



**Delaware River
Joint Toll Bridge
Commission**

Preserving Our Past, Enhancing Our Future

Request for Proposals (RFP) Enterprise Resource Planning (ERP) System

Contract No. C-798A, Capital Project 2336A

Abstract

The Delaware River Joint Toll Bridge Commission (DRJTBC) issues this Request for Proposals (RFP) to solicit proposals from qualified vendors for the licensing, implementation, and ongoing support of a cloud-based, Software-as-a-Service (SaaS) Enterprise Resource Planning (ERP) solution. The selected Vendor will serve as Prime Systems Integrator, replacing DRJTBC's current fragmented legacy environment with a single integrated platform serving financial management, capital project lifecycle tracking, procurement, fleet and asset maintenance, contract compliance, insurance and risk management, training, and information technology operations. All proposed solutions must be delivered as true SaaS with 100% United States data residency. Proposals must be submitted in accordance with the instructions contained herein no later than the deadline specified in Section 2. DRJTBC reserves the right to reject any or all proposals and to award a contract in the best interests of the Commission.

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DELAWARE RIVER JOINT TOLL BRIDGE COMMISSION

Request for Proposals (RFP)

Enterprise Resource Planning (ERP) System

RFP Issuance Date: October 16, 2026

Proposal Submission Deadline: February 26, 2027, 2:00 PM EST

Solicitation Package Contents

Package Component	Filename	Format	Vendor Action
Main RFP	DRJTBC_C-798A_ERP_RFP.pdf	PDF	Review and comply
Exhibit A: Requirements Catalog	DRJTBC_C-798A_ERP_RFP_Exhibit_A_Requirements_Catalog.pdf	PDF	Review
Exhibit B: Vendor Compliance Response Matrix	DRJTBC_C-798A_ERP_RFP_Exhibit_B_Vendor_Compliance_Matrix.xlsx	Excel	Complete and return
ERP Pricing Template	DRJTBC_C-798A_ERP_RFP_Pricing_Template.xlsx	Excel	Complete and return
Exhibit H: Client Reference Form	DRJTBC_C-798A_ERP_Exhibit_H_Client_Reference_Form.docx	Word	Complete one form per reference and return
Exhibit I: Terms & Conditions Acceptance and Exceptions Certification	DRJTBC_C-798A_ERP_Exhibit_I_TandC_Acceptance_Exceptions_Certification.docx	Word	Complete, sign, and return

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PART I: INTRODUCTION & ADMINISTRATION

1. Section 1: Executive Summary

1.1 Purpose of Solicitation

The Delaware River Joint Toll Bridge Commission (DRJTBC) issues this Request for Proposals (RFP) to procure licensing, implementation, and ongoing support for a cloud-based Enterprise Resource Planning (ERP) solution.

DRJTBC intends to replace fragmented legacy systems—including Tyler Munis, manual Excel-based processes, and disparate departmental databases—with an integrated SaaS platform. The ERP will be the system of record and standardized processes across these functional areas:

- Accounting & Finance (General Ledger, Accounts Payable, Accounts Receivable, Fixed Assets, Cash Management, Budgeting)
- Payroll Processing
- Engineering & Capital Projects
- Purchasing & Procurement
- Fleet & Maintenance
- Electronic Security Systems
- Contract Compliance
- Insurance & Risk Management
- Training & Employee Development
- Information Technology (Security, Infrastructure, BCDR)
- External Collaboration Portal (vendor self-service, document exchange, electronic bidding)

1.2 Background

DRJTBC is a bi-state agency responsible for administering, operating, and maintaining toll and toll-supported bridges between Pennsylvania and New Jersey over the Delaware River. DRJTBC manages a 10-year, multi-billion-dollar capital improvement program covering bridge rehabilitation, roadway reconstruction, and facility modernization. Operations require rigorous financial controls, detailed asset and maintenance management, capital project lifecycle tracking, and compliance with public-sector procurement and federal funding requirements.

Today, DRJTBC relies on aging on-premises software (primarily Tyler Munis for financials) plus manual workarounds (spreadsheets, paper approvals, and standalone departmental databases). This environment causes data silos, redundant data entry, limited real-time visibility into costs and asset lifecycles, and inadequate support for capital program reporting and compliance.

1.3 Project Goals

This procurement seeks to meet the following objectives:

- **Consolidate Systems:** Replace Tyler Munis, departmental spreadsheets, and standalone databases with a single, integrated ERP platform that serves as the system of record for financial, operational, and project data.

- **Modernized Operations:** Move from on-premises infrastructure to a secure, highly available Software-as-a-Service (SaaS) model with strict US data residency.
- **Manage the Capital Program:** Provide end-to-end capital project lifecycle management—planning, funding, design, construction, and closeout—with real-time budget tracking, earned value reporting, and federal compliance.
- **Strengthen Financial Management:** Deliver GAAP-compliant accounting, automated payroll processing, multi-fund budgeting, encumbrance accounting, and position control across DRJTBC operations.
- **Enhance Asset Management:** Implement work order management, preventive maintenance, and inventory tracking for fleet, facilities, and electronic security systems.
- **Streamline Procurement:** Automate the procure-to-pay lifecycle including requisition routing, multi-level approvals, 3-way matching, contract compliance tracking, and electronic bidding.
- **Improve Visibility:** Provide timely cross-departmental reporting and dashboards to support decision-making at all levels.
- **Enable External Collaboration:** Provide a secure, vendor-facing portal for self-registration, solicitation publication, electronic bid submission, document exchange, and project collaboration with vendors, contractors, consultants, and suppliers.

