CTI
T.4	**Computer Telephony Integration**								
T.4.1	System shall communicate with City VoIP, PBX, IVR, and any other related telecommunications components to support computer telephony integration and the overall 311 strategy and implementation.	M	1	X				3	Siebel CTI
T.4.2	System shall perform functions based on data received from the City VoIP, PBX, IVR and related components.	M	1	X				3	Siebel CTI
T.4.3	System shall support, where appropriate, Session Initiation Protocol (SIP), CCXML and related call control standards.	M	1	X				3	Siebel CTI
T.5	**Universal Queue Support**								
T.5.1	System shall support tight integration of universal queuing to support City constituent relationship management (CRM) strategies.	M	1	X				3	Siebel CTI/ Assignment Manager
T.5.2	System shall support e-mail/fax/web inquiry handling via a single user interface.	M	1	X				3	Communication Server
T.5.3	System shall support enterprise Web chat/instant messaging (IM) interaction.	M	1		X			3	Web Chat/Siebel CTI (future)
T.6	**Integration / Interface**								
T.6.1	System shall provide the ability to share data with, and be integrated with, existing systems to support City constituent relationship management (CRM) strategies.	M	1		X			1	EAI
T.6.2	System shall utilize industry-standard Application Programming Interfaces (API), adapters, adapter development kits and similar enterprise application integration (EAI) tools, where possible, to facilitate data transmission between the CRM system and existing systems.	M	1	X				1	EAI/Siebel Tools
T.6.3	System shall support the Oracle database relational database management system (RDBMS).	M	1	X				1	Smart Web Architecture
T.6.4	System shall provide the ability to accommodate necessary interfaces as new external systems are developed.	M	1	X				1	EAI/Siebel Tools
T.6.5	System shall provide the ability to perform bi-directional link/transform between call center, service request, work orders, and field entry devices.	M	1	X				1	Smart Web Architecture, Siebel Remote, Siebel HH (future)
T.6.6	System shall interface with a recording system that will support QA processes related to call taker supervision/observation.	M	1					Future	?
T.7	**Redundancy and Scalability**								
T.7.1	System shall ensure that key system modules are redundant with automatic failure capabilities.	M	1	X				1 (city Infrastructre mgmt)	Smart Web Architecture/3rd party clustering
T.7.2	System shall be scalable, including, but not limited to:	M	1					1 (city Infrastructre mgmt)	
T.7.2.1	citizen interaction volume	M	1	X				1 (city Infrastructre	Smart Web Architecture
T.7.2.2	Network architecture	M	1	X				1 (city Infrastructre	Smart Web Architecture
T.8	**Security**								
T.8.1	System shall be implemented with a security infrastructure and tools for protection of programs and data from intentional unauthorized access attempts as well as security breaches due to accidental causes.	M	1	X				1	Access Control/RDBMS
T.8.2	System shall be compatible with the City of Sacramento's security software, McAfee 8.0.	M	1	X				1	Smart Web Architecture
T.8.3	System shall provide the ability to secure the system to prevent unauthorized use.	M	1	X				1	Access Control/RDBMS
T.8.4	System shall provide the ability to protect the system against virus attacks.	M	1	X				1	Smart Web Architecture/3rd party virus protection

Requirement #	Description	Functionality Category (M-andatory, D-esired)	Level of Importance (1 - top; 3 - low)	Existing, out-of-box functionality	Delivered after CRM app is Configured (included in price)	Delivered after Major modification (included in price)	Not Offered	Phase	OneCity/Siebel Module
T.8.5	System shall provide the ability to prevent external hacking.	M	1	X				1	RDBMS or 3rd party virus protection
T.8.6	System shall provide the ability to require the user to supply a password that requires some combination of letters and numbers.	M	1	X				1	RDBMS/LDAP or Active Directory
T.8.7	System shall provide the ability to encrypt user IDs and passwords and impose minimum password lengths.	M	1	X				1	Siebel Security Adapter
T.8.8	System shall provide the ability fir authorized personnel to reset passwords.	M	1	X				1, Linux Risk	RDBMS/LDAP or Active Directory
T.8.9	System shall provide the ability to force users to change their passwords periodically.	M	1	X				1, Linux Risk	RDBMS/LDAP or Active Directory
T.8.10	System shall utilize SSL encryption for highly sensitive communication of data.	M	1	X				1, Linux Risk	Siebel Security Adapter
T.8.11	System should support authentication with City-wide directory services.	D	2	X				1, Linux Risk	RDBMS/LDAP or Active Directory
T.8.12	System architecture shall be designed such that public access servers in the DMZ do not have direct access to databases in the City's private network.	M	1	X				1	Smart Web Architecture
T.8.13	System access to the city's private network must do so through a VPN design that must be approved by the City.	M	1	X				1	Smart Web Architecture
T.8.14	System shall be configured into the DMZ in accordance with specifications Arch-Net 4.0 and Arch-Net 4.1 for any application or service that requires data to be sent from outside the City's network to within the City's network.	M	1	X				1	Smart Web Architecture
T.8.15	System shall replicate city data to the city's public DMZ database, or meet the city's secure DMZ design, if utilizing a database that requires public access.	M	1	X				2	eService, Smart Web Architecture (Future)
T.8.16	System shall not utilize Backdoor Internet Server Provider (ISP) access.	M	1	X				1	Smart Web Architecture
T.9	**Accessibility, Reliability, and Flexibility**								
T.9.1	System/vendor shall adhere to reliability metrics agreed upon under a negotiated service level agreement (SLA) with the software vendor.	M	1	X				1	Smart Web Architecture
T.9.2	System shall provide the ability to proactively monitor system performance and notify system administrator when problems arise.	M	1	X				1	Smart Web Architecture
T.9.3	System shall support remote access for service/maintenance monitoring.	M	1	X				1	Smart Web Architecture
T.10	**Audit**								
T.10.1	System shall provide audit-tracking reports for user access and usage logs.	M	1	X				3	Audit Trail, System Administration
T.10.2	System shall provide the ability to track all log-ins and log-in failures.	M	1	X				3	RDBMS/System Administration
T.10.3	System shall provide transaction logs to record executed functions to facilitate diagnosis and reconciliation of system errors.	M	1	X				3	System Administration
T.11	**Backup and Archive, and Business Continuity**								
T.11.1	System shall provide native backup and recovery of critical system tables, files and other information according to negotiated service level agreements.	M	1	X				1 (city Infrastructre mgmt)	Smart Web Architecture/ 3rd party or RDBMS backup
T.11.2	System shall include business continuity provisions including system-specific disaster recovery procedures and appropriate redundancy to avoid disruptions of service.	M	1	X				1 (city Infrastructre mgmt)	Smart Web Architecture/3rd Party clustering
T.11.3	System shall provide the ability to provide a flexible archiving function wherein requests can be archived based on department specific rules, which may include various dates and status settings associated with the requests.	M	1		X			1 (city Infrastructre mgmt)	EIM
T.11.4	System shall keep three (3) years of data online and provide the ability to access archived data within a reasonably short timeframe.	M	1		X			1 (city Infrastructre mgmt)	EIM
T.12	**System Administration**								
T.12.1	System shall provide the ability to define a system administrator, who will have access to all functions in the systems, including system administration and security.	M	1	X				1	Access Control
T.12.2	System shall provide system administration functions, including setup of role-based user permissions and parameter-driven set up.	M	1	X				1	Access Control
T.12.3	System shall provide the ability to allow multiple groups and roles that govern individual access to the system and transactions within the system. The assignment of a group/role will determine whether or not the individual may access a transaction, and if the access is update or view only.	M	1	X				1	Access Control
T.13	**E-Payments**								

Requirement #	Description	Functionality Category (M-andatory, D-esired)	Level of Importance (1 - top; 3 - low)	Existing, out-of-box functionality	Delivered after CRM app is Configured (included in price)	Delivered after Major modification (included in price)	Not Offered	Phase	OneCity/Siebel Module
T.13.1	System should provide citizens or agents the ability to process credit cards payments for any eligible service request.	D	1		X			Future	Tier1 Payment engine (future)
T.13.2	System should provide the ability to process credit cards payments using the City's merchant account in encrypted form (e.g. Verisign/Entrust).	D	1		X			Future	Tier1 Payment engine (future)
T.13.3	System should provide the ability to process credit cards payments using a generic API that any City department can leverage outside the 311 to process e-payments.	D	1		X			Future	Tier1 Payment engine (future)
T.13.3.1	The e-payment API should accept payment request from any City application in a standard format and will submit it for processing.	D	1		X			Future	Tier1 Payment engine (future)
T.13.3.2	The e-payment API should return to the requesting City application a payment response in a standard format that will indicate whether or not the transaction was successful.	D	1		X			Future	Tier1 Payment engine (future)

Appendix A – OneCity™ Functionality

The following components describes the functions and features of OneCity™.

- Pre-loaded 360 Municipal Service Request Categories – data entered for base municipal SR Category, Sub-Category, etc.
- Dynamic (Building) Data Entry capabilities tied to 360 Service Request Types – data entered for base SR Type properties, further details related to individual SR Category. This is table driven data related to SR Category and Sub-Category. Eg. – Animal Control issue will ask for Animal Type, Color, Vicious (y/n), and for Abandoned Vehicle will ask for Make, Model, Color, Damage (y/n).
- Municipal Internal Smart Script mapped to 360 Service Request Categories – Smart Script mapped to 360 SR Categories and their Dynamic data entry values.
- Pre-populated Knowledge Base of Solutions – pre built data set of KB items for city/county to utilize/modify to match the city/county processes and allow call takers to query and associate to SRs to assist with resolution.
- ESRI Integration
    - Address Validation (Search capability to virtually display, query and select/save master address database of city/county)
    - Geo-spatial Data (Location centric, HOA, Trash District, etc.)
    - Mapping of Service Requests (pinpoints SR# to location in ESRI Map within applet/view in Siebel)
    - Enabling proximity duplication detection (see below)
- Duplicate Checking/Related SRs – Automatic matching of SRs (Relates SRs together) by Type, Sub-Type, Address, and identified timeframe per SR Type. Proximity matching will be implemented. Proximity matching will identify potential duplicates by geographic location. For example, if SRs with similar types, subtypes, and timeframes are entered for 12th and Main, 1200 Main and 1175 Main, those three would be identified as potential duplicates. City-developed GIS services will furnish geographic points using address information. Tier1 will use those points (i.e. X, Y) coordinates to determine proximity for calls with existing X,Y coordinates stored with records within the CRM database. .A joint work plan will be developed at the time this integration is addressed in the Requirements Specification document that will include roles and responsibilities of the Tier1 team and the IT GIS team.

- Location centric data/configuration/views – Custom applets/views and configured relationships to show SRs and Contacts by Address to allow for searching/trend analysis by Address.
- Directory/Citizen views – Custom applets/views to display city/county directory of individuals.
- 20 + Municipal Reports/Charts (Trend, Aging Analysis by District, Address Analysis, Citizen Analysis reports and charts)
- Connectors and Workflows for integrations to following systems:
  - Hansen (Work Order Mgmt) – Business Services and Workflows
  - Chameleon (Animal Control) – Business Services and Workflows
  - Accela (Work Order Mgmt) – Business Services and Workflows
  - ESRI (GIS capabilities) – Business Services and Workflows
  - Note – this connector architecture is replicable for integration with other systems.
- 508 Compliant Views/Screens – custom created views/applets to display data in compliance with JAWS workstation readability capabilities for visually impaired call takers.

<u>OneCity™ Citizen Portal (eService) Features:</u>

- Directory/Citizen views – custom views/applets to display city/county directory on web portal for citizens to query.
- Municipal External Smart Script mapped to 360 Municipal Service Request Categories – Smart Script mapped to 360 SR Categories and their Dynamic data entry values.
- ESRI Integration
  - Address Validation – Validation of Addresses from within External facing Smart Scripts for citizens to query and add.
  - Geo-spatial Data – Ability to display geo-spatial data to citizens upon entry of SR Address information, (Location centric, HOA, Trash District, etc.)
- Service Request query capabilities by SR# - custom views/applets that allow citizens to query by individual SR# and display SR information including details (Activities, Attachments, Dynamic data values and status)
- Duplicate Checking/Related SRs – Automatic matching of SRs (Relates SRs together) by Type, Sub-Type, Address, and identified timeframe per SR Type.

