



PROFESSIONAL SERVICES ORDERING DOCUMENT

Ordering Document Number: US-16430238

Oracle America, Inc. 500 Oracle Parkway Redwood Shores, CA 94065	<b>Your Name:</b> <b>Your Address:</b>	Grand Rapids Public Utilities Commission 500 South East 4 <sup>th</sup> Street Grand Rapids, MN 55744
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<b>Oracle Representative:</b>	Matt Sorrell	<b>Your Billing Contact:</b>	Julie A. Kennedy
<b>Address:</b>	2300 Oracle Way Austin, TX 78741	<b>Address:</b>	500 South East 4 <sup>th</sup> Street Grand Rapids, MN 55744
<b>Phone Number:</b>	262-385-8474	<b>Phone Number:</b>	218-326-7687
<b>Email Address:</b>	matt.sorrell@oracle.com	<b>Email Address:</b>	jakennedy@grpuc.org

You have ordered the Services listed in the table below and detailed in the attached exhibit(s), which are incorporated herein by reference.

Services	Reference	Fees	Estimated Expenses	Total Fees and Estimated Expenses
Fixed Price Services	Exhibit 1	\$331,937.00	\$33,200.00	\$365,137.00
<b>Total Fees and Estimated Expenses</b>				<b>\$365,137.00</b>

A. TERMS

- Applicable Master Agreement:** This order incorporates by reference the Public Sector Agreement for Oracle Cloud Services (Master Agreement), US-CSA-CPQ-3201888 and all amendments and addenda thereto (collectively, the "Master Agreement"). You acknowledge and agree that the terms and conditions of this order are contingent upon the execution of the Master Agreement by and between City of Grand Rapids and Oracle. If the Master Agreement is not executed on or prior to 31-MAY-2024 this order shall be deemed to have no legal effect, even if executed.
- Professional Services Delivery Policies:** The Oracle Professional Services Delivery Policies ("Policies") available at <https://www.oracle.com/a/ocom/docs/corporate/professional-services-delivery-policies.pdf> apply to and are incorporated into this order. The Professional Services Delivery Policies, current as of the ordering document effective date, is attached as a reference hereto.
- Payment Terms:** Net 30 days from invoice date.
- Currency:** US Dollars.
- Offer Valid through:** 31-MAY-2024.
- Service Specifications:** The Service Specifications shall include any exhibit(s) attached to this order (including referenced or incorporated Oracle documents) and the Policies.
- Order of Precedence:** In the event of any inconsistencies, priority shall be established in the following descending order: (a) any exhibit(s) attached to this order; (b) this order; (c) the Policies; and (d) the Master Agreement.
- Rights Granted:** Upon payment, You have the non-exclusive, non-assignable, royalty-free, worldwide, limited right to use the services and anything developed and delivered by Oracle under this order ("services and deliverables") for Your internal business operations. You may allow Your agents and contractors to use the services and deliverables for Your internal business operations, and You are responsible for their compliance in such use. The services and deliverables may be related to Your right to use cloud or hosted/managed services or Products owned

or distributed by Oracle which You acquired under a separate order. The agreement referenced in that order shall govern Your use of such services or Products, and nothing in this order is intended to grant a right to use such services or Products in excess of the terms of that order, such as the services period or number and type of environments specified in a cloud or hosted/managed service order.

You retain all ownership and intellectual property rights to Your confidential and proprietary information that You provide to Oracle under this order.

**B. ADDITIONAL ORDER TERMS**

1. When services will be performed on-site at customer location in the US, as required by US Department of Labor regulations (20 CFR 655.734), You will allow Oracle to post a notice regarding Oracle H-1B employee(s) at the work site prior to the employee’s arrival on-site.
2. Use of Subcontractors.  
Notwithstanding anything to the contrary in the Policies, Oracle will not retain any third-party subcontractors to perform the Services on Oracle’s behalf unless agreed upon.
3. Dispute Resolution.  
In the event of any dispute or disagreement between the parties arising out of or relating to the Master Agreement or this order (the “dispute”), the parties will endeavor to resolve the dispute in accordance with this section. Either party may invoke this section by providing the other party written notice of its decision to do so, including a description of the issues subject to the dispute. Each party will appoint a Vice President to discuss the dispute and no formal proceedings for the judicial resolution of such dispute, except for the seeking of equitable relief, may begin until either Vice President concludes, after a good faith effort to resolve the dispute, that resolution through continued discussion is unlikely. The parties shall refrain from exercising any termination right and shall continue to perform their respective obligations under the Master Agreement and this order while the parties endeavor to resolve the dispute under this section, provided that, any party alleged to be in breach promptly makes good faith efforts to cure the breach and pursue the cure in good faith.

<b>Grand Rapids Public Utilities Commission</b>	<b>Oracle America, Inc.</b>
Authorized Signature: _____	Authorized Signature: _____
Name: _____	Name: _____
Title: _____	Title: _____
Signature Date: _____	Signature Date: _____
Ordering Document Effective Date: _____	<i>{to be completed by Oracle}</i>

**Your Name:** Grand Rapids Public Utilities Commission  
**Ordering Document Number:** US-16430238  
**Exhibit Number:** 1

1. Description of Services and Deliverables.

A. Services.

Oracle will provide the following technical and functional Services related to the cloud enablement of Oracle NetSuite for Government Cloud Service ("NetSuite for Government") (the "Services").

1. Focus Phase:

- a. Conduct one (1) Finance project kick-off workshop for up to two (2) person days for Your project team to review the project governance processes and complete strategy sessions including:
  1. Scope management process;
  2. Risk management process;
  3. Issue management process;
  4. Communications management process;
  5. Configuration management process;
  6. Quality management process;
  7. Review the welcome packet;
  8. Data conversion strategy session;
  9. Integration strategy session; and
  10. Workflow strategy session.
- b. Create and provide an initial Project Work Plan ("Project Work Plan"), which will include the following:
  1. Tasks, estimated start and end dates, and estimated durations;
  2. Assigned resources from You and Oracle;
  3. Known dependencies; and
  4. Review Your Functional Requirements (included as Appendix A) with You, demonstrate NetSuite for Government functionality mapped against Your Functional Requirements, and advise you on the modification of your existing processes based upon generally available standard functionality of the application.
- c. Conduct one (1) HR/payroll business process review session for up to three (3) person days for Your project team to review the following:
  1. Current human resources processes;
  2. Current payroll process;
  3. Changes to process updates;
  4. Data conversion plan; and
  5. Integration plan.