1.4 Scope Clarifications

In Scope:

- All functional areas listed in Section 1.1 are within scope. The proposed ERP must address the full requirements catalog (Exhibit A, 515 requirements across 9 departments).
- Payroll: Payroll processing is IN SCOPE for this ERP implementation. The system must support full payroll execution, including biometric time entry, PTO accrual, tax compliance, pension contributions, labor distribution to work orders and projects, and W-2 generation.
- ADP Integration: DRJTBC will retain ADP Workforce Now as its Human Resource Information System (HRIS) for employee master data, benefits administration, and onboarding. The proposed ERP must integrate with ADP to synchronize employee records, organizational hierarchy, and position data. Payroll processing will be performed within the ERP.

Out of Scope:

- Human Resources administration (recruitment, benefits enrollment, performance management) remains in ADP
- Replacement, operation, and modernization of toll collection, E-ZPass lane equipment, and E-ZPass Back Office systems. The E-ZPass Back Office financial interface (INT-EZ-01) and the required E-ZPass In-Lane financial file interface (INT-EZ-02) remain in scope as defined in Sections 4 and 16 and Exhibit C. This exclusion does not prohibit direct receipt by the ERP of In-Lane transactions and rejected Toll-by-Plate financial files.
- Public-facing website content management

2. Section 2: Procurement Schedule & Communication Rules

2.1 Procurement Schedule & Communication Rules

2.2 Procurement Timeline

DRJTBC's procurement schedule for this solicitation is as follows. All dates are subject to change at DRJTBC's sole discretion. DRJTBC will communicate any changes by formal addendum.

Phase	Milestone	Date
RFP Posting & Submission	RFP Issued / Posted	October 16, 2026
	Intent to Participate (Registration, Non-Mandatory)	October 19, 2026 – November 4, 2026
	Pre-Proposal Conference (Virtual, Non-Mandatory)	November 5, 2026
	Vendor Questions Due	November 20, 2026
	Responses to Questions Posted (Addendum)	December 18, 2026
	Proposal Submission Deadline	February 26, 2027, by 2:00 PM Local Time
Evaluation & Selection	Proposal Reviews	March 1, 2027 - April 19, 2027
	Reference Checks	March 15, 2027 – June 3, 2027
	Vendor Shortlist Notification (3 -5 vendors)	April 20, 2027 - April 26, 2027
	Scripted Demos & Interviews	May 10, 2027 - May 17, 2027
	TCO Normalization	May 11, 2027 - May 27, 2027
	Consensus Finalist Recommendation	June 4, 2027
Award	Vendor Negotiation & Contracting	June 28, 2027 - September 17, 2027
Engagement Kickoff	Potential Project Start Date	October 2027

2.3 Single Point of Contact (SPOC)

All communications regarding this RFP shall be directed exclusively to the designated Single Point of Contact:

Name: Phil Abate

Title: Director of Purchasing

2.4 Communication Rules

The following rules apply from the date of RFP issuance through contract award:

No-Contact Rule. From the date of RFP issuance (October 16, 2026) through contract execution, vendors and their representatives shall not contact any DRJTBC employee, board member, or consultant other than the designated SPOC regarding this solicitation. Violation may result in immediate disqualification.

Written Questions Only. All questions regarding this RFP shall be submitted in writing to the SPOC by the deadline specified above (November 20, 2026). Questions received after the deadline will not be answered.

Official Answers Only. Only written responses issued by DRJTBC as formal addenda are authoritative. Verbal statements by any DRJTBC employee do not modify the RFP.

Addenda. All addenda, including responses to vendor questions, will be posted publicly and distributed to all registered vendors no later than December 18, 2026.

2.5 Order of Precedence and Vendor Exceptions

Before contract execution, any conflict among solicitation documents will be resolved in the following descending order of precedence: (1) formal addenda; (2) the main RFP, except that Exhibit B controls the approved solution requirements and the prescribed pricing workbook controls the required pricing format; and (3) the remaining exhibits and attachments. After award, the final executed contract and its incorporated documents will govern according to the order of precedence stated in the contract. Vendor exceptions, qualifications, and proposed deviations must be expressly identified in the Proposal and will not modify the solicitation or resulting contract unless DRJTBC accepts them expressly in writing.

Vendor Acceptance and Exceptions. By submitting a Proposal, the Vendor acknowledges that it has reviewed the terms and conditions of this RFP, including Sections 24 and 25 and Exhibit F, and accepts such terms and conditions except only for those exceptions expressly identified in the Vendor's submitted Exhibit I: Terms & Conditions Acceptance and Exceptions Certification and its Part B Exceptions Schedule. Each exception in Exhibit I Part B shall identify the specific RFP section or provision, describe the requested exception, provide the Vendor's proposed replacement language, and state the business or legal rationale for the requested change.

Any term, condition, qualification, disclaimer, limitation, or other provision contained in or referenced by a Vendor proposal, quotation, order form, statement of work, publisher agreement, click-through agreement, website, hyperlink, standard terms, licensing document, invoice, or other Vendor or third-party document shall have no force or effect unless expressly identified in the Vendor's Exceptions Schedule and expressly accepted by DRJTBC in writing.

The absence of an exception identified in Exhibit I Part B shall constitute the Vendor's acceptance of the applicable RFP provision. DRJTBC's receipt, review, discussion, or negotiation of a requested exception shall not constitute acceptance of that exception. Only an express written acceptance incorporated into the final executed Agreement shall modify the applicable DRJTBC requirement.