OneCity™ Product Description

OneCity™ is Powered by Siebel CRM – the Market Leading CRM Application

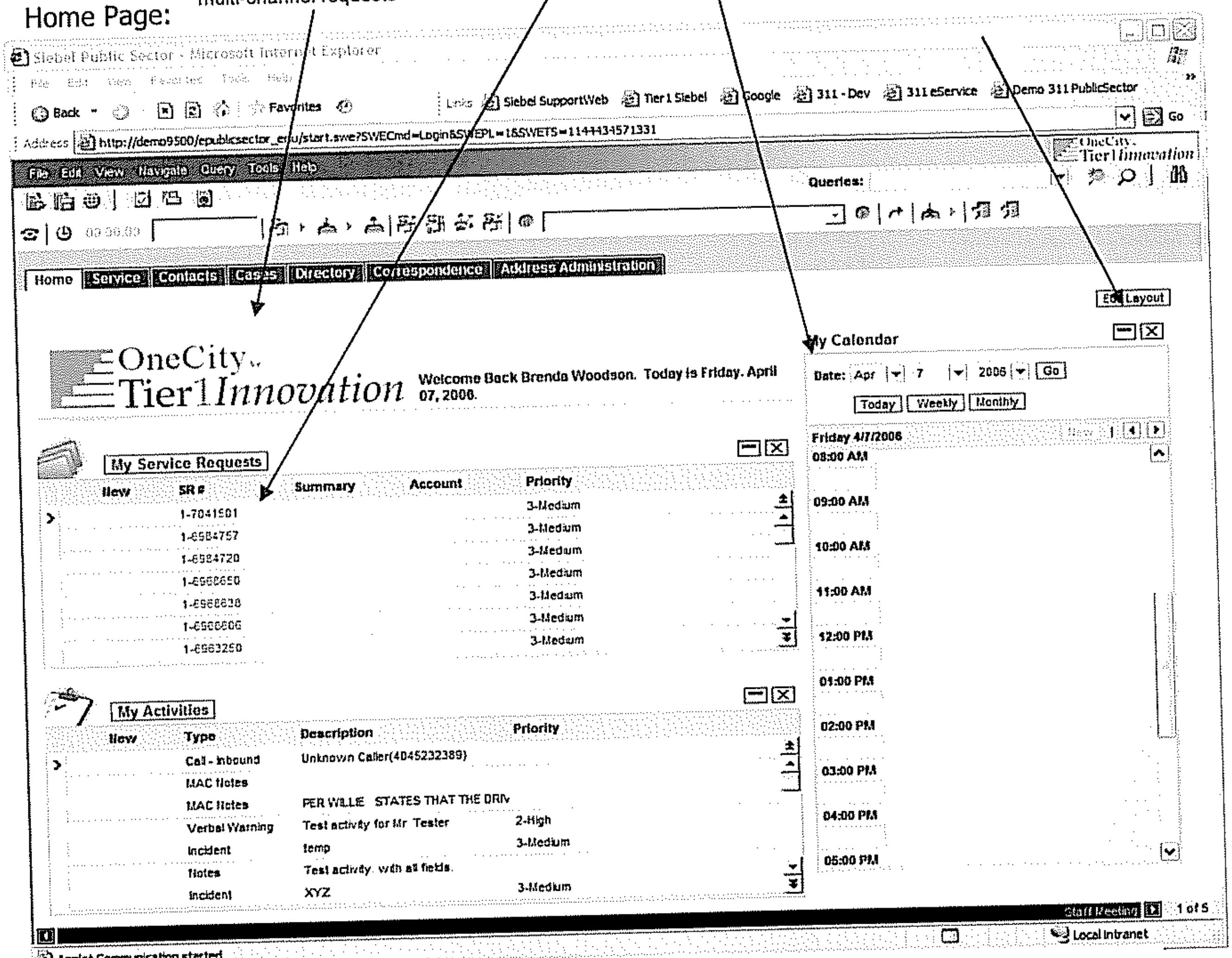
Siebel CRM is used to power ***OneCity*** and is the basis for the unified application that City/County workers will use for addressing location-based incidents and for interacting with constituents, businesses, and other organizations. The system provides a standard graphical user interface for all constituent and staff screen presentations. The City/County staff employee has immediate access to all communications whether provided via fax, mail, or electronic mail (email). All supporting communications and documentation to be used in tracking correspondence is captured along with detailed activity logs that allow the City/County staff to provide the timeliest, responsive and complete interactions with constituents and other individuals. Additionally, the system provides Service request processing to record and submit requests to DPW, Animal Control and other City/County departments. Full closed-loop case management ensures that longer term requests/issues, such as zoning compliance cases and engineering requests, are managed to completion and that the citizen is updated on a regular basis.

CTI soft phone capabilities are embedded directly within the application to interact with multi-channel requests

Personal data is displayed for quick and easy relevant for each individual user

Click the Edit Layout button to personalize the Home Page and display data that is relevant for each individual user

Home Page:



Incident as well as Citizen Driven

OneCity is configured to provide not only Citizen centric views but Incident address centric views as well. Nearly all issues for Cities involve a location/incident address but it is common for Citizens to choose to remain anonymous. The ***OneCity*** enables easy viewing of Service Requests from any incident location or any citizen of record.

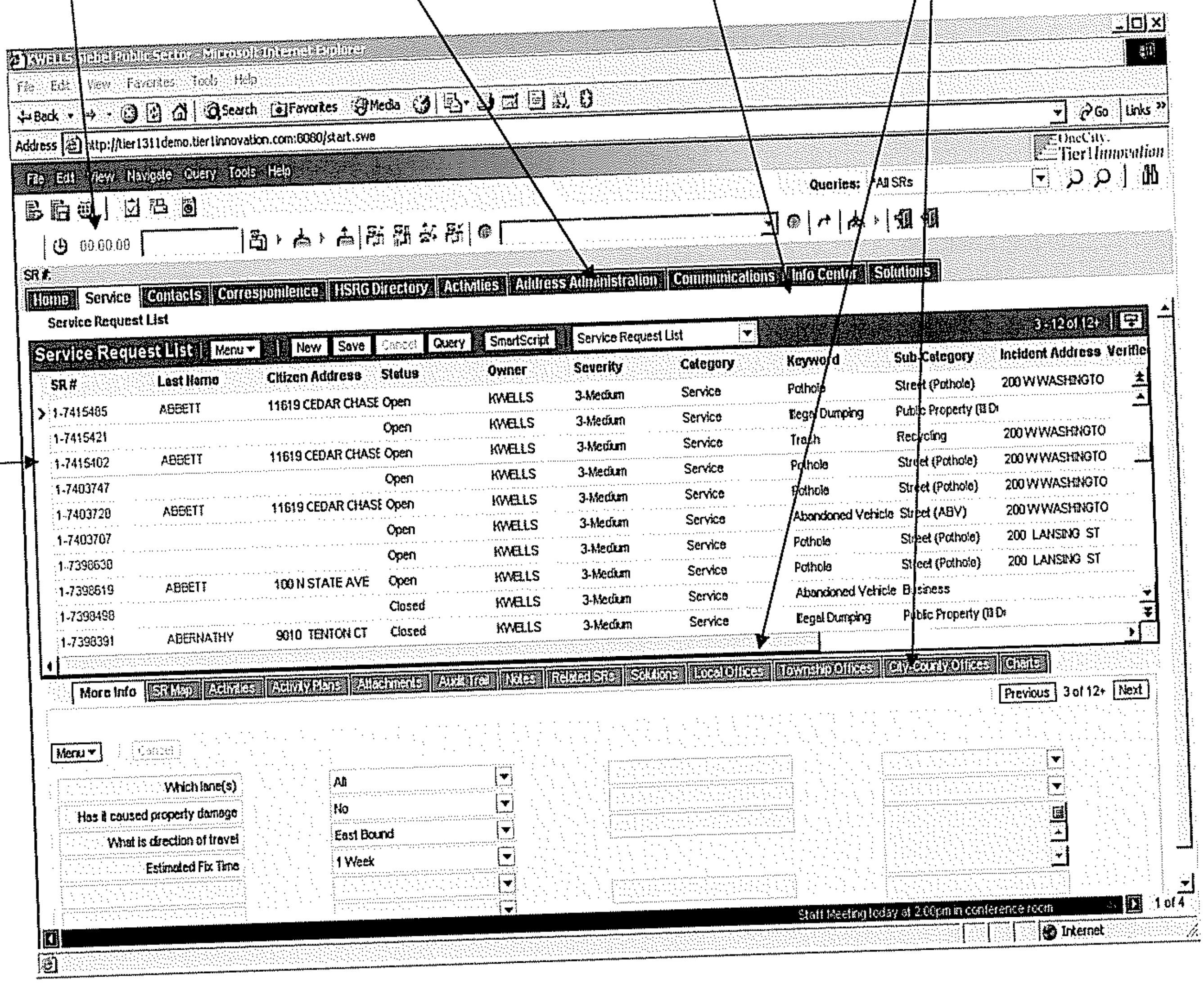
Service Request tab. Enables quick search of requests and issues by Incident Address

Click the applet toggle to display the data in the top applet in either a form or list format (list displayed)

Click the column headings to sort a column

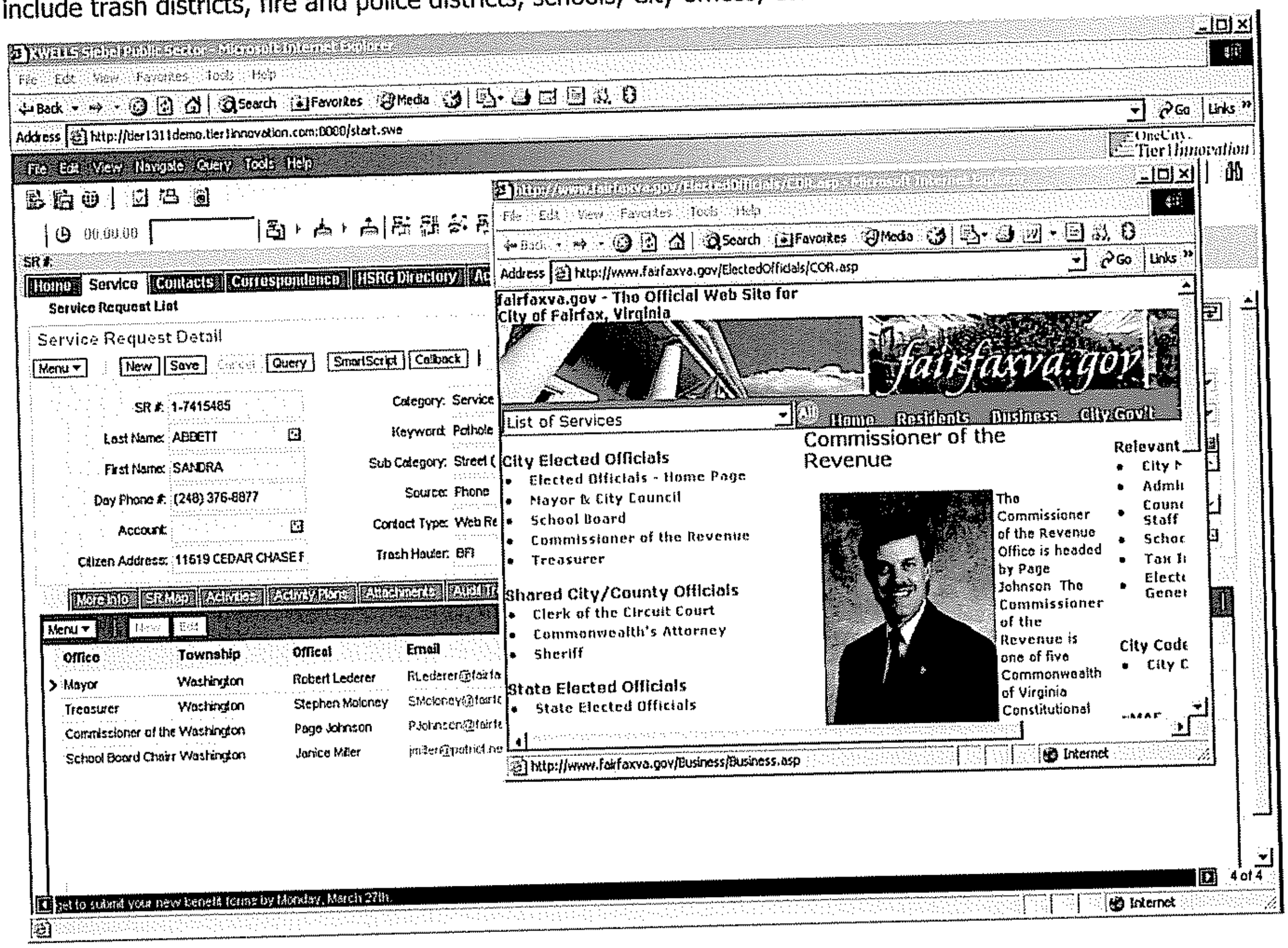
Spatial driven attributes are derived from the location via configured integration with the City's GIS DB including Local Offices, District Offices and City/County Offices relevant to the incident address

A list consists of records shown as rows



GIS Integration Aligns Location-Based Information to Caller

Spatially Referenced Information (political office or district based on address) is available to the call agent through the robust integration with ESRI. Through the robust integration connectors with the City's GIS application, information which is specific to the location of the Citizen calling in is quickly referenced. In the example below, the elected official for the address of the caller is instantly accessed. Other spatially relevant information is made available as well. Examples include trash districts, fire and police districts, schools, City offices, etc.



Service Request Screen

The Service Request Screen enables simple and fast entry of Service Requests. Service Request is the term Siebel uses to identify any request, issue, or case that is being addressed. Service Requests are assigned to a Constituent Service Representative and can be reassigned, forwarded, etc. to any other combination as required to address the issue. CSRs benefit from the comprehensive (yet easy to access) information at their fingertips to ensure they can provide the real-time and complete picture of the status to citizens.

Activities display all the tasks associated with the Service Request and can be tied to the City or County's work order management system to display near real time updates. The ***OneCity*** Knowledge Database can be quickly accessed using the Solutions tab.