2. Refine Phase:

- a. Conduct up to six (6) "Finance Data Migration Workshops" for up to two (2) hours each for Your project team to review the following processes for the NetSuite for Government:
  1. Chart of accounts ("COA") setup and fund management;
  2. Entity setup;
  3. Account balances;
  4. Historical data;
  5. Current fiscal year data import; and
  6. Fixed assets.
- b. Following the conclusion of the Finance Data Migration Workshops, document and deliver to You the findings of these workshops in the Finance Migration Engagement Report ("Finance Migration Engagement Report") which sets forth a high-level overview of the workshops and resulting action items assigned to their respective owners with due dates, known risks, and status.
- c. Assist with the loading of general ledger ("GL")/journal and transactional data as follows:

<b>Finance Functional Area</b>	<b>Fiscal years of data to be converted</b>
Journals	Up to ten (10)
Projects	Up to ten (10)
Procurement	Up to ten (10)
Fixed Assets	Up to ten (10)
Budget	Up to two (2)
Planning & Budgeting	Up to two (2)
Accounts Receivable	Up to two (2)
Grants	Up to two (2)

- d. Conduct up to four (4) “Human Resource (“HR”)/Payroll Data Migration Workshops” for up to two (2) hours each for Your project team to review the following processes for the NetSuite for Government:
    1. System configuration and configuration of HR and payroll table data;
    2. Load employee data;
    3. Data review and clean up; and
    4. Load and test data changes.
  - e. Following the conclusion of the HR/Payroll Data Migration Workshops, document and deliver to You the findings from these workshops in an HR/Payroll Migration Engagement Report (“HR/Payroll Migration Engagement Report”) which sets forth a high-level overview of the workshops and resulting action items assigned to their respective owners with due dates, known risks, and status.
  - f. Assist with the loading of up to ten (10) calendar years of historical payroll data.
  - g. Conduct up to five (5) “Finance Configuration Workshops” for up to two (2) hours each for Your project team to review the following processes:
    1. System administration;
    2. Planning and budgeting;
    3. Integrations;
    4. Analytics and reports; and
    5. Workflows and automation.
  - h. Following the conclusion of the Finance Configuration Workshops, document and deliver to You the findings from these workshops in a Finance Configuration Engagement Report (“Finance Configuration Engagement Report”) which sets forth a high-level overview of the workshops and resulting action items assigned to their respective owners with due dates, known risks, and status.
  - i. Conduct up to four (4) “HR/Payroll Configuration Workshops” for up to two (2) hours each for Your project team to review the following processes:
    1. Timecards;
    2. Payroll calculations;
    3. Analytics workflows and reporting;
    4. Payroll configuration.
  - j. Following the conclusion of the HR/Payroll Configuration Workshops, document and deliver to You the findings from these workshops in a HR/Payroll Configuration Engagement Report (“HR/Payroll Configuration Engagement Report”) which sets forth a high-level overview of the workshops and resulting action items assigned to their respective owners with due dates, known risks, and status.
  - k. Configure NetSuite for Government hosted environment based upon the Finance and HR/Payroll Configuration Engagement Reports.
  - l. Set up and configure application programming interface (“API”) integrations for the following third-party applications:
    - a. SpryPoint Utility Billing Systems;
    - b. CityWorks; and
    - c. LaserFiche.
3. Enable Phase:
- a. Assign prerequisite video trainings from Learning Cloud Support for your project team to complete in advance of the functional training sessions in sections 1.A.3.b and 1.A.3.d.

- b. Conduct up to four (4) functional training sessions for up to two (2) hours each for Your project team on the NetSuite for Government Finance module.
  - c. Following the conclusion of the Finance functional training sessions, deliver to You the engagement report resulting from these sessions (the "Finance Functional Training Sessions Engagement Report") which sets forth a high-level overview of the training sessions and resulting action items assigned to their respective owners with due dates, known risks, and status.
  - d. Conduct up to six (6) functional training sessions for up to two (2) hours each for Your project team on the NetSuite for Government HR/Payroll module.
  - e. Following the conclusion of the HR/Payroll functional training sessions, deliver to You the engagement report resulting from these sessions (the "HR/Payroll Functional Training Sessions Engagement Report") which sets forth a high-level overview of the training sessions and resulting action items assigned to their respective owners with due dates, known risks, and status.
  - f. Provide You a User Acceptance Testing Plan ("User Acceptance Testing Plan") which documents processes, test cases, expected results, status, assigned resources, dates, results, and notes. The Functional Requirements specified in Appendix A shall be reviewed and aligned to generally available standard functionality and included within the User Acceptance Testing Plan.
  - g. Provide up to four (4) person days over the course of six (6) weeks to assist with Finance user acceptance testing.
  - h. Assist with up to three (3) HR/Payroll parallel tests.
  - i. Following the conclusion of the first round of parallel testing, deliver to You the engagement report resulting from these sessions ("HR/Payroll Parallel Testing Engagement Report"), which sets forth a high-level overview of the parallel results, action items assigned to their respective owners with due dates, known risks, and status.
4. Live-Operate Phase:
- a. Conduct one (1) "Final Data Migration Workshop" for up to two (2) hours to complete final Finance data cutover.
  - b. Following the conclusion of user acceptance testing, provide You a Finance Go-Live Checklist Workbook ("Finance Go-Live Checklist Workbook") which documents and tracks go-live tasks, assigned resources, dates, and results to validate the environment is "Go-Live Ready".
  - c. Provide up to a combined total of eleven (11) person days of consulting post go-live support to be used within the first thirty (30) calendar days immediately following production go-live for the respective module.
  - d. Within five (5) business days immediately following the first thirty (30) calendar days after Finance production go-live, deliver to You the Finance Post Go Live Activity Report ("Finance Post Go Live Activity Report") which documents issues identified during post go-live and correction action/recommended resolution.
  - e. Within five (5) business days immediately following the first thirty (30) calendar days after HR/Payroll production go-live, deliver to You the HR/Payroll Post Go Live Activity Report ("HR/Payroll Post Go Live Activity Report") which documents issues identified during post go-live and correction action/recommended resolution.
  - f. Facilitate the transition from Your implementation team to the NetSuite for Government support team.

B. Deliverables.

No.	Deliverable Name	Deliverable Description
1	Project Work Plan	Delivery to You of the Project Work Plan as described in Section 1.A.1.b above
2	Finance Migration Engagement Report	Delivery to You of the Finance Migration Engagement Report as described in Section 1.A.2.b above
3	HR/Payroll Migration Engagement Report	Delivery to You of the HR/Payroll Migration Engagement Report as described in Section 1.A.2.e above
4	Finance Configuration Engagement Report	Delivery to You of the Finance Configuration Engagement Report as described in Section 1.A.2.h above
5	HR/Payroll Configuration Engagement Report	Delivery to You of the HR/Payroll Configuration Engagement Report as described in Section 1.A.2.j above
6	Finance Functional Training Sessions Engagement Report	Delivery to You of the Finance Functional Training Sessions Engagement Report as described in Section 1.A.3.b above
7	HR/Payroll Functional Training Sessions Engagement Report	Delivery to You of the HR/Payroll Functional Training Sessions Engagement Report”) as described in Section 1.A.3.d above
8	User Acceptance Testing Plan	Delivery to You of the User Acceptance Testing Plan as described in Section 1.A.3.e above
9	HR/Payroll Parallel Testing Engagement Report	Delivery to You of the HR/Payroll Parallel Testing Engagement Report as described in Section 1.A.3.h above
10	Finance Go-Live Checklist Workbook	Delivery to You of the Finance Go-Live Checklist Workbook as described in Section 1.A.4.b above
11	Finance Post Go Live Activity Report	Delivery to You of the Finance Post Go Live Activity Report as described in Section 1.A.4.d above
12	HR/Payroll Post Go Live Activity Report	Delivery to You of the HR/Payroll Post Go Live Activity Report as described in Section 1.A.4.e above

2. Acceptance of Deliverables. Upon completion of any deliverable set forth in Section 1.B above, Oracle shall provide a copy to You and demonstrate that the deliverable conforms to its description upon Your request. You shall have ten (10) business days after Oracle’s submission of a deliverable (“acceptance period”) to provide written notice of acceptance or rejection. Failure to provide such notice within an acceptance period shall cause a deliverable to be deemed accepted. If your written acceptance or rejection has not been received by Oracle within five (5) business days of the start of the acceptance period, Oracle will send a follow-up email as a reminder of the outstanding acceptance. If You reject a deliverable, You must specify the deficiencies in detail in the written notice. Oracle will use reasonable efforts at no cost to You to promptly cure any such deficiencies, and You shall have a new acceptance period to provide written notice of acceptance or rejection.