2.6 Pre-Proposal Conference

DRJTBC will hold a virtual Pre-Proposal Conference on November 5, 2026. Attendance is strongly encouraged but not mandatory. Virtual meeting access instructions will be provided through the solicitation posting or related procurement communication. The conference will cover:

- Overview of DRJTBC's objectives and current environment
- RFP structure and response format expectations
- Evaluation process and timeline

Following the conference, DRJTBC will post a recording of the session and a written meeting summary on the solicitation website for public access. Vendors remain responsible for reviewing any formal addenda issued by DRJTBC, as only written addenda modify or clarify the requirements of this RFP.

Vendors should register their intent to participate by November 4, 2026. Registration is preferred, not mandatory.

Registration details will be included in the RFP posting notice.

2.7 Proposal Submission Requirements

DRJTBC must receive proposals no later than February 26, 2027, at 2:00 PM local time. Late submissions will not be accepted under any circumstances.

Proposals shall be submitted electronically in accordance with the requirements and procedures specified in Exhibit G (Proposal Submission Checklist), including the preferred submission method, email attachment size limitations, alternative secure downloadable links, required ZIP file organization, and confirmation-of-receipt procedures. Hard copies are not required unless specified in a subsequent addendum.

2.8 Waiver of Claims

By submitting a Proposal in response to this RFP, each Proposer, on behalf of itself and its officers, directors, employees, agents, subcontractors, and successors, unconditionally and irrevocably waives any and all claims, demands, causes of action, and rights it has or may have against DRJTBC, its Commissioners, officers, employees, agents, consultants, and advisors, arising out of or in any way connected with: (a) the preparation, issuance, or content of this RFP; (b) the administration, evaluation, or scoring of any Proposal; (c) the selection or non-selection of any Proposer for award; or (d) the cancellation, modification, or withdrawal of this RFP.

This waiver applies to a Proposer's ordinary claims as a disappointed or unsuccessful Proposer, regardless of the legal theory under which such claim may be asserted. Notwithstanding the foregoing, this waiver shall not apply to, and each Proposer retains, any claim or right arising from DRJTBC's fraud, bad faith, collusion, arbitrary and capricious action, abuse of discretion, or violation of the United States Constitution or the Constitution of the Commonwealth of Pennsylvania or the State of New Jersey. Nothing in this waiver shall limit any statutory protest right or any right to judicial review of DRJTBC's procurement decisions to the extent such rights are provided by applicable law. Further, nothing in this waiver shall limit a Vendor's rights under a fully executed contract with DRJTBC after contract award.

Any Proposer that believes DRJTBC has committed a material procedural error in the conduct of this procurement may submit a written protest to the DRJTBC Chief Administrative Officer within five (5) business

days of the date of the action being protested. The protest must state the specific grounds and supporting facts. The Chief Administrative Officer's decision on any protest shall be final and binding.

3. Section 3: Scope of Work

3.1 Functional Scope Overview

The selected Vendor will provide a fully integrated SaaS ERP solution that meets the functional requirements outlined in Exhibit A (Requirements Catalog) and Exhibit B (Compliance Response Matrix). Functional scope includes the following core business areas:

3.2 Purchasing & Procurement

The ERP must manage the complete procure-to-pay lifecycle, including vendor master management, requisition creation, automated approval routing based on DRJTBC thresholds, purchase order generation (including blanket and confirming POs), receiving, and 3-way invoice matching. The solution must support document attachments and enforce role-based access controls to protect financial integrity.

3.3 Fleet & Maintenance Operations

The ERP must provide enterprise asset management (EAM) capabilities to track asset lifecycle, condition, and maintenance schedules for vehicles, facilities, and infrastructure. The system must support creating and routing work orders, consuming inventory parts and labor against assets, and updating inventory in real time through integration with Purchasing upon receipt.

3.4 Electronic Security Systems (ESS)

The ESS scope requires asset tracking and work order management tailored to DRJTBC's physical security infrastructure (e.g., cameras, access control systems). The solution must provide multi-platform access (mobile and desktop) for field technicians and capture detailed configuration data for security assets.

3.5 Contract Compliance & Insurance

The ERP must support risk management and compliance oversight, including tracking payments to prime and sub-contractors, monitoring Identified Business Enterprise (IBE) compliance, and managing insurance policies and Certificates of Insurance (COIs). Insurance records must be linked to physical assets managed by F&M and ESS.

3.6 Training Management

The ERP could include a Learning Management System (LMS) or equivalent to track employee certifications, safety training, and compliance courses. The module should support content authoring, automated expiration notifications, and reporting on training delinquencies.

3.7 Engineering & Capital Projects

The ERP must support the capital project lifecycle for DRJTBC's 10-year capital improvement program, including the approved two-year capital plan; planning, funding, procurement, design, construction, and closeout; program/plan/project hierarchy management; multi-source funding allocation including federal, state, local,

and toll revenue; budget tracking at multiple work-breakdown-structure levels; construction progress reporting; change-order management; retainage tracking; and earned value analysis. The system shall support FHWA billing, DBE compliance tracking, Davis-Bacon reporting, and Buy America documentation, and shall provide project reporting for leadership, Commissioners, and other authorized stakeholders. The solution shall include, or be fully compatible with, a standardized Project Management Information System (PMIS) that supports role-appropriate access for authorized agency personnel and external project stakeholders and seamless bi-directional ERP/PMIS data exchange. The solution shall integrate with DRJTBC's document-management environment, control access to engineering documents and drawings by permission, support project controls and earned value reporting, and track GIS and bridge information needed to support applicable NBIS/SNBI requirements. An external collaboration portal is required for contractor document exchange, electronic bidding, and real-time project collaboration.