OneCity provides for tracking of Category/Keywords and List of Values capabilities that enable specific data field entry requirements depending on the Category/Keyword combination. This functionality prevents customization of screens which is required with most other software packages to capture data fields only required for certain issues.

SmartScripts are quickly accessed to assist CSR by guiding them through a question/ answer scenario

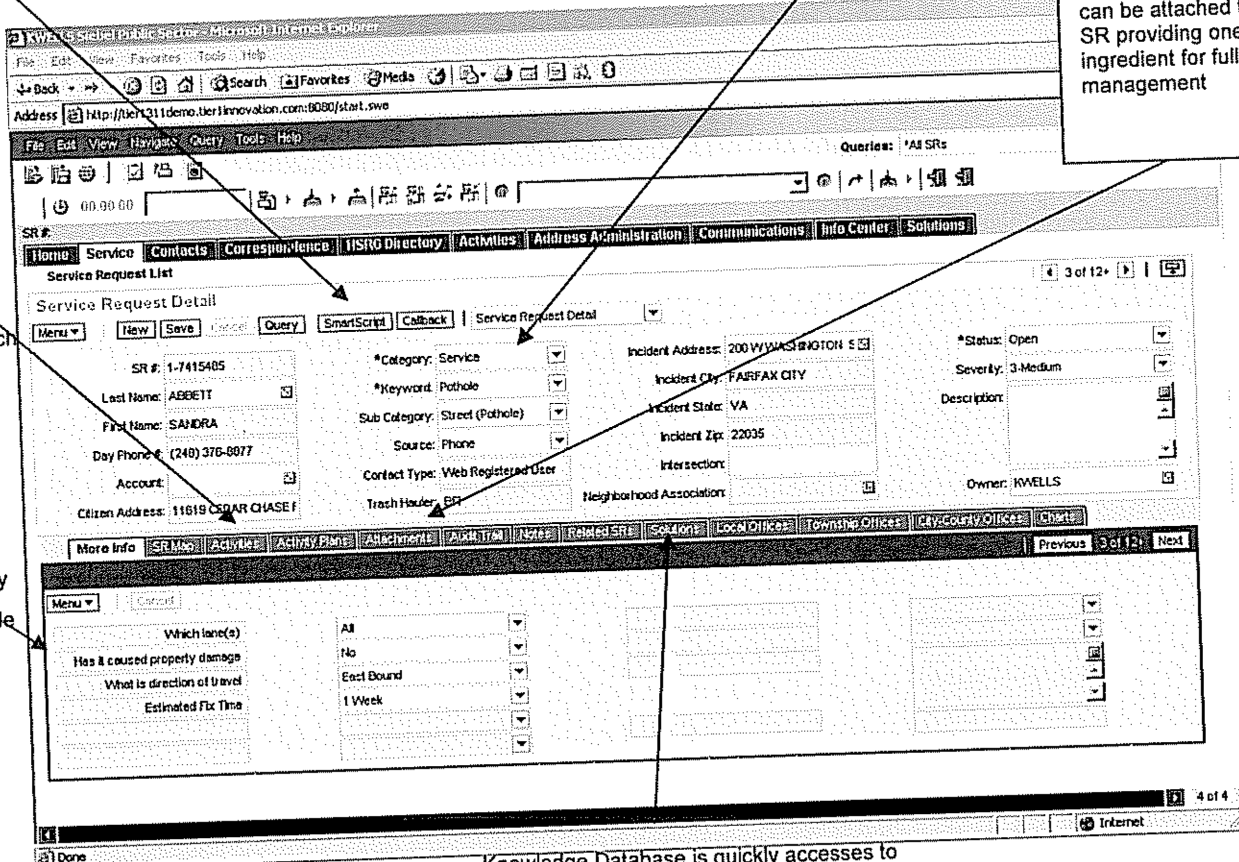
Easily maintained List of Values ensures easy adaptability to changing City tracking requirements

Attachments are a key differential of Siebel. ANY electronic-based document such as faxes, pictures, etc can be attached to an SR providing one key ingredient for full case management

Activities and tasks are tracked for each request

Dynamically driven data entry

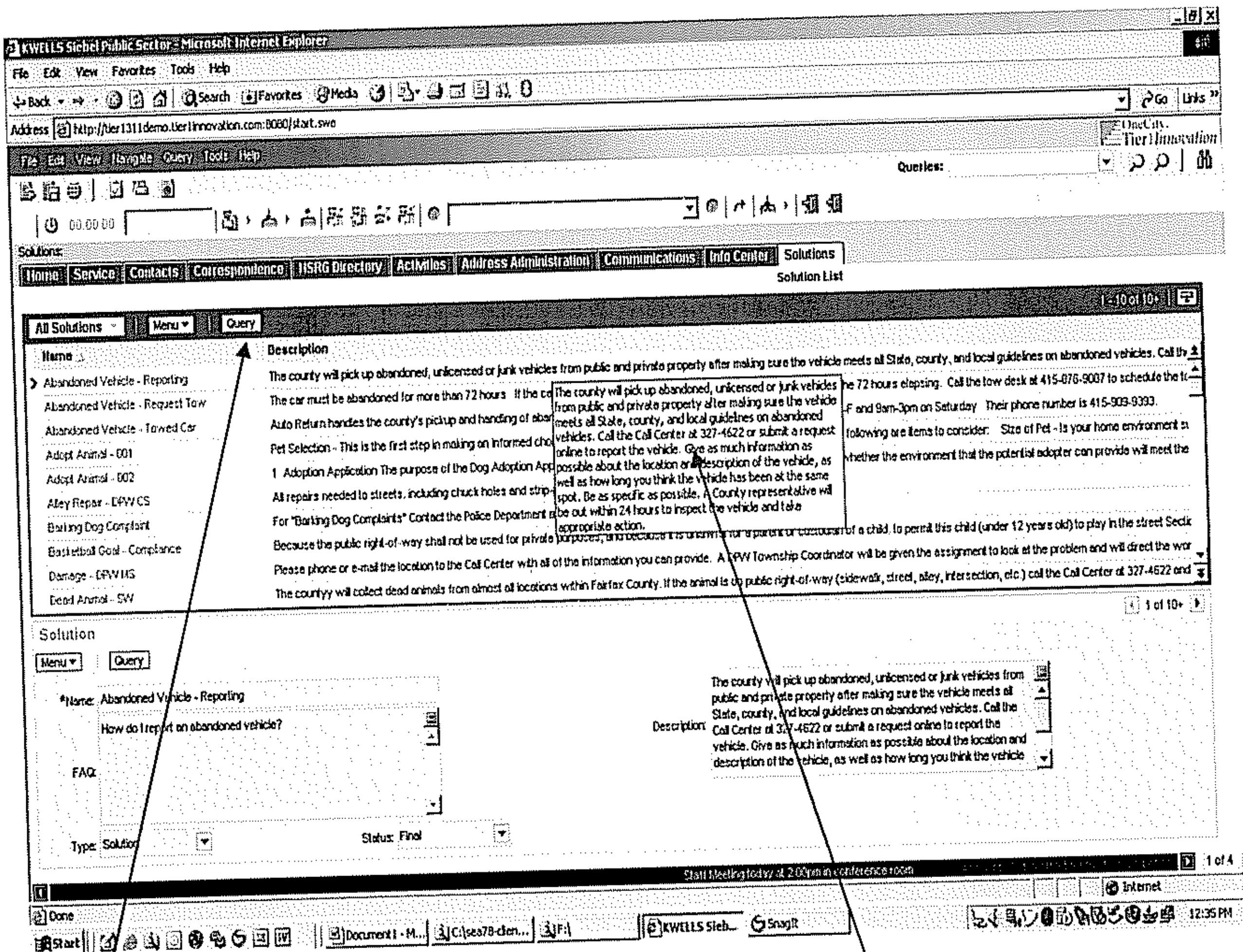
NO custom code required



Knowledge Database is quickly accesses to respond to Information and referral calls via the **Solutions Tab**

Knowledge Base

OneCity provides a powerful knowledge database that enables quick search by keyword or any free-form text. This enables the CSR to respond to questions quickly and efficiently. Through the Citizen portals, third-parties and citizens can access this feature directly as well.

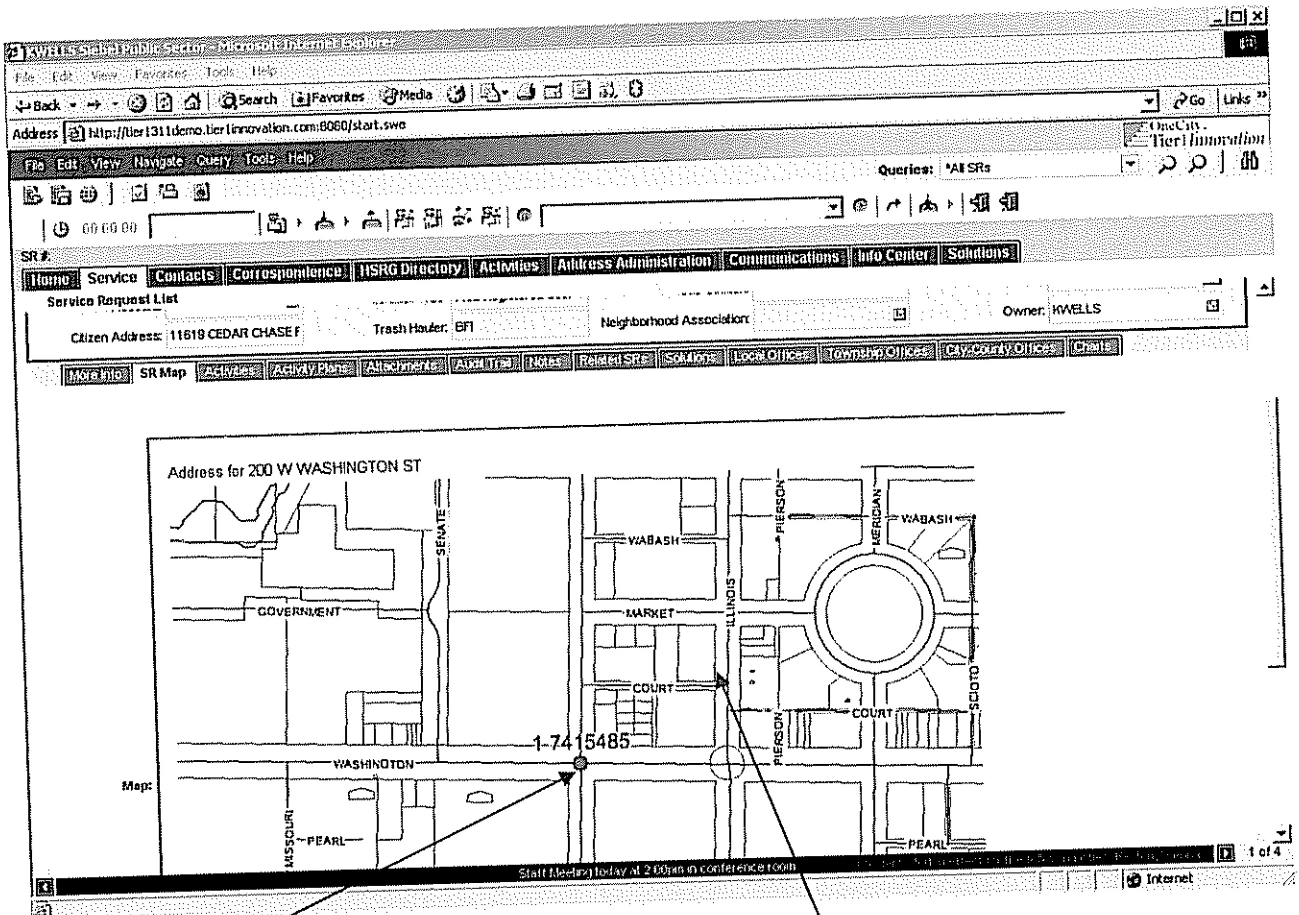


The Call agent or citizen can query for keywords in the Description or Name Text to return relevant information that they are requesting.

When a user moves their mouse over the text. Siebel pops up the text to display the entire dataset and minimizing scrolling and keystrokes

Visual Mapping Integration

Visual display showing locations of Service Requests, Complaints and other issues can be displayed with a few simple clicks. OneCity is designed to integrate with the City's GIS DB to tie in the locations. OneCity then has built in mapping that can be invoked with a simple click.