3. Fees, Expenses, and Taxes.

A. You agree to pay Oracle the fee specified below for the Services and deliverables, subject to acceptance pursuant to Section 2 (Acceptance of Deliverables). This fee does not include expenses. Once a deliverable is accepted, or deemed accepted, in accordance with Section 2 (Acceptance of Deliverables) above, the corresponding fee for such deliverable specified below becomes due and payable and Oracle shall thereafter invoice, and You shall pay such fee; this payment obligation shall become non-cancelable and the sum paid non-refundable on such acceptance date, in accordance with the applicable payment terms in the Master Agreement and except as may otherwise be provided in the Master Agreement.

Deliverable No.	Deliverable Name	Deliverable Fee
1	Project Work Plan	\$33,193.70
2	Finance Migration Engagement Report	\$33,193.70
3	HR/Payroll Migration Engagement Report	\$33,193.70
4	Finance Configuration Engagement Report	\$26,554.96

5	HR/Payroll Configuration Engagement Report	\$19,916.22
6	Finance Functional Training Sessions Engagement Report	\$26,554.96
7	HR/Payroll Functional Training Sessions Engagement Report	\$33,193.70
8	User Acceptance Testing Plan	\$26,554.96
9	HR/Payroll Parallel Testing Engagement Report	\$26,554.96
10	Finance Go-Live Checklist Workbook	\$19,916.22
11	Finance Post Go Live Activity Report	\$19,916.22
12	HR/Payroll Post Go Live Activity Report	\$33,193.70
<b>Total Fixed Fee</b>		<b>\$331,937.00</b>

Any expenses will be invoiced monthly.

**B. Expenses.**

Oracle and You agree that expenses under this exhibit shall not exceed \$33,200.00. You acknowledge that such not-to-exceed amount: (i) shall only apply to expenses incurred by Oracle in the course of performing the Services as of the ordering document effective date; (ii) shall not apply if Oracle is unable to perform the Services due to Your failure to provide cooperation; (iii) shall be adjusted to reflect any change in the scope of the Services and associated expenses that is agreed upon in an amendment to the ordering document; and (iv) is exclusive of taxes (e.g., federal, state, local, VAT, compensatory).

**4. Project Management.**

You and Oracle each agree to designate a project manager who shall work together to facilitate an efficient delivery of the Services. Your project manager shall have the authority to approve Services on Your behalf. Oracle shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources. Oracle and Grand Rapids Public Utilities Commission shall identify senior level resources with ability to make decisions related to the project for an oversight role on the project (Steering Committee). The Steering Committee shall meet in person or virtually at least once per month to discuss project progress, risks, and make decisions on any relevant issues.

Oracle will provide status reports, and You will provide written replies to such reports, at agreed-upon, periodic intervals, with information on progress, schedule, risks, issues, and problems. The project managers will also meet at times and places agreed upon by them to discuss the Services.

**5. Your Cooperation.**

- A. Prior to the commencement of Services, designate and identify a project sponsor and a project manager that will be responsible for coordinating Your participation in this project and provide on-going support for Your implementation of the NetSuite hosted environment. Responsibilities include but are not limited to:
  - 1. Provide user feedback during configuration and validation.
  - 2. Be available as needed during the project to answer Oracle's questions, provide business decisions and other items as required.
  - 3. Provide on-going support to internal users following the implementation.
- B. Enable administrator access to allow provisioning of Your NetSuite for Government hosted environment prior to the commencement of Services.
- C. Modify Your processes as necessary to align with the standard functionality of NetSuite for Government.
- D. Complete and return the questionnaire in the NetSuite for Government Welcome Packet to Your Oracle project manager prior to the project kick-off workshop.
- E. Make Your existing procedure and business process documentation available to Oracle at least two (2) weeks prior to the Configuration Workshop.
- F. Notify Oracle within a commercially reasonable timeframe about any inaccuracies or incomplete information in project documentation provided by Oracle to You.
- G. You will accept Oracle NetSuite release upgrades.
- H. You will not film or record Oracle's delivery of Services, Oracle resources, or any Oracle materials
- I. Be responsible for extracting the data from Your legacy system(s), providing it in the format specified by Oracle, and assisting Oracle resources to complete data cleansing and mapping within three (3) weeks from the project kickoff call. Data to be migrated includes the following:

1. Balances of fully qualified accounts (e.g., Fund-Dept-Obj, and other segments).
  2. All general ledger impacting transactions (trial balance details) are summed and compared by each fully qualified account to the provided balances; no transactions are omitted.
  3. Transaction details such as purchase orders, bills, invoices, credits, voids, adjustments, payments, checks, wires, etc. must identify which general ledger impacting transaction it is associated with. The values of these details are compared to the general ledger impacting transaction totals to validate that no details are omitted.
- J. Provide customer-audited data for data migration, including historical years up through the most recent audited fiscal year.
  - K. Validate the final list data and transactional data within two (2) weeks from data upload.
  - L. You are responsible for planning, executing, and managing all aspects of end-to-end and final reviews, including preparation and execution of test cases and plans and reviewing test results.
  - M. Ensure that Your designated Learning Cloud Support passholder training attendee(s) are completing any implementation training courses assigned to them by the Oracle team in the timeline specified as mutually agreed by You and received from the Oracle at the start of the implementation.
  - N. Develop any necessary end-user documentation, including, but not limited to, documenting specific business practices, data examples and organization/end-user specific policies and procedures.
  - O. Implement and maintain the production and consumption of the file-based interfaces with Your existing systems.
  - P. Manage the post-production maintenance and support of Your NetSuite for Government hosted environment.