3.8 Accounting, Finance & Payroll

The ERP must be DRJTBC's core financial system of record, providing GAAP-compliant accounting across General Ledger, Accounts Payable, Accounts Receivable, Fixed Assets, Cash Management, and Budgeting. The solution must support multi-fund accounting, encumbrance accounting, position control, and automated month- and year-end close processes. Payroll processing is in scope and must handle biometric time entry, PTO accrual, tax compliance, pension contributions, labor distribution to work orders and projects, and W-2 generation. ADP Workforce Now will remain the HRIS for employee master data, with bi-directional synchronization to the ERP.

3.9 Insurance & Risk Management

The ERP must track insurance policy and COI lifecycles, link policies to physical assets managed by F&M and ESS, and integrate with AP, AR, Fixed Assets, and Purchasing for premium payments and claims processing.

3.10 Technical Scope Overview

In addition to functional modules, the Vendor must provide the technical infrastructure and services to operate a modern enterprise application.

3.11 Hosting & Architecture

The solution must be delivered as a true Software-as-a-Service (SaaS). The Vendor is responsible for hosting, infrastructure maintenance, patching, and version upgrades. The Vendor must provide isolated Production and Development environments and guarantee 100% US data residency.

3.12 Integration Services

The Vendor will serve as the Prime Systems Integrator and shall be responsible for designing, developing, configuring, testing, deploying, documenting, and supporting all required interfaces identified in Exhibit C (Integration Inventory).

Exhibit C identifies the required integrations, associated systems, anticipated data exchanges, and available technical and operational information. The Vendor shall include all required interfaces in its proposed solution, implementation approach, project schedule, and pricing.

Detailed interface specifications, dependencies, sequencing, and implementation milestones will be validated during discovery and implementation planning, subject to DRJTBC review and approval. Any proposed changes to the required integration scope shall be governed by the applicable change-control provisions of this RFP and the resulting contract.

Refer to Section 16 and Exhibit C for the integration scope and requirements.

3.13 Implementation & Data Migration

The Vendor must provide project management and implementation services, including:

- **Active/Open Data Migration (Vendor-Executed):** Extract, transform, validate, and load all active/open data from Tyler Munis and other identified legacy sources at go-live.
- **Historical Data Import Templates (Vendor-Delivered):** Design, build, test, document, and deliver repeatable import templates and a validated process DRJTBC can use post-go-live to incrementally load remaining historical data.
- **System Configuration:** Complete system configuration, workflow setup, and role-based security implementation.
- **Testing:** Conduct SIT, UAT, and Performance/Load testing with formal DRJTBC sign-off before go-live.
- **Hypercare:** Provide 180 days of post-go-live Hypercare support.

PART II: FUNCTIONAL REQUIREMENTS

Vendors must respond to each functional requirement using the Compliance Response Matrix (Exhibit B). Exhibit A (Requirements Catalog) provides the full narrative text of all 515 requirements across 9 departments. This section organizes the requirements by department to facilitate review.

Requirement Priority Definitions

Each requirement in this RFP is assigned a priority level using the MoSCoW framework. Vendors must understand these classifications when preparing their responses:

Priority	Definition
Must Have	A core requirement. Must Have requirements receive a priority weight of 3 in Technical Proposal scoring. Failure to meet a Must Have requirement does not automatically disqualify a proposal unless the requirement is also identified as a mandatory Pass/Fail Gate or the RFP expressly states otherwise. Material unresolved Must gaps are subject to the scoring controls in Section 22.10.
Should Have	An important requirement that materially affects evaluation scoring. Should Have requirements receive a priority weight of 2. The absence of a Should capability will not automatically disqualify a proposal, but a weak evaluator score will reduce the calculated score in the applicable technical category.
Could Have	A desirable value-added capability used as a differentiator. Could Have requirements receive a priority weight of 1. They are not mandatory for responsiveness, but the evaluator score for

	each applicable Could Have requirement contributes to the calculated technical-category score.
Won't Have (This Time)	A requirement intentionally excluded from the current procurement scope. Won't Have requirements receive a priority weight of 0 and are excluded from scoring.

Note: Human Resources administration (recruitment, benefits enrollment, performance management) remains in ADP and is excluded from the scope. Payroll processing is included in the ERP scope.

4. Section 4: Accounting, Finance & Payroll

This section contains 194 requirements covering the following functional areas: Accounts Payable (AP), Accounts Receivable (AR), Cash Management (CM), Fixed Assets (FA), General Ledger, Budgets & Financial Reporting (GL), and Payroll (PAY). Payroll processing is in scope. HR administration, benefits, recruitment, and performance remain in ADP.