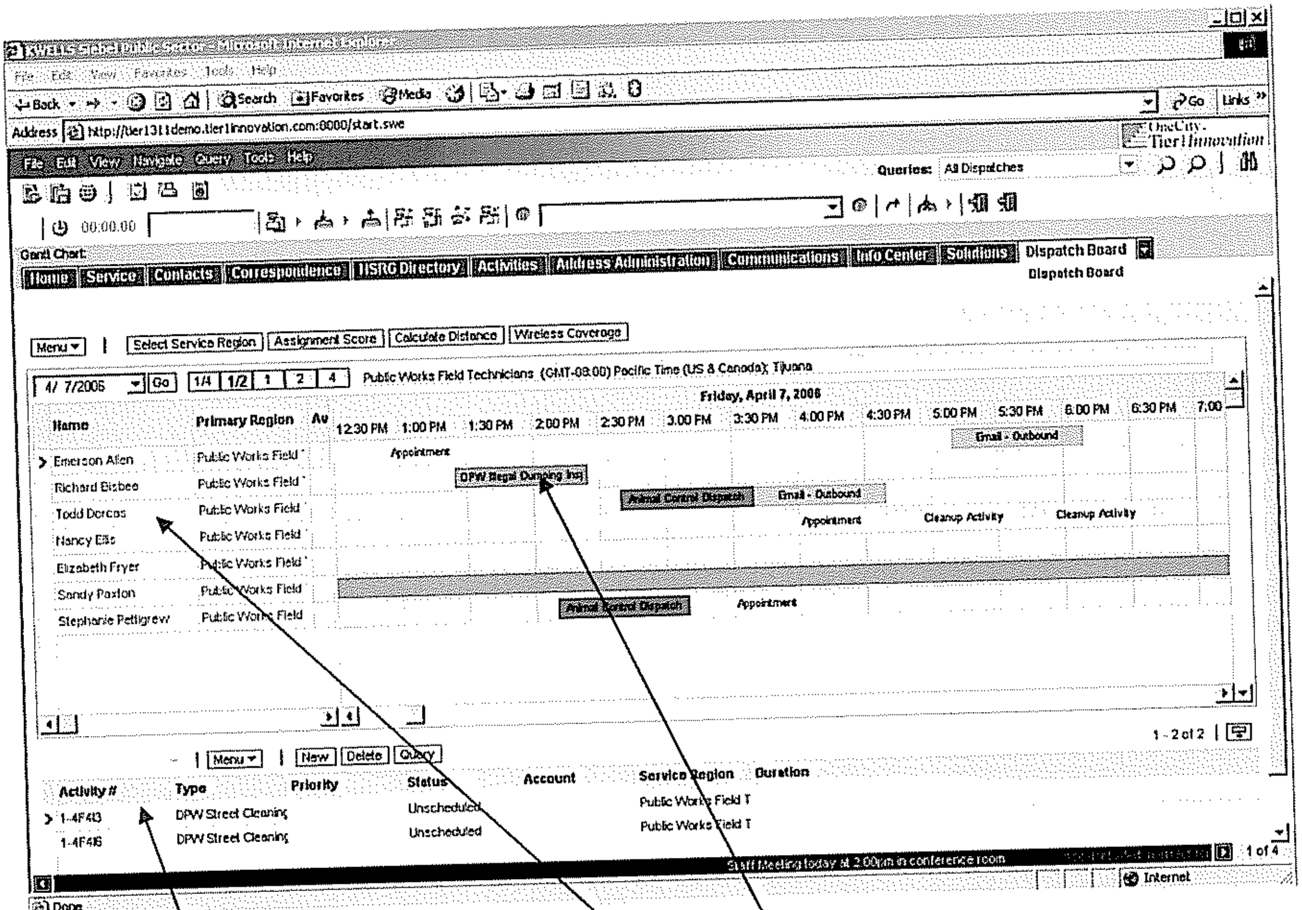


Visual Display of Service Request locations directly under the SR record in Siebel

OneCity's database uses address validation integration to minimize data entry errors and increase the efficiency and accuracy of service issues which lead to increased citizen satisfaction

Dispatch Board/Assignment Manager

Service Requests and their related Activities can be routed/assigned to the appropriate departments either automatically or manually within the ***OneCity*** Application. Service Requests can be assigned to department managers or individuals based on availability, skillsets or other workload principles with ***OneCity***'s powerful Assignment Manager capabilities. This assignment happens automatically based on rule criteria setup in the system and triggered when Service Requests and other objects are entered into the system and are made available for distribution/resolution. ***OneCity*** also provides the capability to manually assign workloads via the Dispatch Board (shown below) which can assign work/activities to individuals based on their department and current workload visually displayed for the dispatcher who assigns the pending assignments. This functionality allows City/Counties to streamline their work management processes and can be tied into ***OneCity*** Workflow capabilities to provide automatic notifications (pages, emails, wireless messages) when the assignments have been completed.



Unassigned Activities are displayed in applet below and are drag/dropped into the schedules of individuals above

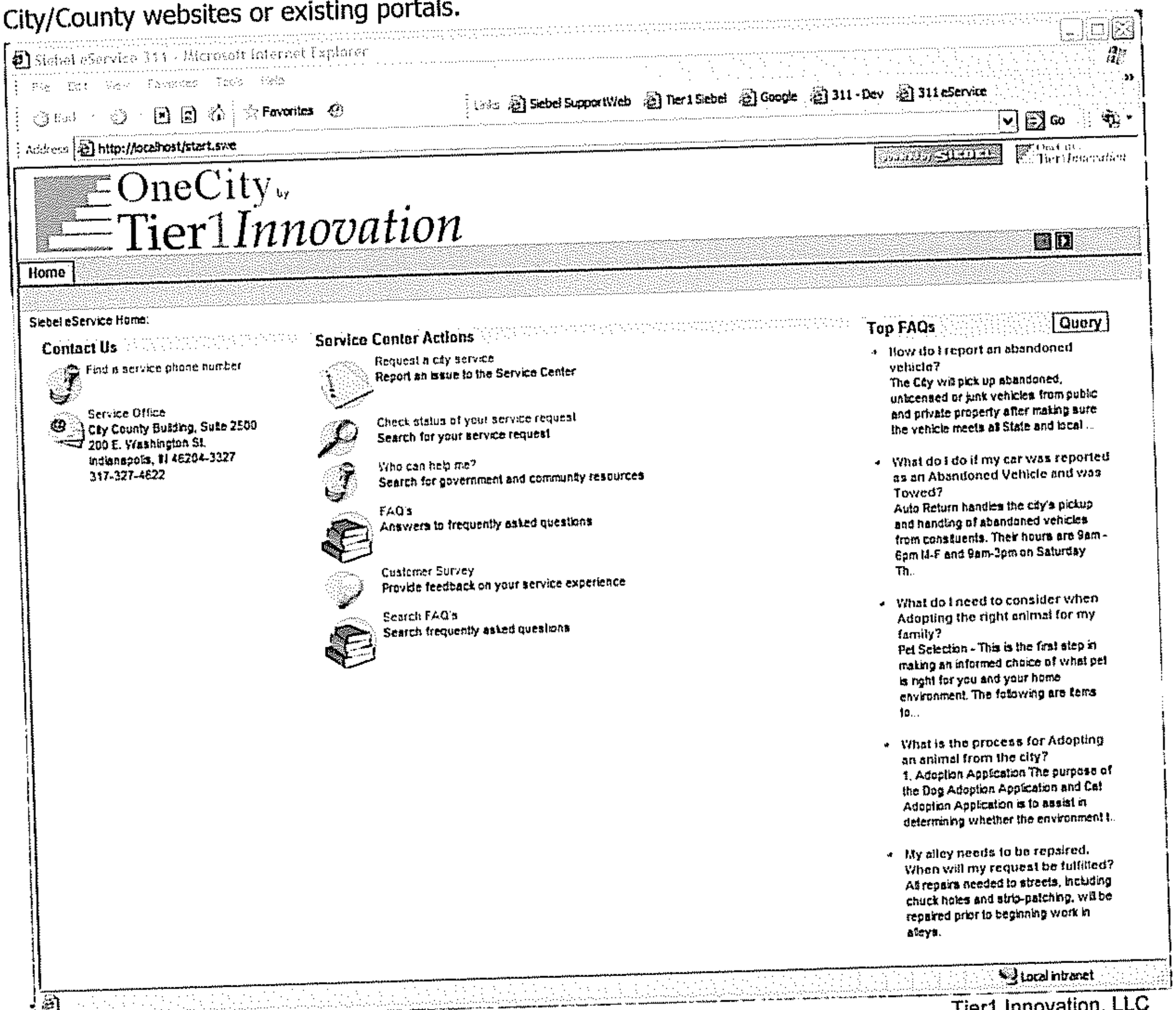
Visual Display of Employees in the department and their current workload/assignments with priorities of their current assignments displayed in different colors.

Citizen Web Portal

OneCity's powerful and seamlessly integrated Web Portal is a major differentiator of the ***OneCity***. The web portal updates and maintains the same database which can dramatically reduce the time of CSRs to enter issues. It also enables the same functionality without the need to maintain dual systems like with other software.

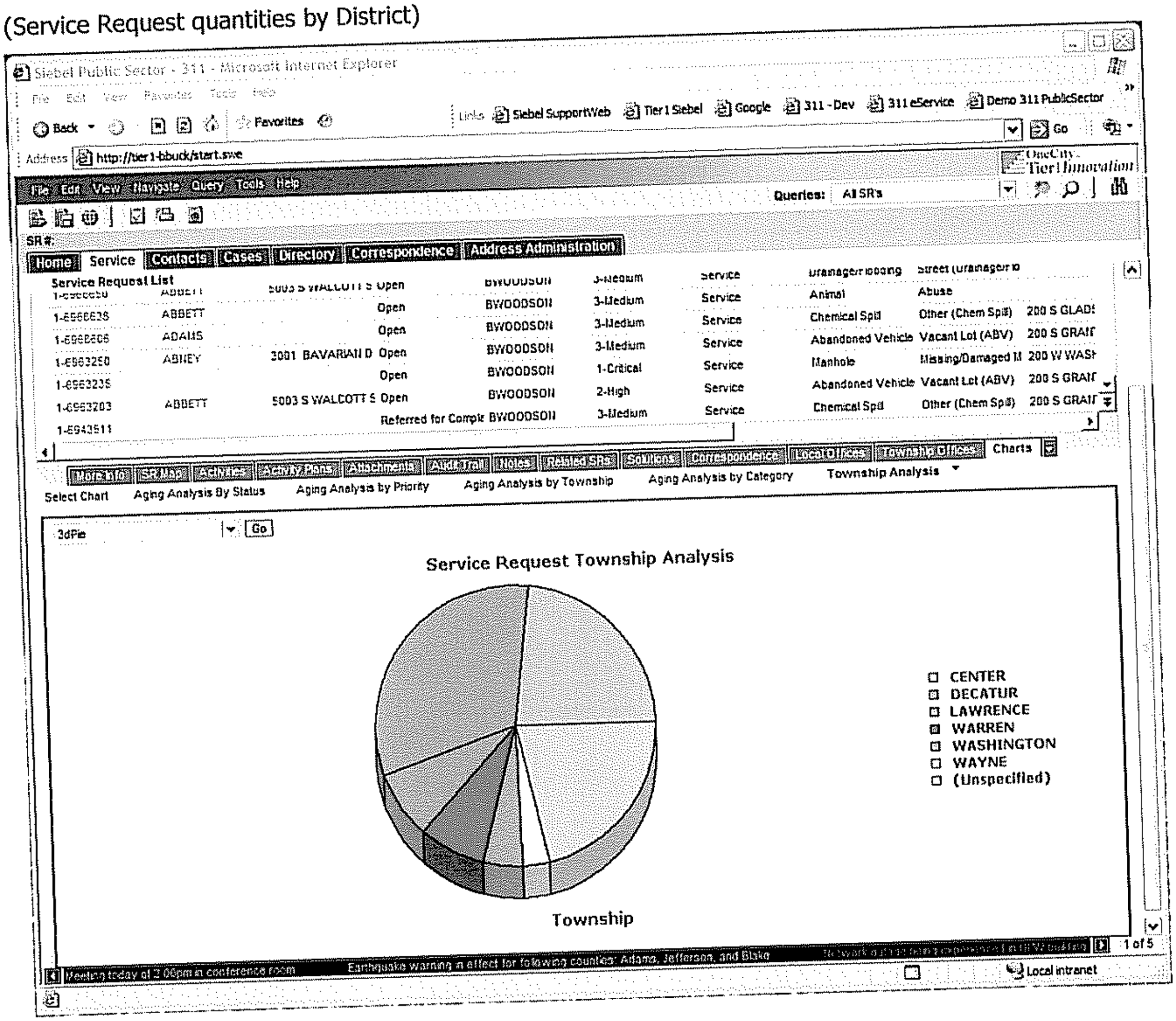
Other software solutions typically require interfacing to occur to pass the data input in the portal to the database of the CRM product. ***OneCity***'s seamless approach prevents this added work and ensures future "upgradeability". Also, ***OneCity*** provides a seamless architecture which is highly secured by its demonstrated use by the largest and most secure conscience organizations in the world.

The Citizen Portal enables occasional City/County users to quickly access the system and input requests or check the status of complaints. The portal can be accessed via standard web browsers. The portal is easily made available to citizens by simply linking this site to existing City/County websites or existing portals.