6. Project Assumptions and Definitions.

- A. A person day is defined as one (1) resource working up to eight (8) hours.
- B. Standard functionality is defined as the functionality described in applicable documentation, for the NetSuite for Government application, provided by Oracle.
- C. A finalized dataset for finance is defined as up to one (1) years' worth of historical data containing all the information that You wish to migrate, as validated by Your project team. Modifying the structure of the data can cause delays in the migration process and/or inconsistencies in the final result. This dataset should have all relevant details comprising the debits and credits against each accounting segment that impacts the general ledger. All transaction lines should be rounded to two (2) decimal places while maintaining balanced debits and credits and aligning with balances for each fiscal year. All transaction detail records (e.g. vendor bills, checks, accounts receivable invoices, cash receipts, etc.) must include an associating reference to the general ledger impacting transaction as well its relationship with other detail transactions such as bills-to-purchase orders or checks-to-bills. Subledger transactions details (i.e., subledger project transaction details) should be free of conflicts from their associated general ledger impact transaction.
- D. A finalized dataset for HR is defined as up to one (1) years' worth of employee data containing all employee assignments and table records for the assignments. This will include positions, deductions, benefits, taxes, and demographic information per each individual employee to be migrated over. Modifying the structure of the data can cause delays in the migration process and/or inconsistencies in the final result. All employee data should be verified by Your project team as accurate and associated with the appropriate table definitions for each of the respective areas (i.e., position details, benefit tables, etc.).
- E. Hosted environment is defined as the combination of systems and supporting resources to which Oracle grants You access as part of the Services ordered by You, that are (i) configured for the Oracle Programs operating on it and for specific uses as part of the Services, and (ii) used by Oracle to perform the Services. The hosted environment consists of the production environment, and any non-production environment(s), as referenced in the applicable ordering document and Services policies.
- F. The implementation methodology for the Services is the Oracle True Cloud Method ("TCM").
- G. Data migration includes the loading of the following:

<b>Finance Functional Area</b>	<b>Fiscal years of data to be converted</b>
Journals	Up to ten (10)
Projects	Up to ten (10)
Procurement	Up to ten (10)
Fixed Assets	Up to ten (10)
Budget	Up to two (2)



<b>Finance Functional Area</b>	<b>Fiscal years of data to be converted</b>
Planning & Budgeting	Up to two (2)
Accounts Receivable	Up to two (2)
Grants	Up to two (2)
<b>Human Resources</b>	<b>Calendar years of data to be converted</b>
Payroll	Up to ten (10)

- H. Data provided by Your organization will be validated by the Oracle Local Government implementation team before being loaded into NetSuite for Government. However, any discrepancies or inconsistencies will be returned to You for correction or clarification, up to three (3) revisions. It is recommended that data validation occur prior to submission of the finalized dataset for loading.
- I. Changes to HR and Payroll configuration or finalized datasets for HR and payroll may only be made prior to the first payroll parallel test.
- J. Upon completion of payroll parallel testing, net pay calculated in NetSuite for Government will match net pay in Your legacy application in accordance with the mutually agreed upon specifications.
- K. The amount of time required to import legacy transactions and associated detail is determined by Your ability to provide reconciled data in the format requested. Delays may impact key implementation dates, including Go-Live.
- L. The NetSuite for Government standard chart of accounts segmentation structure will be used as a default segmentation with localization as required.
- M. Except to the extent expressly stated in the Description of Services section of this document, the use of the terms "integrate" and "integration" throughout this document is not intended to mean that Oracle will ensure (i) the physical or functional integration of Oracle products with external legacy systems, third party products and/or other software applications; (ii) the functioning of Oracle products as a coordinated whole with such external legacy systems, third party products and/or other software applications; or (iii) any non-standard integration between Oracle products. Rather, the terms are used to refer to the overall concept of data exchange between the Oracle products and other systems, products or applications identified in this document, and may include interfacing and/or other methods of integration or interoperation as described in the Description of Services section of this document.
- N. The following are not included in the scope of, or fees for, Services under this exhibit:
1. Performance testing, tuning, or any management of performance.
  2. Testing beyond the activities described in this exhibit.
  3. Customizations to NetSuite for Government.
  4. Oracle Cloud subscription services.
  5. Languages other than U.S. English.
  6. Integrations or data conversions beyond what is explicitly described in this exhibit.
  7. Cloud middleware, database, operating and other hardware activities.
  8. Oracle transactional business intelligence training.
  9. Transformations or data mapping of elements.
  10. Additional workforce structures for future use, expansion, or acquisitions.
  11. Extensions, customizations, or custom reports.
  12. Localizations other than those made to the chart of accounts structure.
  13. Post-production Services exceeding eleven (11) total person days, or thirty (30) calendar days after go-live, whichever comes first.
  14. Anything not expressly listed in the Description of Services.

## Appendix A

### Grand Rapids Public Utilities Commission - Functional Requirements

Process	Requirement
Asset Acquisition	Allows effective date posting for asset acquisition
Asset Acquisition	System identifies potential fixed assets from purchasing module by chart of accounts (example: purchased from capital account)
Asset Acquisition	System identifies potential fixed assets from purchasing module manually (user flags purchase as fixed asset)
Asset Acquisition	System allows users to identify/classify costs as capitalized costs / non capitalized costs
Asset Acquisition	Allows effective date posting for asset acquisition
Asset Acquisition	System identifies potential fixed assets from purchasing module by chart of accounts (example: purchased from capital account)
Asset Acquisition	System identifies potential fixed assets from purchasing module manually (user flags purchase as fixed asset)
Asset Acquisition	System allows users to identify/classify costs as capitalized costs / non capitalized costs
Asset Set Up	Asset can have multiple account distributions (including multiple funds)
Asset Set Up	System accommodates parent child relationships for assets
Asset Set Up	System must link component units (parent/child relationship) whereby each component maintains its own financial and historical information and depreciable life.
Asset Set Up	Assets identify custodian for the asset (employee linked to asset) (example: cell phone identifies user)
Asset Set Up	Asset can have multiple account distributions (including multiple funds)
Asset Set Up	System accommodates parent child relationships for assets
Asset Set Up	System must link component units (parent/child relationship) whereby each component maintains its own financial and historical information and depreciable life.
Asset Set Up	Asset tracks expiration date of asset
Asset Set Up	Assets identify custodian for the asset (employee linked to asset) (example: cell phone identifies user)
Asset Tracking	System is used to track capitalized items
Asset Tracking	System is used to track non-capitalized items
Asset Tracking	System is used to track city owned land
Asset Tracking	System is used to track capitalized items
Asset Tracking	System is used to track non-capitalized items
Asset Tracking	System is used to track city owned land, land improvements, and non-tangible assets (easements)
Depreciation	System automatically calculate depreciation in accordance with the depreciation method and convention designated for an asset
Depreciation	System can simulate depreciation calculations without being required to post the results
Depreciation	System provides the straight line depreciation method
Depreciation	System prevents the depreciating of an asset's value below zero
Depreciation	System calculates depreciation at the End of Year and/or monthly
Depreciation	System can designate some assets as non-depreciable (i.e., land, assets not in use)
Depreciation	System automatically calculate depreciation in accordance with the depreciation method and convention designated for an asset
Depreciation	System can simulate depreciation calculations without being required to post the results
Depreciation	System provides the straight line depreciation method
Depreciation	System prevents the depreciating of an asset's value below zero
Depreciation	System calculates depreciation at the End of Year
Depreciation	System can designate some assets as non-depreciable (i.e., land, assets not in use)
Depreciation	System knows if an asset is added after the acquisition date to depreciate the correct amount to catchup to when the asset is added into asset management system.
Depreciation	Systems knows if asset is deleted after disposal date to reverse any depreciation posted after disposal date.
Disposal	System stores information on disposed assets
Disposal	Disposed assets are approved via workflow
Disposal	Disposal information is stored in asset record (hazardous materials, chemicals)
Disposal	System stores information on disposed assets
Disposal	Disposed assets are approved via workflow
Disposal	Disposal information is stored in asset record (hazardous materials, chemicals)
Inventory	System flags items below user-defined stock minimums
Inventory	System reconciles stock against purchase orders
Inventory	System flags items below user-defined stock minimums
Inventory	System reconciles stock against purchase orders
Inventory	System supports EOY reconciliation of inventorial items