Req ID	Priority	Requirement Statement	Acceptance Criteria	Evidence Required
AP-001	Must Have	The system shall support three-way matching of purchase orders, receipts, and invoices, and shall support the posting and payment of invoices that satisfy the required matching criteria.	The system displays a three-way match between purchase order, receipt, and invoice, and prevents payment posting if the match fails. Upon successful match, system posts the invoice and processes the payment.	Demo or screenshot
AP-002	Must Have	The system shall support receiving confirmation for service purchase orders, including recording receipt before the related invoice is processed.	The system allows users to enter receiving confirmation for service POs and updates the PO status to received. The system prevents invoice processing for service POs until receiving confirmation is recorded.	Demo or screenshot
AP-003	Must Have	The system shall integrate Accounts	The system automatically updates	Demo or screenshot

		Payable with Capital Projects, Contracts, F&M, Inventory, and General Ledger so that relevant transaction data is synchronized without duplicate data entry.	Capital Projects, Contracts, F&M, Inventory, and GL modules when an AP transaction is posted. Invoices can be billed against both contracts and projects. Evaluator verifies data flows accurately between modules without manual data entry.	
AP-004	Must Have	The system shall provide secure access from desktop computers, mobile devices, and supported web browsers.	The system allows users to log in successfully using a PC, mobile device, and web browser. The system enforces the same security and access controls across all login methods.	Demo or screenshot
AP-005	Must Have	The system shall provide configurable approval workflows for invoices and payments, including approval, rejection, routing, and approval-status tracking.	The system routes invoices and payments through a defined approval workflow and records the approval status. The system allows approvers to approve or reject items, routing rejected items back to the originator with comments.	Demo or screenshot
AP-006	Must Have	The system shall enforce role-based access controls for vendor records and Accounts Payable functions based on assigned user roles and permissions.	The system restricts access to vendor records and AP functions based on assigned user roles and permissions. The system prevents unauthorized users	Demo or screenshot

			from viewing or modifying vendor data.	
AP-007	Must Have	The system shall allow users to attach and maintain supporting documentation within vendor records, including W-9 forms, IBE documentation, contracts, change orders, insurance documents, and legal documents.	The system allows users to upload and attach documents (e.g., W9, IBE, Contracts, Change Orders, insurance, legal docs) directly to a vendor record. The system displays attached documents when viewing the vendor record.	Demo or screenshot
AP-008	Must Have	The system shall allow authorized users to create and update vendor master records, including all required vendor master data.	The system allows authorized users to create new vendor records and update existing ones with full master data fields. The system saves the changes and displays updated information on the vendor profile.	Demo or screenshot
AP-009	Must Have	The system shall allow requisitioners to code and approve invoices, record purchase-order receipt, and attach proof-of-delivery documentation before invoice processing is completed.	The system allows requisitioners to complete PO receiving and attach proof-of-delivery documentation. The system prevents final invoice processing until requisitioner's completion of PO receiving and proof-of-delivery are recorded.	Demo or screenshot
AP-010	Must Have	The system shall enforce three-way matching between purchase orders, receipts, and invoices,	The system enforces a three-way match between the PO, receipt, and invoice quantities and	Demo or screenshot

		including validation of applicable quantities and amounts before payment processing.	amounts. The system flags discrepancies and prevents payment processing if the match criteria are not met.	
AP-011	Must Have	The system shall support Confirming Purchase Orders for urgent or unexpected purchases made before a purchase order is established and shall route those purchase orders through the required approval workflow.	The system allows users to create Confirming Purchase Orders for urgent or unexpected purchases after the fact. The system routes Confirming POs through a specific approval workflow before allowing invoice matching.	Demo or screenshot
AP-012	Must Have	The system shall allow authorized users to correct invoice-entry errors by removing and re-entering invoices while maintaining a complete audit trail of the original and corrected transactions.	The system allows authorized users to remove an invoice with errors and re-enter it with corrected information. The system maintains an audit trail of the removed invoice and links it to the re-entered record.	Demo or screenshot
AP-013	Must Have	The system shall detect potential duplicate invoices based on the combination of vendor number and invoice number and shall warn the user or prevent duplicate entry.	The system detects duplicate invoices by checking the combination of invoice number and vendor number during entry. The system displays a warning or prevents saving if a duplicate is detected.	Demo or screenshot
AP-014	Must Have	The system shall automatically send reminder notifications	The system automatically sends reminder notifications	Demo or screenshot

		when invoice or payment approvals remain pending beyond a configurable processing period.	to approvers when an invoice or payment approval exceeds the defined normal processing time. The system logs the notification event in the workflow history.	
AP-015	Must Have	The system shall support recurring invoices and shall interface with the HR module to process quarterly retiree Medicare reimbursement transactions.	The system generates recurring invoices automatically based on a defined schedule. The system successfully imports quarterly retiree Medicare reimbursement data from the HR module to generate corresponding AP invoices for review and approval before posting and processing payments.	Demo or screenshot
AP-016	Must Have	The system shall support allocation codes that distribute invoice costs across multiple General Ledger accounts, departments, or other applicable accounting dimensions.	The system allows users to apply allocation codes to an invoice to distribute costs across multiple GL accounts or departments. The system verifies that the allocated amounts total 100% of the invoice amount before posting.	Demo or screenshot
AP-017	Must Have	The system shall support the calculation, withholding, tracking, and release of retainage associated	The system calculates, tracks, and holds retainage amounts on invoices based on contract terms. The system allows users to	Demo or screenshot