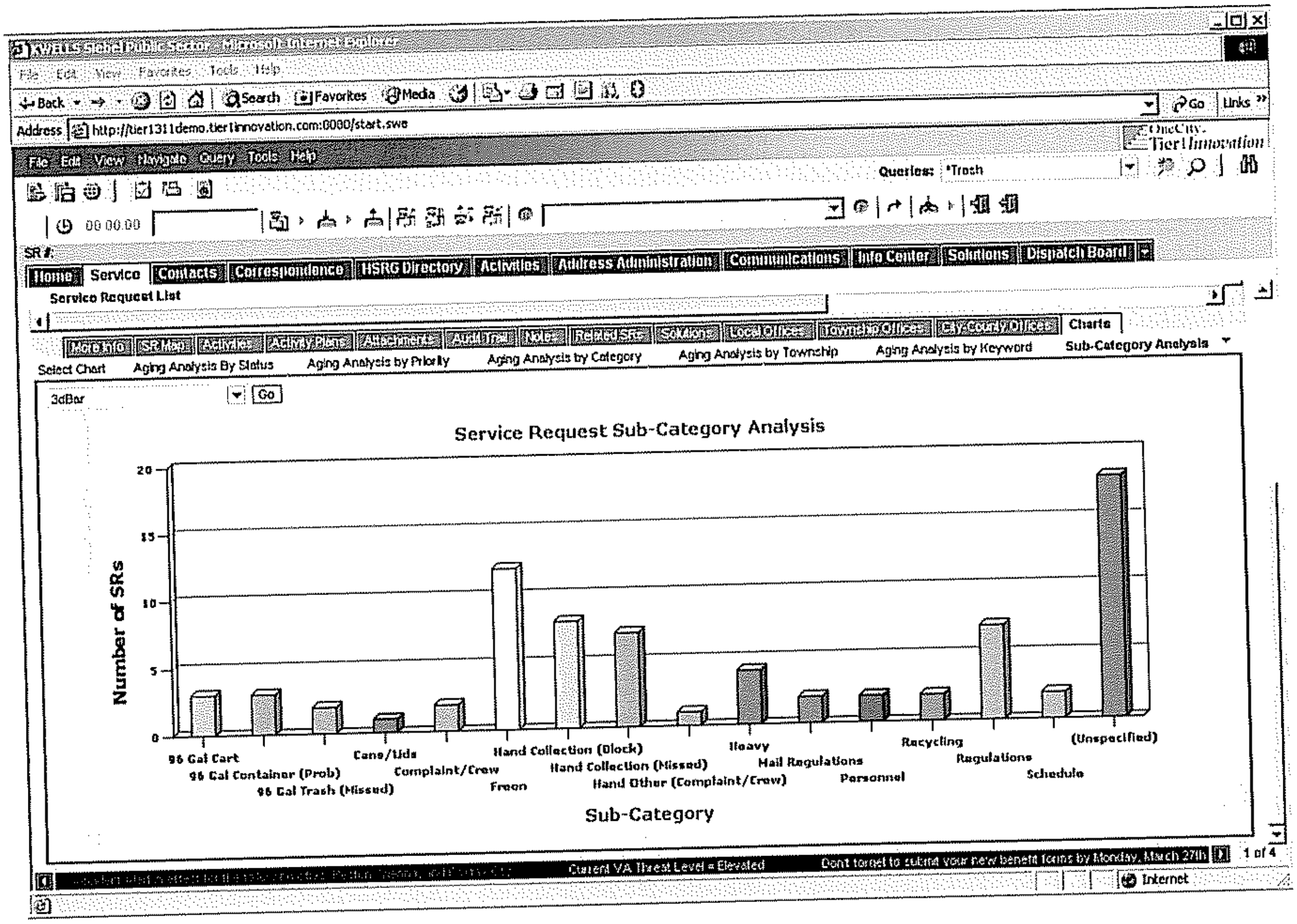
Service Request District Analysis

(Service Request quantities by District)



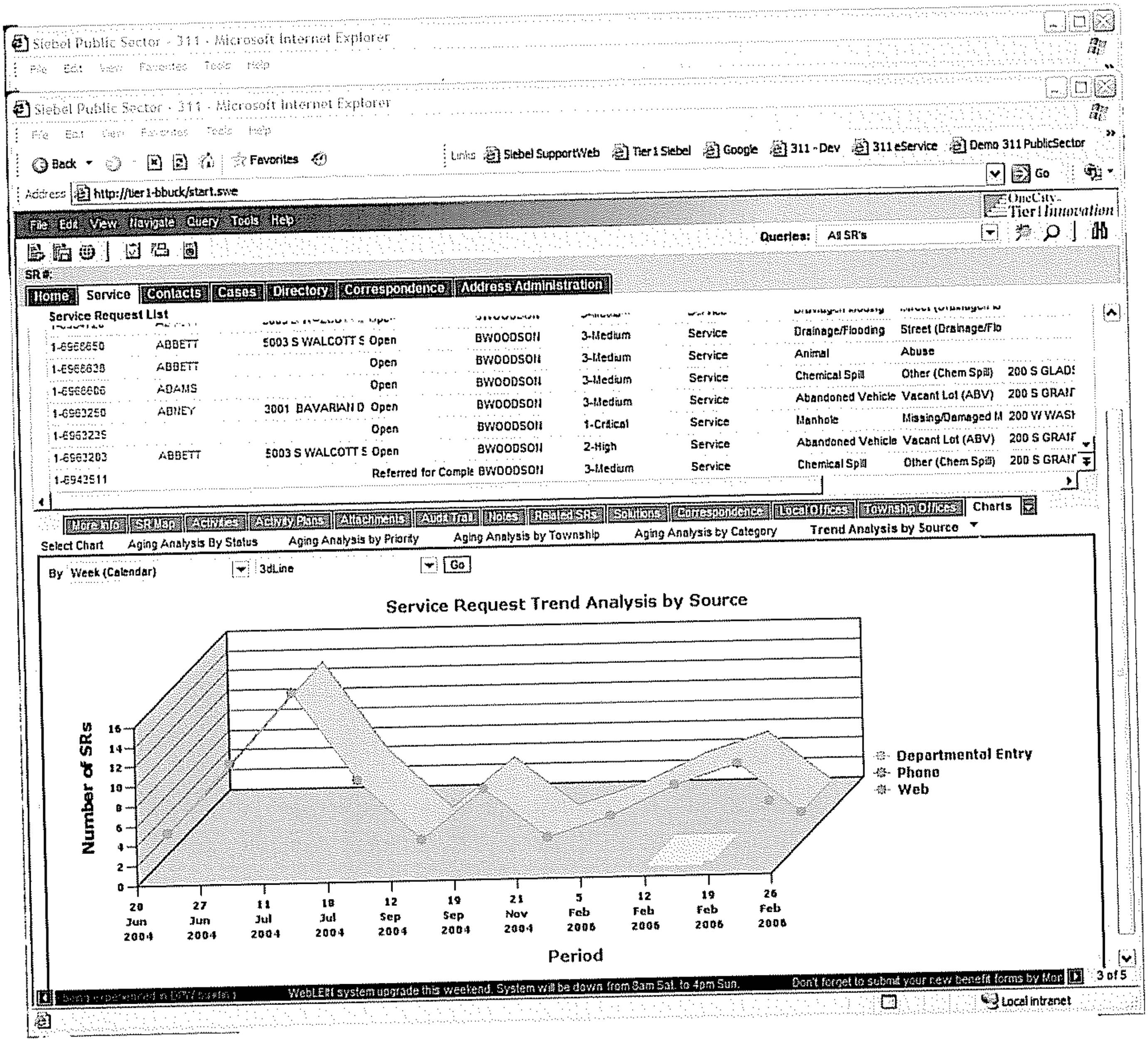
Service Request Sub Category Analysis

(Service Request quantities from based on Sub Category Value)



Service Request Trend Analysis by Source

(Service Request quantities from source of requests (Phone/Email/Web) over time)



Caller History Report

(History of individual Citizen's call history with the Call Center)

SIEBEL

Caller History Report

Contact

Name: SANDRA ABBETT
Title: IT Specialist
Address: 11619 CEDAR CHASE RD
FAIRFAX CITY, VA

Day Phone: (248) 376-8877
Evening Phone:
Email Address: sabbet@fairfaxcounty.com
Contact Type: Web Registered User

Service Requests

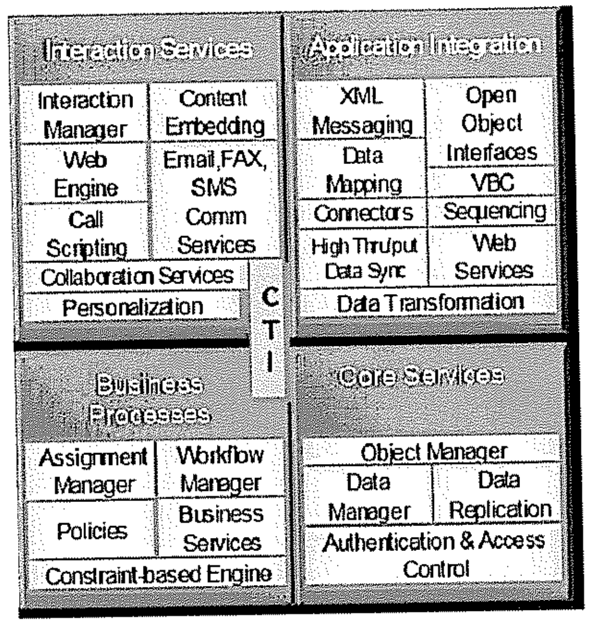
SR #	Status	Owner	Severity	Category	Keyword	Sub-Category	Description	Created Date	Closed Date
1-7417519	Open	KWELLS	3-Medium	Info	Programs	CEAN		04/05/2006	
1-7415435	Open	KWELLS	3-Medium	Service	Pothole	Street (Pothole)		04/05/2006	
1-7416402	Open	KWELLS	3-Medium	Service	Trash	Recycling		04/06/2006	
1-7403728	Open	KWELLS	3-Medium	Service	Pothole	Street (Pothole)	dummy data	03/30/2006	
1-7398329	Open	KWELLS	3-Medium	Info	Programs	CEAN		03/24/2006	
1-7395790	Open	KWELLS	3-Medium	Service	Pothole	Street (Pothole)	testing again	03/23/2006	
1-7396771	Open	KWELLS	3-Medium	Service	Pothole	Street (Pothole)	testing for Fairfax	03/23/2006	
1-7395752	Open	KWELLS	3-Medium	Service	Pothole	Street (Pothole)	testing for Fairfax	03/23/2006	
1-7395733	Open	KWELLS	3-Medium	Service	Pothole	Street (Pothole)	testing for Fairfax today	03/23/2006	
1-7395498	Open	KWELLS	3-Medium	Info	Programs	CEAN		03/23/2006	
1-7381910	Open	KWELLS	3-Medium	Service	Pothole	Street (Pothole)	test pothole transfer	03/23/2006	
1-7381704	Open	KWELLS	3-Medium	Info	Programs	CEAN		03/23/2006	
1-7380124	Open	KWELLS	3-Medium	Service	Pothole	Street (Pothole)	testing night prior	03/23/2006	
1-7370904	Closed	KWELLS	3-Medium	Info	Programs	CEAN		03/23/2006	03/23/2006
1-7376507	Open	KWELLS	3-Medium	Service	Pothole	Street (Pothole)	TESTING A LATE POTHOLE	03/22/2006	
1-7339101	Open	KWELLS	3-Medium	Service	Pothole	Street (Pothole)		03/21/2006	
1-7324079	Open	SADMIN	3-Medium	Service	Pothole	Street (Pothole)		03/21/2006	
1-7306027	Open	KWELLS	3-Medium	Service	Pothole	Street (Pothole)		03/21/2006	
1-7306612	Open	KWELLS	3-Medium	Service	Pothole	Street (Pothole)		03/21/2006	
1-7290242	Open	KWELLS	3-Medium	Service	Pothole	Highway/Interstate		03/21/2006	
1-7213110	Open	KWELLS	3-Medium	Service	Pothole	Street (Pothole)		03/17/2006	
1-7192701	Open	SADMIN	3-Medium	Service	Street Cleaning	Request		03/16/2006	
1-7184201	Open	SADMIN	3-Medium	Service	Animal	Noise (Animal)		03/15/2006	
1-7160701	Open	SADMIN	3-Medium	Service	Illegal Dumping	Public Property (Il Dumping)		03/14/2006	
1-7006112	Open	SADMIN	3-Medium	Service	Signs/Traffic Signs	Remove		03/01/2006	
1-6994720	Open	BWOODSON	3-Medium	Service	Drainage/Flooding	Street (Drainage/Flooding)		02/28/2006	
1-6986650	Open	BWOODSON	3-Medium	Service	Drainage/Flooding	Street (Drainage/Flooding)		02/23/2006	
1-6983203	Open	BWOODSON	2-High	Service	Abandoned Vehicle	Vacant Lot (ABV)		02/23/2006	
1-6087904	Open	KWELLS	3-Medium	Service	Chuckhole	Street (Chuckhole)		12/02/2005	
1-4821560	Open	911	3-Medium	Service	Graffiti	Private Property (Graffiti)		08/23/2005	
1-4820521	Open	911	2-High	Info	Property	Taxes		08/22/2005	

Third Party Tools

OneCity™ is powered by Siebel CRM Public Sector Vertical software.

Application Architecture

Siebel Integration and customization are handled with two Siebel products, Enterprise Application Integration and Siebel Tools as detailed below:



Enterprise Application Integration (EAI)

Siebel has the most flexible and robust integration architecture in the industry. The Enterprise Application Integration toolkit provides for an open architecture for integrating Siebel with other applications. This enables integration with other systems to be easily accommodated. Integration can be one-way, two-way, and virtual. This is a major differentiator between Siebel and the other 'citizen request systems'. Siebel provides a much lower cost for implementation of the entire end-to-end solution which requires integration. Siebel is also flexible and easily upgradeable so as not to require re-implementation of the integration.