## Appendix A

### Grand Rapids Public Utilities Commission - Functional Requirements

Process	Requirement
Depreciation	System knows if an asset is added after the acquisition date to depreciate the correct amount to catchup to when the asset is added into asset management system.
Depreciation	Systems knows if asset is deleted after disposal date to reverse any depreciation posted after disposal date.
Depreciation	System knows if an asset is added after the acquisition date to depreciate the correct amount to catchup to when the asset is added into asset management system.
Create Receivable	System creates receivable for all general billing
Customer File	Single customer master is used for all general receivables in the system
Dunning	Penalties can be applied as flat dollar amounts
Dunning	Penalties can be applied as percentage of original bills
Dunning	System permits write-off of bad debts with workflow approval
Dunning	System allows waivers of penalties with workflow approval
Dunning	Automatically generate dunning letter (s) based on passage of time (example: 30, 60, 90 days) by AR type
Dunning	System to generate letter, with appropriate collection amount, to collection agency after 90 days (need to be able to change collection agency time period for greater than 90 i.e. 120 days or less than 90 i.e. 60 days)
Dunning	System can specify dunning letters by account, customer, project, or account type
Dunning	System allows users to adjust penalties and fees applied to invoices with proper approvals (example: reduce penalties for special situation)
Dunning	The system provides all billing, aging, and tracking capabilities.
General Collections	System can accommodate collection fees by Percentage
General Collections	System can accommodate collection fees: by Dollar Amount
General Collections	System allows user to assess a penalty for NSF checks
General Collections	System can allow for different collections terms. Different due dates and discounts if paid early (2% if paid in 10 days or net in 30 days)
Miscellaneous Billing	Departments will use system to create bills for various charges
Miscellaneous Billing	System accommodates one-time invoices
Miscellaneous Billing	System allows users to create invoices for each type by entering dollar amount
Miscellaneous Billing	System generates customer account statements
Payment Receipt	System records payments against open receivables
Payment Receipt	System generates deposit slip for daily bank deposit
Payment Receipt	System routes deposit slip for workflow approval
Payment Receipt	System applies one payment to multiple receivables (e.g., utilities)
Payment Receipt	System allows using multiple payment types to pay for one invoice (example: cash and credit card)
Payment Receipt	Automatically generate general ledger distribution entries needed to record receipts
Receivable Tracking	System provides receivable tracking and aging reporting capabilities
Receivable Tracking	System stores schedule of penalties and interest to apply to open receivables
Receivable Tracking	Penalties can be flat fee amounts
Receivable Tracking	Penalties can be percentage of original amount
Recurring Billing	System accommodates recurring invoices (regular invoices to occur at set dates or duration) (example: rent)
Recurring Billing	System allows recurring invoices to be set up to handle invoices scheduled at set dates for same amount (example: rent)
Recurring Billing	System allows recurring invoices to be set up to handle invoices scheduled at set dates for different amounts (example: utilities on rental properties)
Recurring Billing	System saves templates for generating invoices (different template for each AR type)
Position Budgeting	Tracks and reports all budgeted positions
Position Budgeting	System can track unfunded and funded positions
Position Budgeting	System to track authorized, budgeted, filled positions
Position Budgeting	Allows the assignment of an employee to multiple positions across organizational boundaries or funds.
Budget Adjustment	System allows departments to propose budget transfers within department authority with workflow approval
Budget Adjustment	System provides workflow based on transfer to/from (example: within department/division/fund or between department/division/fund)
Budget Adjustment	System provides workflow based on transfer based on within or between budget categories (example: salary/supplies/materials/etc.)
Budget Adjustment	System validates and enforces rule that all budget amendments and transfers must balance
Budget Control	Budget control (soft and/or hard) can be set at requisition level
Budget Development	Department budgets are automatically rolled into organization-wide master budget for reporting

## Appendix A

### Grand Rapids Public Utilities Commission - Functional Requirements

Process	Requirement
Budget Development	System allows budget users to modify all department budget worksheets subject to security roles
Budget Development	System allows budget users to roll an existing budget to start/begin the budget development of the following year
Budget Development	System maintains history of multiple budget versions for the current year including recommended Budget and revisions to recommended budget, adopted Budget, etc.
Budget Development	System allows for past 3 to 5 years of actual revenue and expense with current YTD actuals to download to Excel along with a projected budget column
Budget Requests	Budgets preparation system accommodates entering budget detail for departmental budgets (by accounts within a department)
Budget Requests	Budgets preparation system accommodates entering budget detail for project budget (over multiple years - up to life of project)
Budget Requests	System will allow multiple budget years to be viewed at the same time / screen
Budget Requests	Departments enter budget requests through system including requested budget amount
Budget Requests	Departments enter budget requests through system including changes/additions/deletions of positions
Budget Requests	System supports budgeting for one year and forecasting multiple years
Budget Requests	Department budget requests can accommodate 5 year projections for operations and 10 years for capital projects
Budget Requests	Departments are able to add narrative at the line-item level for budget requests. Narrative for capital projects
Budget Requests	Printing narrative on documents can be optional
Budget Requests	Notes stay with specific revision, or iteration
Budget Requests	Budget requests (decision packages) can be prioritized
Budget Requests	Pre determined budget limit can be calculated as a percentage of previous year adopted budget
Capital Budgeting	Capital budgets development uses actual spending and revenue data
Capital Budgeting	Project budgets created, roll up to create department capital budget and overall capital improvement plan (CIP)
Capital Budgeting	System allows individual capital project budgets created in project module to feed budget module
Capital Budgeting	Capital project budgets to roll forward in system after approval (no manual rekeying of capital projects)
Personnel Budgeting	System allows users to propose new position in proposed budget
Personnel Budgeting	System allows for user to develop budget scenarios for long-term planning and union negotiation purposes which are separate from live historical and adopted budgets
Personnel Budgeting	System provides ability to propose changing position status as part of budget development (funded - unfunded positions)
Personnel Budgeting	System allows users to propose changes to salary amounts as part of budgeting process
Personnel Budgeting	System tracks position vacancies and turnover
Capital Planning	System collects data from users to produce Capital Improvement Plan (CIP) document for printing and/or posting online
Capital Planning	System is able to generate a Capital Improvement Plan document that includes picture of project.
Cash Receipting	System records transactions against receivables
Cash Receipting	System allows decentralized collection of payments on any receivable in system
Cash Receipting	System interfaces with utility billing system (external 3rd party) to upload detailed utility billing invoices
Cash Receipting	System interfaces with the third-party system to upload permit and other billing invoices
Cash Receipting	System tracks one central customer file that all invoices are charged against
Customer Deposit	System tracks customer deposits and applies charges to deposit amount
Customer Deposit	Customer deposits can be applied to customer (available for use on any invoice)
Customer Deposit	Customer deposits can be applied to account
Customer Deposit	System provides bill through accounts receivable if deposit amount is deficient.
Customer Overpayment	System stores overpayment amount on customer accounts and applies to next bill
Customer Overpayment	System provides refund to customer account for overpayment through accounts payable or can apply a credit to the customer account
Recording Payments	System applies one payment to multiple receivables / point of sale transactions
Recording Payments	System allows using multiple payment types to pay for one invoice (example: cash and credit card)
Recording Payments	System allows departments to enter daily deposits into system
Recording Payments	Reversal of receivable for denied transactions, e.g., bounced checks, denied credit card transactions, etc. and automatically add NSF fees to customer's AR balance, with override ability
Recording Payments	When processing payment, system provides capability to look up the customer master file by <u>any</u> value in customer file
Recording Payments	Apply payments to customer and allow system to determine priority order of invoices based on policy