		with invoices and contracts.	release retainage for payment upon project milestone completion or final acceptance.	
AP-018	Must Have	The system shall allow an invoice to be deleted only before batch release or after workflow rejection and shall prevent deletion after the invoice has been posted or paid.	The system allows users to delete an invoice only if it has not been released in a batch or if it has been rejected in the workflow. The system prevents deletion of posted or paid invoices.	Demo or screenshot
AP-019	Must Have	The system shall prevent payments from being printed or posted until all required approval workflow steps have been completed.	The system prevents the printing or posting of payments until all required workflow approvals are fully completed. The system displays an error message if a user attempts to process an unapproved payment.	Demo or screenshot
AP-020	Must Have	The system shall notify users when an invoice does not have an applicable approval workflow and shall prevent further processing until a valid workflow is assigned.	The system displays a warning message to the user if an invoice is entered but no applicable approval workflow is found. The system prevents further processing until a valid workflow is assigned.	Demo or screenshot
AP-021	Must Have	The system shall support configurable, tiered approval workflows for operating and capital invoices based on invoice type, amount, and organizational role.	The system routes operating invoices through tiered approvals: Comptroller (all), CFO (\$5,000+), Deputy (\$10,000+), Executive Director (\$25,000+). The system	Demo or screenshot

		Operating invoices shall require Comptroller approval for all invoices, CFO approval at \$5,000 or greater, Deputy approval at \$10,000 or greater, and Executive Director approval at \$25,000 or greater. Capital invoices shall require approval by the assigned Project Manager and Chief Engineer or designated alternate, with CFO approval at \$10,000 or greater and Executive Director approval at \$100,000 or greater.	routes capital project invoices to the assigned Project Manager, then Chief Engineer (or designate when absent), CFO (\$10,000+), and Executive Director (\$100,000+). Each tier can approve or reject; rejections return to the previous step with a required rejection reason.	
AP-022	Must Have	The system shall allow users to select invoices for payment based on configurable criteria, including due date, payment terms, fund, and other applicable parameters.	The system allows users to filter and select invoices for payment based on parameters such as due date, payment terms, and fund. The system generates a payment batch containing only the selected invoices.	Demo or screenshot
AP-023	Must Have	The system shall support payments by paper check, batch wire transfer, and ACH and shall support the generation and transmission or export of payment information required by the bank.	The system generates paper checks, batch wire transfers, and ACH payment files in the required bank formats. The system successfully transmits or exports the payment files to the bank interface.	Demo or screenshot

AP-024	Should Have	The system should automatically notify the purchase-order originator when payment associated with the purchase order has been processed.	The system automatically sends a notification to the original PO creator when the associated payment is processed. The system logs the notification in the PO history.	Demo or screenshot
AP-025	Must Have	The system shall provide users with a preview of payments selected and ready for approval before final payment processing.	The system provides a preview report or screen showing all payments selected and ready for approval before final processing. The system allows users to remove specific payments from the preview batch if needed.	Demo or screenshot
AP-026	Must Have	The system shall allow authorized users to void and reprint checks, including assignment of a new check number and appropriate updates to the payment record and General Ledger.	The system allows authorized users to void a damaged or lost check and reprint it with a new check number. The system updates the payment record and GL to reflect the voided and reprinted check.	Demo or screenshot
AP-027	Must Have	The system shall apply processed payments to the appropriate open invoices, reduce the corresponding Accounts Payable liabilities, and post the resulting transactions to the General Ledger.	The system applies processed payments to the corresponding open invoices, reduces the AP liability balance, and posts the transaction to the GL. Evaluator verifies the GL and AP subledger balances update correctly.	Demo or screenshot

AP-028	Should Have	The system should automatically generate Positive Pay files containing issued-check information in the format required by the bank and support export or transmission of those files.	The system automatically generates a Positive Pay file containing issued check details in the bank's required format. The system allows users to export or transmit the file to the bank.	Demo or screenshot
AP-029	Must Have	The system shall support vendor credits and allow those credits to be applied against applicable invoices and payments regardless of payment method, including check, ACH, and wire transfer.	The system allows users to process vendor credits and apply them against future payments across all payment methods (checks, ACH, wires). The system reduces the total payment amount by the applied credit.	Demo or screenshot
AP-030	Must Have	The system shall support the import of P-Card transactions from manually prepared spreadsheets and files exported by the P-Card provider.	The system successfully imports P-Card transactions from a manual spreadsheet or a provider export file. The system creates corresponding AP records for the imported transactions.	Demo or screenshot
AP-031	Must Have	The system shall interface with the P-Card provider to import monthly transaction data and support the appropriate accounting distribution of those transactions.	The system interfaces directly with the P-Card provider to automatically download monthly transaction files. The system maps the downloaded transactions to the correct GL accounts based on predefined rules.	Demo or screenshot

AP-032	Must Have	The system shall track payments subject to IRS Form 1099 reporting requirements and shall support the preparation, review, adjustment, and generation of applicable 1099 reports and forms.	The system tracks 1099-eligible payments throughout the year and generates 1099 reports and forms for applicable vendors. The system allows users to review and adjust 1099 balances before final reporting.	Demo or screenshot
AP-033	Must Have	The system shall provide the following Accounts Payable reports: Receiving, AP Check Register, Cash Disbursements Batch, Check Selection, Invoice Entry Proof, Rejected Invoices, Check Stock, Open Invoice by Fund, Retainage Invoice Listing, Medicare Reimbursement, P-Card Summary, P-Card Transaction Log, Aged Accounts Payable, Pending Invoices by Approver Queue, Vendor Payment Status, and Outstanding Reimbursements.	The system generates all specified AP reports with accurate data based on user-defined parameters. Pending Invoices by Approver Queue identifies pending invoices and the current approver's queue. Vendor Payment Status identifies payment status and related vendor/invoice details. Outstanding Reimbursements identifies unpaid reimbursement obligations, amount, age, and responsible party. Users can export each report to Excel or PDF.	Demonstration and sample outputs for the complete AP report set, including Vendor Payment Status and Outstanding Reimbursements
AP-034	Must Have	The system shall enforce role-based access controls across Accounts Payable functions and data based on assigned user roles and permissions.	The system restricts access to specific AP functions and data based on the user's assigned role. The system prevents a user with view-only access	Demo or screenshot