Siebel EAI provides a scalable and configurable set of tools to integrate Siebel with other platforms. It includes pre-built integration to packaged applications such as PeopleSoft, Oracle and others. Siebel EAI has numerous real-time and batch integration capabilities, including XML, CTI, web services, Java data beans, COBRA, COM, ODBC, and support to various middleware technologies.

Tier1 has also developed connectors for bi-directional integration to three work order systems – Hansen, Accela, and Chameleon. Tier1 has also developed a connector which is pre-built to integrate Siebel with ESRI. This will be utilized with minor configuration to meet the City's requirements. We have included this integration within our proposed solution. This includes the ability to provide address validation capabilities against the city's master address database as well as mapping capabilities directly within the Siebel Application and the display of geo-spatial data as it is available and desired by the city. As the location is selected by the CSR as identified by the citizen, the geospatial data from the city's existing ESRI system is available based on that location including (city/county officials, trash providers/trash districts and pickup days, etc.) for immediate availability to the CSR. The ESRI map functionality is embedded within a Service Request view to allow the CSR to locate the location of the request spatially as well.

|

Siebel Tools

The Siebel Application is a highly-configurable application that is easily modified with the provided Siebel Toolkit called Siebel Tools. Most objects are readily available for modification and development from the developer. Using Siebel Tools, teams of developers can work together cooperatively to rapidly customize all aspects of the Siebel Application suite. The declarative development approach supported by Siebel Tools dramatically reduces development and maintenance costs and provides seamless upward compatibility with future product releases.

Application changes can be configured once inside Siebel Tools and deployed to any Siebel application in any language on any supported client platform. The configure once-deploy anywhere model supported by Siebel Tools is the enabling technology behind Siebel multi-channel application product line. The product contains intuitive visual tools that allow users to configure the Siebel User Interface without modifying HTML. It also contains powerful wizard for automating and simplifying routine and complex changes, extending the data model and defining business rules. Customers can define their own custom procedural logic using VB Script and Java Script using editors that are built into Siebel Tools.

Security Architecture

The Siebel application can provide security from two different perspectives: Via data security and network security.

The Siebel system provides several levels of data security via its Access Control functionality. Two components of Access Control in Siebel are Positions and Responsibilities, Through these two components, Siebel allows a flexible visibility and access system, from both a functionality and a data perspective, which is easily customizable to the City's specific environment and requirements. They are described as follows:

A Position represents a specific job slot within your organization. As you define your organizational structure, you define specific positions with each level in the hierarchy. Positions determine which records users have access to.

Responsibilities determine which views (i.e. menu options or functionality) users have access to. For example, the System Administrator responsibility allows access to all views. Defining responsibilities lets you limit user access to views, and therefore to your Siebel applications information and functions. You must assign responsibilities to all users. A single user can have one or many positions and one or more responsibilities.

From a network security perspective, using encryption technology, the Siebel Smart Web Architecture ensures that information traveling between different processes remains private. Information between the browser and the Web server can be encrypted using the industry-standard SSL protocol. Information between Siebel Server Components can be encrypted using either SSL protocol, the MS-Crypto API, or RSA algorithms. For very sensitive data that cannot be exposed even to database administrators, such as credit card numbers, the Siebel Smart Web Architecture supports the encryption of data fields using RSA algorithms.

Siebel Integration Tools

Siebel is built to support robust and sophisticated integrations. Siebel is designed for integration and provides for powerful data mapping tools that greatly streamline the process. The following screen shot is from one of the many Siebel tools available to the project team.

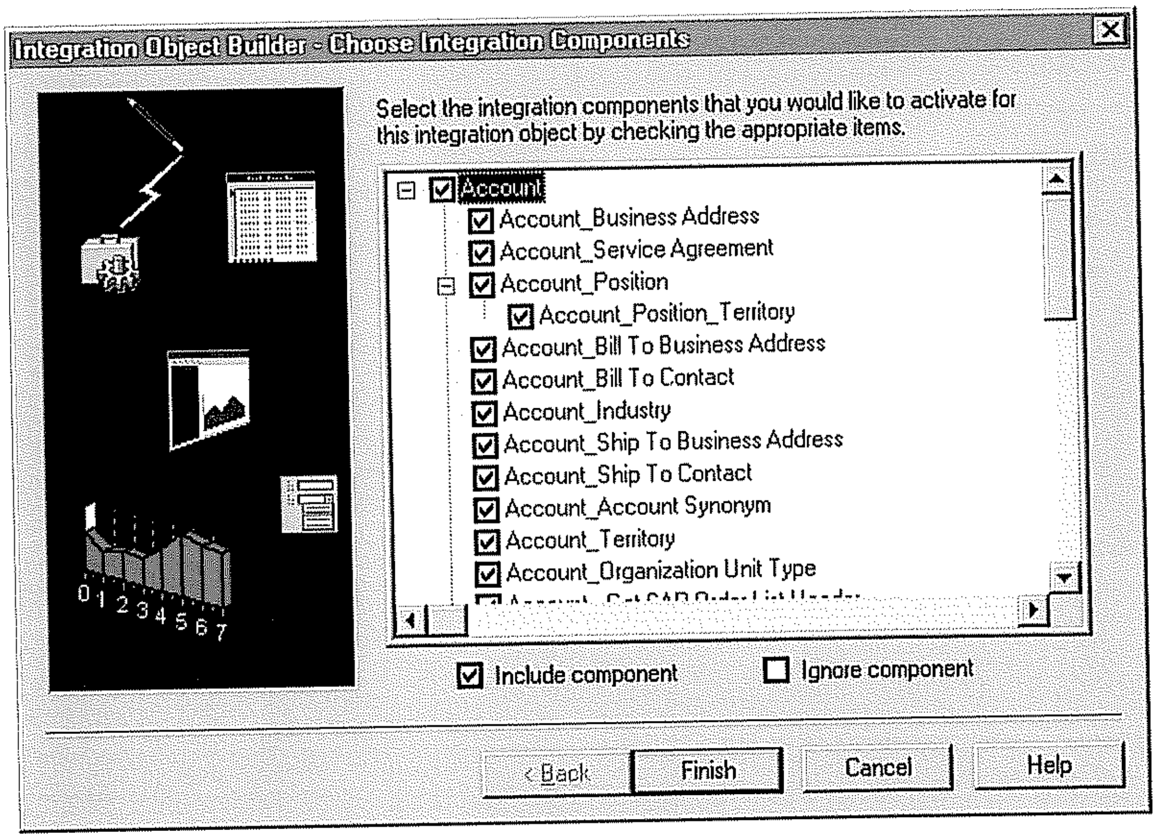


EXHIBIT B

CONSULTANT AND PROFESSIONAL SERVICES AGREEMENT

FEE SCHEDULE/MANNER OF PAYMENT

1. **CONTRACT PRICE.** The total contract price in U.S. dollars shall not exceed the total sum of $311,127. The Services will be charged to the CITY on a fixed fee, deliverables based method. CONSULTANT will submit to CITY invoices that include a breakdown of services in accordance with section 4 below. Payments to CONSULTANT of amounts not subject to a good faith dispute will be made within thirty (30) days after receipt of CONSULTANT'S invoice.

2. **Additional Services.** Additional Services are those services related to the general scope of services of CONSULTANT set forth in Exhibit A and in the SOW but not identified at the time of execution of this Agreement. Additional Services during the Project Term shall be approved by CITY in accordance with the applicable contract approval requirements and procedures of the Sacramento City Code. CITY reserves the right to perform any Additional Services with its own staff or to retain other consultants to perform said Additional Services.

3. **Accounting Records of CONSULTANT.** CONSULTANT shall maintain for three (3) years after completing of all Services and Additional Services hereunder, all records under this Agreement, including but not limited to, records of CONSULTANT'S direct salary costs for all Services and Additional Services performed under this Agreement and records of CONSULTANT'S Reimbursable Expenses, in accordance with generally accepted accounting practices, and shall keep such records available for inspection and audit by representatives of the Department of Finance of CITY and/or any independent third party selected by CITY at a mutually convenient time.

4. **Taxes.** CONSULTANT shall pay, when and as due, any and all taxes incurred as a result of CONSULTANT'S compensation hereunder, including estimated taxes, and shall provide CITY with proof of such payment upon request. CONSULTANT hereby agrees to indemnify CITY for any claims, losses, costs, fee, liabilities, damages or injuries suffered by CITY arising out of CONSULTANT'S breach of this Section.

5. **Payments to CONSULTANT.**

   A. Payments to CONSULTANT of amounts not subject to a good faith dispute shall be made within thirty (30) days after receipt of CONSULTANT's invoice, said payments to be made as specified in the SOW. CONSULTANT shall be responsible for the cost of supplying all documentation necessary to verify the monthly billings to the satisfaction of CITY.

   B. All invoices submitted by CONSULTANT shall contain the following information.

      (1) Project Name
      (2) Itemized Deliverables
      (3) Date of Invoice Issuance
      (4) Sequential Invoice Number
      (5) CITY's Purchase Order Number

(6) Total Agreement Amount
(7) Amount of this Invoice
(8) Total Billed to Date
(9) Total Remaining on Agreement

C. Billings that do not conform to the format outlined above shall be returned to CONSULTANT for correction. CITY shall not be responsible for delays in payment to CONSULTANT resulting from CONSULTANT's failure to comply with the invoice format described below

D. Requests for payment shall be sent to:

Gina Knepp, Program Manager
5730 24th Street, Bldg. #1
Sacramento, CA 95822

E. CONSULTANT will invoice the CITY in accordance with the Milestone payment schedule as defined in the SOW. The Milestones are subject to the acceptance procedures set forth in Attachment 1 to Exhibit A. Each invoice will include an invoice number and indicate the time period and Deliverable covered by the invoice. The CITY will pay invoiced amounts that are not the subject of a good faith dispute within thirty (30) days of receipt of an invoice.

The CITY will not be billed or be liable for any charges other than those described and authorized in this Agreement. The CITY will only pay for Services actually performed.

EXHIBIT C

CONSULTANT AND PROFESSIONAL SERVICES AGREEMENT

FACILITIES AND EQUIPMENT TO BE PROVIDED BY CITY

CITY shall [*check one*] ____ Not furnish any facilities or equipment for this Agreement, or

__X__ furnish the following facilities or equipment for the Agreement, [*list, if applicable*]

- Adequate working space for up to 4 people
- Tier1 will be given free unescorted ingress and egress from at least 6am – 10pm Monday through Saturday during the project. Tier1 agrees to abide by all City security and access rules
- Tier1 will have network and systems access. Tier1 staff will require internet access lines to receive electronic mail and access external resources. Internet access is available in the City's lab where un filtered access to email and external resources is available from there. Otherwise, Tier1 staff must use City approved workstations or laptops. If using personal laptops they must first be reviewed by City IT staff before connecting to the City network, in this case the City is not responsible for configuration or incompatibilities between City required client software (such as Netware or Groupwise) and any software Tier1 has on their machines. Access to "external resources" must be within reason and the City is not responsible for incompatible configuration issues between the City's network and Tier1's "external resources"
- Tier1 will have access to copy machine
- City will provide access to Siebel/OneCity Development, Test and Production environments
  - Tier1 will have the proper rights necessary to these servers until the system is deployed
  - Network will be installed and running in accordance with Siebel specifications
  - VPN access to enable offsite access. Tier1 will abide by City protocol regarding remote access policies and procedures. The City is not responsible for troubleshooting or configuring the remote network they are connecting from. The City is also not responsible for configuration or conflict issues between the City's VPN Client software and any software on Tier1 personal workstations/laptops.
  - Siebel software disks, license keys, and manuals are available to Tier1 when the project commences
  - Tier1 personnel will comply with the City's Administrative Policy Instruction (API) 30
  - City will be responsible for general administration of all Siebel application servers including backup, restorations, and performance tuning.
- City is providing all hardware, operating software, database software, backup software, and Siebel software (through separate contract with Oracle) for this project

EXHIBIT D
CONSULTANT AND PROFESSIONAL SERVICES AGREEMENT

GENERAL PROVISIONS

1. **Independent Contractor.**

A. It is understood and agreed that CONSULTANT (including CONSULTANT'S employees) is an independent contractor and that no relationship of employer-employee exists between the parties hereto for any purpose whatsoever. Neither CONSULTANT nor CONSULTANT'S assigned personnel shall be entitled to any benefits payable to employees of CITY. CITY is not required to make any deductions or withholdings from the compensation payable to CONSULTANT under the provisions of this Agreement, and CONSULTANT shall be issued a Form 1099 for its services hereunder. As an independent contractor, CONSULTANT hereby agrees to indemnify and hold CITY harmless from any and all claims that may be made against CITY based upon any contention by any of CONSULTANT'S employees or by any third party, including but not limited to any state or federal agency, that an employer-employee relationship or a substitute therefor exists for any purpose whatsoever by reason of this Agreement or by reason of the nature and/or performance of any Services under this Agreement. (As used in this Exhibit D, the term "Services" shall include both Services and Additional Services as such terms are defined elsewhere in this Agreement.)