## Appendix A

### Grand Rapids Public Utilities Commission - Functional Requirements

Process	Requirement
Recording Payments	System generates a receipt to the payee that shows date, time and dollar amount.
Recording Payments	System generates bank deposit slip
Recording Payments	Produces report listing total of all transactions processed by cashier during shift (z-tape report)
Recording Payments	System accepts direct debit online from checking account
Recording Payments	The same amount every month (fees)
Dashboard	System used to provide management dashboards for GR users including directors, managers, and staff
Dashboard	System provides indicators for decision support in dashboard and at system go-live, dashboards are configured to facilitate use
Export	System reporting tools provide export to Excel
Export	System data can be exported for use in other third party systems
Reporting	System used to produce all necessary schedules for City ACFR and standard financial reports – trial balance, income statement, balance sheet, cash flow (using government terminology and formatting).
Reporting	System used to produce all necessary schedules for regulatory compliance reporting – Department of Revenue for sales tax audit.
Reporting	System used to produce monthly financial reports to department managers and quarterly to Council members
Interface	Users can import journal entries from spreadsheet (e.g., Microsoft Excel)
Interface	Imported transactions from spreadsheets are validated using the same business rules as transactions made in the system
Journal Entry	Templated journal entries entered by department users and routed through workflow for review and approval
Journal Entry	Journal entries are validated against balancing entries (make sure all entries balance)
Journal Entry	System allows creation of a journal entry from previously entered journal entry format (copy journal), by: Line item
Journal Entry	System allows users to reverse journal entry with proper security and approvals
Journal Entry	System allows to schedule accrual auto-reversals.
Journal Entry	Users can attach files for documentation to journal entry
Journal Entry	System allows posting of transactions for multiple fiscal years at the same time
Journal Entry	Journal transactions can be entered and scheduled using effective dates (e.g., posting does not occur until effective date)
Chart of Accounts	System provides chart of account structure with multiple independent segments
Chart of Accounts	System provides chart of account structure compliant with FERC reporting requirements. Vendor understands FERC requirements.
Chart of Accounts	System provides chart of account structure compliant with the state of Minnesota's recommended structure.
Chart of Accounts	Independent chart of account segments are independent of other segments (do not form hierarchical relationship between segments) of different types (fund, org, program, account, etc.)
Chart of Accounts	Chart of accounts support multiple segments for org unit
Chart of Accounts	Chart of accounts support multiple segments for program/activity
Chart of Accounts	Segments of same type (org unit, program/activity, etc.) form hierarchical relationship
Chart of Accounts	Chart of accounts supports project ledger (sub ledger) for detailed cost tracking
Chart of Accounts	General Ledger and project ledger supports alpha numeric accounts
Chart of Accounts	Segments of chart of accounts used in acceptable combinations to form full general ledger account
Chart of Accounts	System supports segments representing programs that can extend across multiple departments
Chart of Accounts	Segments of the Chart of Accounts can be grouped on a user-defined basis into multiple reporting hierarchies
Chart of Accounts	System allows reporting at summary level accounts (for example, accounts 5501, 5502, 5503 can be reported together as 5500)
Chart of Accounts	System provides short cut key functionality to allow users to not enter full account characters
Journal Entry	Journal entries are validated against the chart of account structure for valid accounts
Journal Entry	Journal entries are validated against: Available funds (budget check or cash availability check)
Notification	Posted journal entries provide notification through workflow
Recurring Journal Entry	System provides templates and notifications for recurring journal entries
Recurring Journal Entry	System provides templates and notifications for recurring journal entries with the same dollar value
Recurring Journal Entry	Recurring journal entries occur at regular frequency (can set start and stop dates)
Recurring Journal Entry	System allows journal entries to be scheduled (example: lease/debt schedules)
Contract Administration	System can apply purchase orders/requisitions against contracts
Contract Administration	System tracks and notifies users of expiring contract via workflow
Contract Set Up	Workflow approval process for establishing contract is determined by type of contract

## Appendix A

### Grand Rapids Public Utilities Commission - Functional Requirements

Process	Requirement
Contract Set Up	Workflow approval process for establishing contract is determined by dollar amount
Contract Set Up	System allows users to attach files to contract
Contract Set Up	System tracks non-purchasing contracts (example: economic development agreements) along with expiration dates
End of Year Process	Any open purchase orders at year end can be rolled to next fiscal year
End of Year Process	Any open purchase order rolled to next fiscal year can roll associated encumbered budget to next fiscal year as an amendment to the original adopted budget
End of Year Process	Any open purchase order can be paid out of old fiscal year in new year prior to old fiscal year close
End of Year Process	Closed purchase orders at end of year release encumbrance on budget and contract
Project	System offers a project ledger to track detailed project expenses
Purchase Order	System allows creation of purchase requisition
Purchase Order	System allows creation of purchase order directly (no purchase requisition)
Purchase Order	System performs budget check for purchase orders created without requisition
Purchase Order	Creation of purchase requisition and/or purchase order creates encumbrance on relevant budget
Purchase Order	System provides for approval process for purchase order prior to being sent to vendor
Purchase Order	Approval process for purchase order can be routed by dollar amount
Purchase Order	System allows for encumbrance of shipping and freight and allows user to add shipping and freight to purchase order
Purchase Order	User can attach files to purchase order at header level, files can be individually printed or printed with document
Purchase Order	Purchase order sent to vendor through Email
Purchase Order	Purchase order sent to vendor through Hard copy (print and mail)
Purchase Order	Purchase order identifies originator of PO and contact information
Purchase Order	Purchase order prints with default contract terms based on type of purchase and commodity code
Purchase Order	System allows purchase orders to be re-sent - System identifies re-printed purchase orders as duplicates
Purchasing Cards	System provides automated transfer of information from bank with purchasing card transaction details
Purchasing Cards	System allows users to identify correct account for each p-card transaction
Purchasing Cards	System allows users to identify correct project (including sub-project) for each p-card transaction
Purchasing Cards	System allows users to identify correct purchase order for each p-card transaction
Purchasing Cards	System allows users to identify correct vendor for each p-card transaction
Purchasing Cards	System provides workflow approval of p-card reconciliation output
Project	Can be either operating or capital projects – tracks all types of costs
Project	Go to record to find out total costs of projects – end of project and interim “cost to date” display or report
Project	System can easily setup projects and templates can be established and used each year for operations and capital projects
Project	System can easily close out projects to operations general ledger expense account(s)
Project	System can budget/forecast costs of new infrastructure projects
Project	System can close out project to capital to fixed assets
Project	System can track construction projects in progress
Project	System can setup emergency projects quickly
Project	System can attach files for documents related to project
Project	System updates the project costs immediately upon receiving data from other ERP systems/modules or CityWorks
Project	System can track vehicle or equipment usage and value the usage cost as part of project costs (receive data from CityWorks or not on vehicle and/or equipment use for specific project)
Project	Work orders (CityWorks) connect to a specific project – either one work order to one project or many work orders to one project
Bank Reconciliation	System gets daily bank activity and balances and reconcile to recorded receipts and disbursements
Bank Reconciliation	System provides automated features for bank reconciliation
Bank Reconciliation	System accommodates reconciliation process that posts in batch or summary of transactions
Bank Reconciliation	Process canceled checks from bank file and create list of outstanding checks
Bank Reconciliation	System allows deposits to be tagged by a type or category (i.e. location code, merchant account code, etc.)
Bank Reconciliation	Create positive pay files for bank for both Payroll and AP checks, vendor verification included
Bank Reconciliation	System provides reports for <i>non-cleared</i> reconciliation items (for example: exception report)
Bank Reconciliation	System can delineate between ACH payments and paper checks, EFT, etc. (i.e. separate report for each)