			from creating or approving invoices.	
AP-035	Must Have	The system shall maintain a complete audit log of Accounts Payable transactions, including the user, date and time, action performed, and relevant transaction information.	The system automatically captures and maintains an audit log for all payables transactions, including user ID, timestamp, and action performed. The system allows administrators to query and view the audit logs.	Demo or screenshot
AP-036	Must Have	The system shall serve as the system of record for Accounts Payable approvals, with all approval actions captured, maintained, and traceable through the system workflow.	The system serves as the single source of truth for all AP approvals, preventing approvals outside the system workflow. The system provides a consolidated view of all pending and completed approvals for an invoice.	Demo or screenshot
AP-037	Must Have	The system shall restrict creation of vendor master records to authorized Purchasing department users while allowing users in other departments to submit vendor-creation requests through an approval workflow.	Only users with the Purchasing department security role can create new vendor master records. Other department users can submit a vendor creation request through a workflow that routes to Purchasing for fulfillment. The system prevents non-Purchasing users from directly adding vendor records.	Demo or screenshot; security role documentation
AR-001	Must Have	The system shall automatically import and post daily	The system automatically imports and posts all daily	Demo or screenshot

		transactions from designated service-provider systems.	transactions from designated service provider systems by 6 AM each business day, with a log confirming successful posting or detailing errors; any failed transactions trigger an alert and are excluded from posting until resolved.	
AR-002	Must Have	The system shall allow authorized users to identify, correct, and reverse misapplied payments while maintaining a complete audit trail.	The system allows users to identify and select misapplied payments and perform correction or reversal actions within 24 hours of posting, with all changes logged and auditable; attempts to reverse payments beyond 24 hours prompt a warning and require supervisor approval before processing.	Demo or screenshot
AR-003	Must Have	The system shall require completion of the designated Accounts Receivable approval workflow before payments can be posted.	The system prevents posting payments until all designated approvers in the AR workflow have approved the transaction; if any approver rejects the payment, the system halts posting and notifies the submitter with the rejection reason. The system logs all approval and rejection actions with	Demo or screenshot

			timestamps and user IDs for audit purposes.	
AR-004	Must Have	The system shall integrate Accounts Receivable with Accounts Payable to support the processing of customer overpayment refunds.	The system automatically identifies overpayments in the AR module and initiates a refund transaction that posts accurately to the AP module within one business day; refund amounts and transaction details are verifiable in both modules with matching records.	Demo or screenshot
AR-005	Must Have	The system shall integrate with the existing E-ZPass Back Office or its DRJTBC-approved integration endpoint to exchange toll-related financial transaction and status data required by Accounts Receivable. Replacement or operation of E-ZPass lane equipment and Back Office systems is excluded.	The system receives and reconciles agreed financial transaction and status data from the existing E-ZPass Back Office or approved integration endpoint, with field mapping, processing status, exception logging, and error notifications. Specific interface method, data feeds, frequency, and performance levels will be confirmed in the interface design; the separate In-Lane financial data exchange is defined under INT-EZ-02 and AR-028/AR-029.	Integration approach and sample data mapping or demonstration of transaction ingestion, validation, and exception handling.
AR-006	Must Have	The system shall provide current cash-flow visibility that	The system displays updated cash flow data within 5 minutes of transaction posting,	Demo or screenshot

		reflects Accounts Receivable activity.	reflecting all accounts receivable activities; users can generate real-time cash flow reports without delay or data discrepancies.	
AR-007	Must Have	The system shall support payments by check, ACH, wire transfer, credit card, PayPal, and Venmo, and shall integrate with banking systems to import and reconcile payment transactions.	The system processes payments using checks, ACH, wire, credit cards, PayPal, and Venmo, and records each transaction with accurate payment method details; verification includes successful completion and audit trail for each method. The system automatically imports bank transaction files daily, matches imported transactions to recorded payments with at least 95% accuracy, and flags unmatched transactions for manual review within one business day.	Demo or screenshot
AR-008	Must Have	The system shall automate Accounts Receivable reconciliation against bank transactions and reduce the need for manual spreadsheet-based reconciliation.	The system automatically reconciles AR transactions against bank statements and flags discrepancies exceeding a configurable threshold, eliminating the need for manual spreadsheet reconciliation; reconciliation reports	Demo or screenshot

			generate within one business day and prevent further processing until discrepancies are resolved.	
AR-009	Must Have	The system shall integrate Accounts Receivable with Capital Projects, F&M, Inventory, Accounts Payable, General Ledger, and HR Benefits so that relevant transaction data is synchronized across modules.	The system automatically synchronizes AR transaction data with Capital Projects, F&M, Inventory, AP, GL, and HR Benefits modules within 5 minutes of entry, verified by matching records in each module's ledger; the system generates error notifications if data transfer fails or discrepancies exceed 0.5%.	Demo or screenshot
AR-010	Must Have	The system shall provide secure access from desktop computers, mobile devices, and supported web browsers.	The system allows users to successfully log in using at least three distinct methods: PC client application, mobile app, and web browser, verified by completing login and accessing the dashboard within 30 seconds without errors. The system displays an appropriate error message and denies access when invalid credentials are entered via any login method.	Demo or screenshot
AR-011	Must Have	The system shall enforce role-based	The system enforces access controls by	Demo or screenshot