B. It is further understood and agreed by the parties hereto that CONSULTANT, in the performance of its obligations hereunder, is subject to the control and direction of CITY as to the designation of tasks to be performed and the results to be accomplished by the Services agreed to be rendered and performed under this Agreement, but not as to the means, methods, or sequence used by CONSULTANT for accomplishing such results. TO the extent that CONSULTANT obtains permission to, and does, use CITY facilities, space, equipment or support services in the performance of this Agreement, this use shall be at the CONSULTANT'S sole discretion based on the CONSULTANT'S determination that such use will promote CONSULTANT'S efficiency and effectiveness. Except as may be specifically provided elsewhere in this Agreement, the CITY does not require that CONSULTANT use CITY facilities, equipment or support services or work in CITY locations in the performance of this Agreement.

C. If, in the performance of this Agreement, any third persons are employed by CONSULTANT, such persons shall be entirely and exclusively under the direction, supervision, and control of CONSULTANT. Except as may be specifically provided elsewhere in this Agreement, all terms of employment, including hours, wages, working conditions, discipline, hiring, and discharging, or any other terms of employment or requirements of law, shall be determined by CONSULTANT. It is further understood and agreed that CONSULTANT shall issue W-2 or 1099 Forms for income and employment tax purposes, for all of CONSULTANT'S assigned personnel and subcontractors.

D The provisions of this Section 1 shall survive any expiration or termination of this Agreement Nothing in this Agreement shall be construed as to create an exclusive relationship between CITY and CONSULTANT. CONSULTANT may represent, perform services for, or be employed by such additional persons or companies as CONSULTANT sees fit provided that CONSULTANT does not violate the provisions of Section 5, below

2. **Licenses; Permits, Etc.** CONSULTANT represents and warrants that CONSULTANT has all licenses, permits, City Business Operations Tax Certificate, qualifications, and approvals of whatsoever nature which are legally required for CONSULTANT to practice its profession or provide any services under the Agreement. CONSULTANT represents and warrants that CONSULTANT shall, at its sole cost and expense, keep in effect or obtain at all times during the term of this Agreement any licenses, permits, and approvals which are legally required for CONSULTANT to practice its profession or provide such Services. Without limiting the generality of the foregoing, if CONSULTANT is an out-of-state corporation, CONSULTANT warrants and represents that it possesses a valid certificate of qualification to transact business in the State of California issued by the California Secretary of State pursuant to Section 2105 of the California Corporations Code.

3. **Time.** CONSULTANT shall devote such time to the performance of Services pursuant to this Agreement as may be reasonably necessary for satisfactory performance of CONSULTANT'S obligations under this Agreement. Neither party shall be considered in default of this Agreement, nor be entitled to additional compensation, to the extent performance is prevented or delayed by any cause, present or future, which is beyond the reasonable control of the party

4. **CONSULTANT Not Agent.** Except as CITY may specify in writing, CONSULTANT and CONSULTANT'S personnel shall have no authority, express or implied, to act on behalf of CITY in any capacity whatsoever as an agent CONSULTANT and CONSULTANT'S personnel shall have no authority, express or implied, to bind CITY to any obligations whatsoever.

5. **Conflicts of Interest.** CONSULTANT covenants that neither it, nor any officer or principal of its firm, has or shall acquire any interest, directly or indirectly, that would conflict in any manner with the interests of CITY or which would in any way hinder CONSULTANT'S performance of Services under this Agreement CONSULTANT further covenants that in the performance of this Agreement, no person having any such interest shall be employed by it as an officer, employee, agent or subcontractor, without the written consent of CITY. CONSULTANT agrees to avoid conflicts of interest or the appearance of any conflicts of interest with the interests of CITY at all times during the performance of this Agreement.

6. **Confidentiality of CITY Information.** During performance of this Agreement, CONSULTANT may gain access to and use CITY information regarding inventions, machinery, products, prices, apparatus, costs, discounts, future plans, business affairs, governmental affairs, processes, trade secrets, technical matters, customer lists, product design, copyright, data, and other vital information (hereafter collectively referred to as "City Information") which are valuable, special and unique assets of the CITY CONSULTANT agrees to protect all City Information and treat it

as strictly confidential, and further agrees that CONSULTANT shall not at any time, either directly or indirectly, divulge, disclose or communicate in any manner any City Information to any third party without the prior written consent of CITY. A violation by CONSULTANT of this Section 6 shall be a material violation of this Agreement and shall justify legal and/or equitable relief

7. CONSULTANT Information.

A. CITY shall have full ownership and control, including ownership of any copyrights, of all information prepared, produced, or provided by CONSULTANT pursuant to this Agreement. In this Agreement, the term "information" shall be construed to mean and include: any and all work product, submittals, reports, plans, specifications, and other deliverables consisting of documents, writings, handwritings, typewriting, printing, Photostatting, photographing, computer models, and any other computerized data and every other means of recording any form of information, communications, or representation, including letters, works, pictures, drawings, sounds, or symbols, or any combination thereof. CONSULTANT shall not be responsible for any unauthorized modification or use of such information for other than its intended purpose by CITY.

B. CONSULTANT shall fully defend, indemnify and hold harmless CITY, its officers and employees, and each and every one of them, from and against any and all claims, actions, lawsuits or other proceedings alleging that all or any part of the information prepared, produced, or provided by CONSULTANT pursuant to this Agreement infringes upon any third party's trademark, trade name, copyright, patent or other intellectual property rights. CITY shall make reasonable efforts to notify CONSULTANT not later than ten (10) days after CITY is served with any such claim, action, lawsuit or other proceeding, provided that CITY'S failure to provide such notice within such time period shall not relieve CONSULTANT of its obligations hereunder, which shall survive any termination or expiration of this Agreement.

C. All proprietary and other information received from CONSULTANT by CITY, whether received in connection with CONSULTANT'S proposal to CITY or in connection with any Services performed by CONSULTANT, will be disclosed upon receipt of a request for disclosure, pursuant to the California Public Records Act; provided, however, that, if any information is set apart and clearly marked "trade secret" when it is provided to CITY, CITY shall give notice to CONSULTANT of any request for the disclosure of such information. The CONSULTANT shall then have five (5) days from the date it receives such notice to enter into an agreement with the CITY, satisfactory to the City Attorney, providing for the defense of, and complete indemnification and reimbursement for all costs (including plaintiff's attorney fees) incurred by CITY in any legal action to compel the disclosure of such information under the California Public Records Act. The CONSULTANT shall have sole responsibility for defense of the actual "trade secret" designation of such information.

D. The parties understand and agree that any failure by CONSULTANT to respond to the notice provided by CITY and/or to enter into an agreement with CITY, in accordance with the provisions of subsection C, above, shall constitute a complete waiver by CONSULTANT of any rights regarding the information designated "trade secret" by CONSULTANT, and such information shall be disclosed by CITY pursuant to applicable procedures required by the Public Records Act

8. Standard of Performance. CONSULTANT shall perform all Services required pursuant to this Agreement in the manner and according to the standards currently observed by a competent practitioner of CONSULTANT'S profession in California. All products of whatsoever nature which CONSULTANT delivers to CITY pursuant to this Agreement shall be prepared in a professional manner and conform to the standards of quality normally observed by a person currently practicing in CONSULTANT'S profession CONSULTANT shall assign only competent personnel to perform

Services pursuant to this Agreement CONSULTANT shall notify CITY in writing of any changes in CONSULTANT'S staff assigned to perform the Services required under this Agreement, prior to any such performance. In the event that CITY, at any time during the term of this Agreement, desires the removal of any person or persons assigned by CONSULTANT to perform Services pursuant to this Agreement, because CITY, in its sole discretion, determines that such person(s) is not performing in accordance with the standards required herein, CONSULTANT shall remove such person(s) immediately upon receiving notice from CITY of the desire of CITY for the removal of such person(s)

9. Term; Suspension; Termination.

A. This Agreement shall become effective on the date that it is approved by both parties, and shall continue in effect until both parties have fully performed their respective obligations under this Agreement, unless sooner terminated as provided herein

B CITY shall have the right at any time to temporarily suspend CONSULTANT'S performance hereunder, in whole or in part, by giving a written notice of suspension to CONSULTANT. If CITY gives such notice of suspension, CONSULTANT shall immediately suspend its activities under this Agreement, as specified in such notice.

C. CITY shall have the right to terminate this Agreement at any time by giving a written notice of termination to CONSULTANT. If CITY gives such notice of termination, CONSULTANT shall immediately cease rendering Services pursuant to this Agreement. If CITY terminates this Agreement:

1. CONSULTANT shall promptly deliver to CITY copies of all information prepared pursuant to this Agreement

2 CITY shall pay CONSULTANT the reasonable value of Services rendered by CONSULTANT prior to termination; provided, however, CITY shall not in any manner be liable for lost profits which might have been made by CONSULTANT had the Agreement not been terminated or had CONSULTANT completed the Services required by this Agreement. In this regard, CONSULTANT shall furnish

to CITY such financial information as in the judgment of the CITY is necessary for CITY to determine the reasonable value of the Services render by CONSULTANT The foregoing is cumulative and does not affect any right or remedy which CITY may have in law or equity

10. Indemnity.

A. Indemnity: CONSULTANT shall fully indemnify and save harmless, CITY, its officers and employees, and each and every one of them, from and against all actions, damages, costs, liability, claims, losses, judgments, penalties and expenses of every type and description, including, but not limited to, any fees and/or costs reasonable incurred by CITY'S staff attorneys or outside attorneys and any fees and expenses incurred in enforcing this provision (hereafter collectively referred to as "Liabilities"), to which any or all of them may be subjected, to the extent such Liabilities are caused by or result from any negligent act or omission or willful misconduct of CONSULTANT, its subconsultants, subcontractors or agents, and their respective officers and employees, in connection with the performance or nonperformance of this Agreement, whether or not the CITY, its officers or employees reviewed, accepted or approved any service or work product performed or provided by the CONSULTANT, and whether or not such Liabilities are litigated, settled or reduced to judgment

B. Obligation to Defend: CONSULTANT shall, upon CITY'S request, defend at CONSULTANT'S sole cost any action, claim, suit, cause of action or portion thereof which asserts or alleges Liabilities to the extent such Liabilities are caused by or result from any negligent act or omission or willful misconduct of CONSULTANT, its sub-consultants, subcontractors or agents, and their respective officers and employees, in connection with the performance or nonperformance of this Agreement, whether such action, claim, suit, cause of action or portion thereof is well founded or not

C. Insurance Policies, Intellectual Property Claims: Except as may be expressly provided in this Section 10, the existence or acceptance by CITY of any of the insurance policies or coverages described in this Agreement shall not affect or limit any of CITY'S rights under this Section 10, nor shall the limits of such insurance limit the liability of CONSULTANT hereunder. This Section 10 shall not apply to any intellectual property claims, actions, lawsuits or other proceedings subject to the provisions of Section 7.B., above. The provisions of this Section 10 shall survive any expiration or termination of this Agreement

11. Insurance Requirements. During the entire term of this Agreement, CONSULTANT shall maintain the following insurance:

A. Minimum Scope of Insurance: Coverage should be at least as broad as:

(1) Insurance Services Office Form No. CG 0001 (Commercial General Liability);

(2) Insurance Services Office Form No. CA 0001 (Ed. 1/87) (Automobile Liability, Code "any auto");

(3) Workers' Compensation as required by the Labor Code of the State of California, and Employers' Liability Insurance.

(4) Professional Liability (Errors and Omissions) insurance against loss due to error, omission or malpractice if specifically required in the Scope of Services (Exhibit A).

B. Minimum Limits of Insurance: CONSULTANT shall maintain limits no less than:

(1) Commercial General Liability; $1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage

(2) Automobile Liability: $1,000,000 combined single limit per accident for bodily injury and property damage.

(3) Workers' Compensation and Employers' Liability: Workers' compensation limits as required by the Labor Code of the State of California and Employers' Liability limits of $1,000,000 per accident.

(4) Professional Liability (Errors and Omissions). $1,000,000 combined single limit per occurrence if specifically required in the Scope of Services (Exhibit A).

C. Deductibles and Self-Insured Retention's: Any deductibles or self-insured retentions must be declared to and approved by the CITY.

D. Other Insurance Provisions: The policies are to contain, or be endorsed to contain, the following provisions:

(1) General Liability and Automobile Liability Coverages:

(a) CITY, its officials, employees and volunteers shall be covered as additional insureds as respects: liability arising out of activities performed by or on behalf of CONSULTANT; products and completed operations of CONSULTANT; premises owned, leased or used by CONSULTANT. The coverage shall contain no special limitations on the scope of the protection afforded to CITY, its officials, employees or volunteers

(b) CONSULTANT'S insurance coverage shall be primary insurance as respects CITY, its officials, employees and volunteers. Any insurance or self-insurance maintained by CITY, its officials, employees or volunteers shall be in excess of CONSULTANT'S insurance and shall not contribute with it.

(c) Any failure to comply with reporting provisions of the policies shall not affect coverage provided to CITY, its officials, employees or volunteers.