## Appendix A

### Grand Rapids Public Utilities Commission - Functional Requirements

Process	Requirement
Bank Reconciliation	System can <i>automatically</i> clear ACH payment batches
Cash Management	System provides cash flow forecasts projecting outstanding payable, outstanding receivables, recurring payments, and current position
Cash Management	System supports use of pooled cash
Cash Receipting	System has interface with other City administrative systems for cashiering (i.e. point of sale systems) ties into Utility Billing, Golf Course.
Personnel Actions	System tracks training completed.
Personnel Actions	System tracks clothing allowance per union contract and other negotiated union contract benefits. Clothing allowance, boot allowance, safety glasses allowance, etc.
Employee Master	System maintains employee file for all employees
Employee Master	System allows files to be attached to employee file
Employee Master	System tracks hire date and service date (first day of actual work)
Employee Master	System tracks multiple hire and rehire dates
Employee Master	System to provide org chart data by individual, position, department
Employee Master	System to track all positions an employee worked (history of all jobs)
Employee Master	System tracks positions an employee has currently assigned (can be multiple)
General	Regular / Part-time
General	Seasonal employee
General	Retired
General	Volunteers
Position Control	One employee can have multiple positions
Position Control	Multiple employees can share a single position
Position Control	System can set FTE limit for position (not always 1)
Position Control	System can set headcount limit for position (not always 1)
Position Control	Ability to override salary adjustments outside the allowed salary range based on exceptions (i.e. out of class pay, Y rate, etc.)
Position Set Up	System maintains information on job classification and position
Position Set Up	Positions are assigned to job classifications
Position Set Up	Positions tied to funding source / chart of account information
Position Set Up	System allows split funded position (funded from multiple accounts/departments/programs)
Position Set Up	System tracks history of all position changes (reclassification)
Position Set Up	System maintains position supervisor relationships and creates org chart with the ability to exclude certain positions (i.e. temporary employees)
Position Set Up	Each position identified by unique position control number
Position Set Up	System allows for position reclassification (moving position to different classification)
Position Set Up	Need all classification history changes to be available after a reclassification.
Position Set Up	System to report all employees that have held a position
Salary Administration	System supports step (longevity) and grade (job classification/type) salary structure
Salary Administration	System records hourly rate for every employee
Salary Administration	System supports salary range (employee salary falls between min and max)
Salary Administration	System supports mass changes for COLA on step grade and/or salary ranges
Salary Administration	Changes to salary tables made through effective dating
Salary Administration	System tracks history of changes to salary tables
Self Service	Employees can use self service to view W-2, including history
Self Service	Employees can use self service to view pay stub
Self Service	Employees can use self service to view pay history
Self Service	Employees can use self service to view leave balances
Skills / Licenses / Certifications	System tracks employee skills and competency information
Check Printing	System support direct deposit for payroll
Check Printing	System provides set up to provide direct deposit to multiple bank accounts based on amount and percentage
Check Printing	System produces electronic file to multiple banks for direct deposit
Check Printing	System support direct deposit for payroll
Check Printing	System produces positive pay file to send to bank
Deductions	System handles deduction frequency of off cycle pay (on demand)

## Appendix A

### Grand Rapids Public Utilities Commission - Functional Requirements

Process	Requirement
Deductions	System tracks effective dated start and stop dates for benefit deductions
Deductions	System tracks limit to deductions by year (System automatically stops taking deduction after limit is reached)
Deductions	System will alert and track for employees with net pay less than benefit deductions
Deductions	Deductions and garnishments can be prioritized
Deductions	System integrates to accounts payable and generates checks for deductions (to pay amount deducted to provider/vendor)
Deductions	System automatically calculates deduction adjustments based on date driven changes
End of Year Process	System will produce W-2s (and to reprint single W-2)
End of Year Process	System will store W-2s
End of Year Process	System will produce a report showing FICA wages, by individual, W-2 Plan, and in total
End of Year Process	System will produce report to produce all deductions by employee
End of Year Process	System will produce pension reporting with electronic file
End of Year Process	Calculate accrued payroll based on certain pay codes.
End of Year Process	System can calculate old calendar year wage rates for a partial week and the remainder of the week calculate using new calendar year wage rate. Wage rate changes at EOY which has a payroll with old and new wage rates. Ability to change to new rates and complete within one payroll.
Exporting	System exports payroll and benefit cost information to project module for job cost accounting.
FMLA	System tracks FMLA leave
FMLA	System tracks FMLA leave taken on rolling 12 month calendar
FMLA	System accommodates forward and backward rolling calendars
FMLA	System tracks multiple leave periods (multiple FMLA periods within rolling calendar)
FMLA	System allows employees to take FMLA leave and sick leave (or other leave type) at the same time
FMLA	System tracks FMLA leave taken intermittently (example: FMLA leave taken every other day of leave period)
FMLA	System to track employees that have taken FMLA
FMLA	System to track estimated physician return to work date
FMLA	System to track when additional physician notes are required
FMLA	System allows employees to take FMLA leave and workers comp at the same time
FMLA	System to track when the physician approved FMLA and when the employee starts to take FMLA
Garnishments	System records garnishments on employee and can accommodate multiple garnishments with priority order
Garnishments	Garnishments calculated as percentage of disposable income
Garnishments	Garnishments withheld and paid to appropriate agency/organization through accounts payable (integration between garnishment and accounts payable)
Holiday Pay	System stores multiple rates for holiday pay depending on pay code
Leave Accruals	Leave accruals can be different for employees with different levels of service
Leave Accruals	System allows override for employees to be hired with leave (pre-set amount)
Leave Accruals	Employees leave accrual rate based on: (earn X hours of leave per pay period)
Leave Accruals	Leave earned in hours
Leave Accruals	System tracks comp time for employees
Leave Accruals	System tracks and manages the Police departments comp time
Leave Accruals	Comp time can be earned at rate equal to 1.5 time hours worked (1 hour of overtime worked = 1.5 hours of comp time)
Leave Accruals	Earned comp time must be earned as worked
Leave Accruals	Balances may be capped at maximum amount at any time
Leave Accruals	Balances can be capped at maximum amount at anniversary date
Leave Accruals	Balances can be capped at fixed amount
Leave Accruals	All leave balances are printed on pay stub
Leave Accruals	System allows comp time to be earned up to limit (40 hours) (various limits)
Payroll Processing	Payroll process bi-weekly
Payroll Processing	Payroll to process off cycle
Payroll Processing	Payroll to process monthly pay in same cycle
Payroll Processing	System calculates overtime according to FLSA regulations taking into account: Special pays earned
Payroll Processing	System calculates overtime according to FLSA regulations taking into account: Different positions worked
Payroll Processing	System will run pay, deduction, withheld taxes, and net pay calculations as a "proof" run for review prior to final pay run.



## Appendix A

### Grand Rapids Public Utilities Commission - Functional Requirements

Process	Requirement
Payroll Processing	System will cut special or immediate (on-demand) checks.
Payroll Processing	System allows posting new adjustments/corrections for a prior period for tax reporting
Salary Administration	System calculates pay to a four decimal points
Salary Administration	System supports step (longevity) and grade (job classification/type) salary structure
Salary Administration	System alerts when an employee below the minimum salary to the minimum.
Self Service	System will provide employee FMLA history
Special Pay	System supports rates for special pays, shift differentials, and other ad to pays
Special Pay	System calculates add-to-pays and special pay amounts every pay period
Special Pay	Special pay/add-to-pay is calculated as flat amount
Special Pay	Special pay/add-to-pay is calculated as percentage of eligible pay (identify eligible pay for each special pay by pay code)
Special Pay	System to accommodate multiple pay rates and positions during same period



# Oracle Professional Services Delivery Policies



Effective Date: April 7, 2023; Version 2.0

These Professional Services Delivery Policies (“Policies”) apply to the consulting services, advanced customer services, and managed services You ordered (“Services”). These Policies do not apply to Oracle Cloud Services. Oracle may update these Policies and the documents referenced herein; however, Oracle updates will not result in a material reduction in the level of performance, functionality, security, or availability of the Services, or in a material increase in the level of Your cooperation, for the duration of Your order.

### **ON-SITE SERVICES**

You and Oracle must agree upon the performance of the Services at one of Your facilities, taking into consideration all applicable laws, regulations, standards, and protocols. If agreed upon, You must provide a safe and healthy workspace for all Oracle resources (e.g., free from recognized hazards that cause, or are likely to cause, serious physical harm or death, and with acceptable ventilation, oxygen concentration and sound levels, and ergonomically correct workstations).

If the performance of on-site Services becomes negatively impacted due to a declared disaster, public health or safety concern, or national or global emergency, Oracle and You shall cooperate in good faith to review such impact and, if necessary, invoke the change control process.

If requested, Oracle resources will obtain a badge to enter Your facilities and comply with Your reasonable physical security and safety policies and procedures while on-site, to the extent they do not violate any applicable law (including privacy laws), place Oracle resources in harm, or require Oracle resources to undergo background checks or other screening (unless set forth in Your order). However, no terms included in any such policies and procedures shall modify the Services, and You shall provide training regarding such policies and procedures as requested.

### **NETWORK ACCESS**

If You and Oracle agree that the Services will be performed remotely, You shall provide remote access to Your systems and environments to enable Oracle to perform such Services, using an Oracle-defined virtual private network, Oracle FastConnect (or similar Oracle technology), or the Oracle Web Conference or other agreed-upon, third-party web conferencing application (collectively, “remote access tools”).

You are responsible for installing the remote access tools prior to the commencement of the Services and maintaining them throughout the Services (e.g., by acquiring any equipment and performing labor) to enable Oracle to perform the Services.

Oracle is not responsible for any network connections or related problems, or for Your failure to provide remote access to Your systems and environments.

### **THIRD-PARTY COLLABORATION TOOLS**

If You and Oracle agree, Oracle will provide You with access to third-party tools (e.g., Confluence or Jira) to promote collaboration related to the Services (each, a “collaboration tool”). Upon such access, You agree to:

- Only use a collaboration tool in connection with the Services, and cease use upon the end of the Services or written notice by Oracle, whichever is earlier.
- Promptly notify Oracle when You authorize an individual to use a collaboration tool and when You revoke such authorization due to reassignment, resignation, or termination.
- Do not store source code or product, security, financial, personal, or production data in a collaboration tool.
- Comply with the terms of service for a collaboration tool; specifically, for Wrike at <https://www.wrike.com/security/terms/>; and for Atlassian (as a “Secondary User”) at <https://www.atlassian.com/legal/software-license-agreement>.

A collaboration tool is offered on an “as is” and “as available” basis without any warranty, express or implied, or indemnity or liability.

### **YOUR COOPERATION**

Oracle’s ability to perform the Services depends upon You providing the cooperation listed below and in Your order and as agreed upon during the Services (collectively, “cooperation”):

1. For Services related to Oracle Cloud Services, obtain and maintain the Oracle Cloud Services under separate contract prior to and during the Services.
2. For all other Services: (a) obtain licenses for all applicable Products under separate contract prior to the commencement of the Services; (b) maintain the properly configured hardware/operating system platform to support the Services; and (c) maintain annual technical support for all such Products with access to software patches and updates made available by Oracle under separate contract during the Services.
3. Provide information, data, and documentation agreed upon for the Services.
4. Allocate agreed-upon functional, technical, and business resources, including from Your third parties, with the skills and knowledge to support the performance of the Services.
5. Provide the rights for Oracle to use, on Your behalf, any agreed-upon third-party products that are part of Your system or used to perform the Services.
6. Provide notices and obtain consents agreed upon for Oracle to perform the Services.

If You fail to provide reasonable cooperation, Oracle will not be responsible for any resulting deficiency in performing the Services.

### **PRIVACY AND SECURITY**

In performing the Services, Oracle will comply with the following documents (which are incorporated herein):

- Oracle Services Privacy Policy, available at <http://www.oracle.com/legal/privacy/services-privacy-policy.html>.
- Oracle Data Processing Agreement for Oracle Services, available at <https://www.oracle.com/corporate/contracts/cloud-services/contracts.html#data-processing>.
- Oracle Corporate Security Practices, available at <https://www.oracle.com/assets/corporate-security-practices-4490843.pdf>.
- Oracle Consulting & Advanced Customer Services Security Practices, available at <https://www.oracle.com/corporate/contracts/consulting/policies.html>.

### **SUBCONTRACTORS**

Oracle may use subcontractors to support its performance of the Services, subject to any applicable terms and conditions in Your Master Agreement or order; provided that Oracle is responsible for its subcontractors' performance to the same extent as its employees' performance.

### **CHANGE CONTROL PROCESS**

All requests for proposed changes to the Services must be in writing, including those related to changes in scope, deliverables, Your cooperation, project assumptions, or any other aspect of Your order.

Oracle shall not be obligated to perform, and You shall not be obligated to pay for, tasks related to any such changes unless agreed upon in an amendment to Your order.