(d) Coverage shall state that CONSULTANT'S insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

(2) All Coverages:

Each insurance policy required by this Agreement shall be endorsed to state that coverages shall not be canceled except after thirty (30) days prior written notice has been given to CITY. In addition, CONSULTANT agrees that it shall not reduce its coverage or limits on any such policy except after thirty (30) days prior written notice has been give to CITY and CITY approves the reduction in coverage or limits. CONSULTANT further agrees that it shall not increase any deductibles or self-insured retentions on any such policy except after thirty (30) days prior written notice has been given to CITY and CITY approves such increase.

E. Acceptability of Insurers: Insurance shall be placed with insurers with a Bests' rating of no less than A:VII. This requirement may, however, be waived in individual cases for Errors and Omissions Coverages only; provided, however, that in no event shall a carrier with a rating below B:IX be acceptable.

F. Verification of Coverage: CONSULTANT shall furnish CITY with certificates of insurance showing compliance with the above requirements and with original endorsements effecting all coverages required by this Agreement. The certificates and/or endorsements shall set forth a valid policy number for CITY, and shall indicate the Issue Date, Effective Date and Expiration Date. The certificates and endorsements for each insurance policy shall be signed by a person authorized by the insurer to bind coverage on its behalf. The certificates and endorsements shall be forwarded to the CITY representative named in Exhibit A.

G. Payment Withhold: CITY shall withhold payments to CONSULTANT if the certificates of insurance and endorsements required in subsection F, above, are canceled or CONSULTANT otherwise ceases to be insured as required herein.

12. Equal Employment Opportunity. During the performance of this Agreement, CONSULTANT, for itself, its assignees and successors in interest, agrees as follows:

A. Compliance With Regulations: CONSULTANT shall comply with the Executive Order 11246 entitled "Equal Opportunity in Federal Employment", as amended by Executive Order 11375 and 12086, and as supplemented in Department of Labor regulations (41 CFR Chapter 60), hereinafter collectively referred to as the "Regulations".

B. Nondiscrimination: CONSULTANT, with regards to the work performed by it after award and prior to completion of the work pursuant to this Agreement, shall not discriminate on the ground of race, color, religion, sex, national origin, age, marital status, physical handicap or sexual orientation in selection and retention of subcontractors, including procurement of materials and leases of equipment. CONSULTANT shall not participate either directly or indirectly in discrimination prohibited by the Regulations

C. Solicitations for Subcontractors, Including Procurement of Materials and Equipment: In all solicitations either by competitive bidding or negotiations made by CONSULTANT for work to be performed under any subcontract, including all procurement of materials or equipment, each potential subcontractor or supplier shall be notified by CONSULTANT of CONSULTANT'S obligation under this Agreement and the Regulations relative to nondiscrimination on the ground of race, color, religion, sex, national origin, age, marital status, physical handicap or sexual orientation.

D. Information and Reports: CONSULTANT shall provide all information and reports required by the Regulations, or by any orders or instructions issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information and its facilities as may be determined by the CITY to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of CONSULTANT is in the exclusive possession of another who fails or refuses to furnish this information, CONSULTANT shall so certify to the CITY, and shall set forth what efforts it has made to obtain the information.

E. Sanctions for Noncompliance. In the event of noncompliance by CONSULTANT with the nondiscrimination provisions of this Agreement, the CITY shall impose such sanctions as it may determine to be appropriate including, but not limited to:

(1) Withholding of payments to CONSULTANT under this Agreement until CONSULTANT complies;

(2) Cancellation, termination, or suspension of the Agreement, in whole or in part.

F. Incorporation of Provisions: CONSULTANT shall include the provisions of subsections A through E, above, in every subcontract, including procurement of materials and leases of equipment, unless exempted by the Regulations, or by any order or instructions issued pursuant thereto. CONSULTANT shall take such action with respect to any subcontract or procurement as the CITY may direct as a means of enforcing such provisions including sanctions for noncompliance, provided, however, that in the event CONSULTANT becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, CONSULTANT may request CITY to enter such litigation to protect the interests of CITY.

13. Entire Agreement. This document, including all Exhibits, contains the entire professional services agreement between the parties and supersedes whatever oral or written understanding they may have had prior to the execution of this Agreement. No alteration to the terms of this Agreement shall be valid unless approved in writing by CONSULTANT, and by CITY, in accordance with applicable provisions of the Sacramento City Code.

14. Severability. If any portion of this Agreement or the application thereof to any person or circumstance shall be held invalid or unenforceable, the remainder of this Agreement shall not be affected thereby and shall be enforced to the greatest extent permitted by law.

15. Waiver. Neither CITY acceptance of, or payment for, any Service or Additional Service performed by CONSULTANT, nor any waiver by either party of any default, breach or condition precedent, shall be construed as a waiver of any provision of this Agreement, nor as a waiver of any other default, breach or condition precedent or any other right hereunder

16. Enforcement of Agreement. This Agreement shall be governed, construed and enforced in accordance with the laws of the State of California. Venue of any litigation arising out of or connected with this Agreement shall lie exclusively in the state trial court or Federal District Court located in Sacramento County in the State of California, and the parties consent to jurisdiction over their persons and over the subject matter of any such litigation in such courts, and consent to service of process issued by such courts

17. Assignment Prohibited. The expertise and experience of CONSULTANT are material considerations for this Agreement. CITY has a strong interest in the qualifications and capability of the persons and entities who will fulfill the obligations imposed on CONSULTANT under this Agreement. In recognition of this interest, CONSULTANT shall not assign any right or obligation pursuant to this Agreement without the written consent of the CITY. Any attempted or purported assignment without CITY'S written consent shall be void and of no effect.

18. **Binding Effect.** This Agreement shall be binding on the heirs, executors, administrators, successors and assigns of the parties, subject to the provisions of Section 17, above.

EXHIBIT E

REQUIREMENTS OF THE NON-DISCRIMINATION IN EMPLOYEE BENEFITS CODE

INTRODUCTION

The Sacramento Non-Discrimination In Employee Benefits Code (the "Ordinance"), codified as Sacramento City Code Chapter 3 54, prohibits City contractors from discriminating in the provision of employee benefits between employees with spouses and employees with domestic partners, and between the spouses and domestic partners of employees

APPLICATION

The provisions of the Ordinance apply to any contract or agreement (as defined below), between a Contractor and the City of Sacramento, in an amount exceeding $25,000.00. The Ordinance applies to that portion of a contractor's operations that occur: (i) within the City of Sacramento; (ii) on real property outside the City of Sacramento if the property is owned by the City or if the City has a right to occupy the property; or (iii) at any location where a significant amount of work related to a City contract is being performed.

The Ordinance does not apply: to subcontractors or subcontracts of any Contractor or contractors, to transactions entered into pursuant to cooperative purchasing agreements approved by the Sacramento City Council, to legal contracts of other governmental jurisdictions or public agencies without separate competitive bidding by the City; where the requirements of the ordinance will violate or are inconsistent with the terms or conditions of a grant, subvention or agreement with a public agency or the instructions of an authorized representative of any such agency with respect to any such grant, subvention or agreement; to permits for excavation or street construction; or to agreements for the use of City right-of-way where a contracting utility has the power of eminent domain.

DEFINITIONS

As set forth in the Ordinance, the following definitions apply:

"Contract" means an agreement for public works or improvements to be performed, or for goods or services to be purchased or grants to be provided, at the expense of the City or to be paid out of moneys deposited in the treasury or out of the trust money under the control or collected by the City "Contract" also means a written agreement for the exclusive use ("exclusive use" means the right to use or occupy real property to the exclusion of others, other than the right reserved by the fee owner) or occupancy of real property for a term exceeding 29 days in any calendar year, whether by singular or cumulative instrument, (i) for the operation or use by others of real property owned or controlled by the City for the operation of a business, social, or other establishment or organization, including leases, concessions, franchises and easements, or (ii) for the City's use or occupancy of real property owned by others, including leases, concessions, franchises and easements

"Contract" shall not include: a revocable at-will use or encroachment permit for the use of or encroachment on City property regardless of the ultimate duration of such permit; excavation, street construction or street use permits; agreements for the use of City right-of-way where a contracting utility has the power of eminent domain; or agreements governing the use of City property that constitute a public forum for activities that are primarily for the purpose of espousing or advocating causes or ideas and that are generally protected by the First Amendment to the United States Constitution or that are primarily recreational in nature.

"Contractor" means any person or persons, firm partnership or corporation, company , or combination thereof, that enters into a Contract with the City. "Contractor" does not include a public entity.

"Domestic Partner" means any person who has a currently registered domestic partnership with a governmental entity pursuant to state or local law authorizing the registration.

"Employee Benefits" means bereavement leave, disability, life, and other types of insurance, family medical leave; health benefits, membership or membership discounts; moving expenses, pension and retirement benefits; vacation, travel benefits, and any other benefit given to employees;. "Employee benefits" shall not include benefits to the extent that the application of the requirements of this chapter to such benefits may be preempted by federal or state.

CONTRACTOR'S OBLIGATION TO PROVIDE THE CITY WITH DOCUMENTATION AND INFORMATION

Contractor shall provide the City with documentation and information verifying its compliance with the requirements of the Ordinance within ten (10) days of receipt of a request from the City Contractors shall keep accurate payroll records, showing, for each City Contract, the employee's name, address, Social Security number, work classification, straight time pay rate, overtime pay rate, overtime hours worked, status and exemptions, and benefits for each day and pay period that the employee works on the City Contract. Each request for payroll records shall be accompanied by an affidavit to be completed and returned by the Contractor, as stated, attesting that the information contained in the payroll records is true and correct, and that the Contractor has complied with the requirements of the Ordinance A violation of the Ordinance or noncompliance with the requirements of the Ordinance shall constitute a breach of contract.

EMPLOYER COMPLIANCE CERTIFICATE AND NOTICE REQUIREMENTS

(a) All contractors seeking a Contract subject to the Ordinance shall submit a completed Declaration of Compliance Form, signed by an authorized representative, with each proposal, bid or application. The Declaration of Compliance shall be made a part of the executed contract, and will be made available for public inspection and copying during regular business hours.

(b) The Contractor shall give each existing employee working directing on a City contract, and (at the time of hire), each new employee, a copy of the notification provided as attachment "A."

(c) Contractor shall post, in a place visible to all employees, a copy of the notice provided as attachment "B."

Attachment A

YOUR RIGHTS UNDER THE CITY OF SACRAMENTO'S NON-DISCRIMINATION IN EMPLOYEE BENEFITS CODE

On .... (date), your employer (the "Employer") entered into a contract with the City of Sacramento (the "City") for .... (contract details), and as a condition of that contract, agreed to abide by the requirements of the City's Non-Discrimination In Employee Benefits Code (Sacramento City Code Section 3.54)

The Ordinance does not require the Employer to provide employee benefits. The Ordinance does require that if certain employee benefits are provided by the Employer, that those benefits be provided without discrimination between employees with spouses and employees with domestic partners, and without discrimination between the spouse or domestic partner of employees

The Ordinance covers any employee working on the specific contract referenced above, but only for the period of time while those employees are actually working on this specific contract.

The included employee benefits are:

- Bereavement leave
- Moving expenses
- Disability, life and other types of insurance
- Pension and retirement
- Family medical leave benefits
- Health benefits
- Vacation
- Membership or membership discounts
- Travel benefits
- Any other benefits given to employees

(Employee Benefits does not include benefits that may be preempted by federal or state law.)

If you feel you have been discriminated or retaliated against by your employer in the terms and conditions of your application for employment, or in your employment, or in the application of these employee benefits, because of your status as an applicant or as an employee protected by the Ordinance, or because you reported a violation of the Ordinance, and after having exhausted all remedies with your employer,

You May . . .

Submit a written complaint to the City of Sacramento, Contract Services Unit, containing the details of the alleged violation. The address is:

City of Sacramento
Contract Services Unit
915 I St., 2nd Floor
Sacramento, CA 95814

Bring an action in the appropriate division of the Superior Court of the State of California against the Employer and obtain the following remedies:

- Reinstatement, injunctive relief, compensatory damages and punitive damages

- Reasonable attorney's fees and costs

Attachment B

YOUR RIGHTS UNDER THE CITY OF SACRAMENTO'S NON-DISCRIMINATION IN EMPLOYEE BENEFITS CODE

If your employer provides employee benefits, they must be provided to those employees working on a City of Sacramento contract without discriminating between employees with spouses and employees with domestic partners.

The included employee benefits are.

- Bereavement leave
- Moving expenses
- Disability, life and other types of insurance
- Pension and retirement benefits
- Family medical leave
- Vacation
- Health benefits
- Travel benefits
- Membership or membership discounts
- Any other benefits given to employees

If you feel you have been discriminated against by your employer

You May . . .

Submit a written complaint to the City of Sacramento, Contract Services Unit, containing the details of the alleged violation The address is:

City of Sacramento
Contract Services Unit
915 I St , 2nd Floor
Sacramento, CA 95814

Bring an action in the appropriate division of the Superior Court of the State of California against the employer and obtain reinstatement, injunctive relief, compensatory damages, punitive damages and reasonable attorney's fees and costs

Discrimination and Retaliation Prohibited.

If you feel you have been discriminated or retaliated against by your employer in the terms and conditions of your application for employment, or in your employment, because of your status as an applicant or as an employee protected by the Ordinance, or because you reported a violation of this Ordinance

You May Also . . .

Submit a written complaint to the City of Sacramento, Contract Services Unit, at the same address, containing the details of the alleged violation