		access controls for customer and Accounts Receivable data based on assigned user roles and permissions.	allowing only authorized users, as defined by department-specific security roles, to view or modify AR data; attempts by unauthorized users result in access denial with an appropriate error message. The system logs all access and modification attempts, enabling audit verification of security compliance.	
AR-012	Must Have	The ERP shall support reliable inbound and, where expressly required, outbound exchange of approved financial transaction and reconciliation information with the existing E-ZPass Back Office or its DRJTBC-approved integration endpoint. This requirement does not include lane-to-Back-Office communications or operation of the E-ZPass toll collection infrastructure. Direct receipt of In-Lane toll and rejected Toll-by-Plate financial files is separately required under INT-EZ-02 (AR-028 and AR-029); operation of toll collection	For approved ERP-related E-ZPass data exchanges, the system validates incoming data, identifies duplicate or missing transactions, records processing status and exceptions, alerts responsible personnel to failures, and supports controlled reprocessing of failed or rejected ERP interface transactions without duplicate posting. Data-exchange schedules and measurable interface acceptance criteria will be defined with DRJTBC based on the approved interface inventory. The former five-second lane-to-Back-Office test does not apply to this ERP requirement.	Interface design narrative and demonstration or sample evidence of transaction validation, error alerts, audit logs, and controlled reprocessing.

		infrastructure remains excluded.		
AR-013	Must Have	The system shall automatically import toll transactions from designated source systems daily.	The system automatically imports toll transaction data from designated sources every calendar day by 11:59 PM and logs successful imports with timestamps; import errors trigger an alert with detailed error messages and prevent incomplete data from posting to accounts receivable.	Demo or screenshot
AR-014	Must Have	The system shall import payment transactions from both home and away agencies and validate imported data before posting.	The system imports payment transactions from both home and away agencies within 30 minutes of file receipt, validates data accuracy, and rejects transactions with missing or invalid fields while logging errors for review. The system displays a confirmation report detailing successfully imported transactions and any rejected records, enabling users to verify data flow and address exceptions.	Demo or screenshot
AR-015	Must Have	The system shall support posting and reporting of toll transactions by transaction type, agency, and toll plaza.	The system generates and displays reports of toll transactions filtered by transaction type, agency, and toll plaza within 24 hours of	Demo or screenshot

			posting; reports accurately reflect all posted transactions and include error notifications if data is incomplete or inconsistent.	
AR-016	Must Have	The system shall support the creation, maintenance, filtering, and billing of retiree benefit records.	The system enables creation and maintenance of retiree benefit records, allowing users to generate and send accurate monthly billing statements; the system filters retiree data by criteria such as benefit type, status, and date range, displaying results within 5 seconds. The system prevents billing generation if retiree benefit data is incomplete or inconsistent, displaying error messages specifying missing information.	Demo or screenshot
AR-017	Must Have	The system shall generate and send billing statements to retirees for benefits paid on their behalf.	The system generates and sends accurate benefit billing statements to retirees within 10 days of benefit payment posting, reflecting all benefits paid on their behalf; the system prevents billing if retiree data is incomplete and logs an	Demo or screenshot

			error notification for review.	
AR-018	Must Have	The system shall support printing, mailing, and emailing invoices to retirees and shall retain the applicable delivery or print status.	The system generates invoices for retirees and successfully completes printing, postal mailing, and emailing processes without errors; it logs and retains delivery or print status within the system.	Demo or screenshot
AR-019	Must Have	The system shall reconcile toll transaction reports with corresponding payment receipts and identify discrepancies for review.	The system automatically matches toll transaction records with corresponding payment receipts within 24 hours of data receipt and flags any discrepancies exceeding a configurable threshold for manual review. The system prevents final reconciliation posting until all flagged discrepancies are resolved or approved overrides are documented.	Demo or screenshot
AR-020	Must Have	The system shall allow authorized users to reverse previously applied payments or credits and shall update the associated customer balance and audit history.	The system allows users with appropriate permissions to select and reverse previously applied payments or credits from customer accounts, updating the account balance accordingly and logging the transaction with a timestamp and user ID;	Demo or screenshot

			attempts to reverse previously applied payments that are locked or beyond the allowable adjustment period result in an error message preventing the action.	
AR-021	Must Have	The system shall allow payments to be posted without applying them to a specific invoice and shall record those payments as unapplied balances.	The system allows posting of payments without linking to a specific invoice and records the payment as unapplied in the AR ledger; verification includes successfully posting such a payment and confirming it appears as unapplied in reports. The system prevents posting if required payment details are missing and displays an error message specifying the missing information.	Demo or screenshot
AR-022	Must Have	The system shall support recurring or periodic invoicing for cable crossing customers based on defined billing schedules.	The system generates and sends invoices automatically to cable crossing customers at predefined periodic intervals without manual intervention, logs each invoice generation event with a timestamp, prevents duplicate invoices within the same billing period, and displays an	Demo or screenshot

			error message if invoice generation fails.	
AR-023	Must Have	The system shall allow authorized users to correct or reverse misapplied Accounts Receivable payments while maintaining an audit trail of the changes.	The system allows users with appropriate permissions to locate and select misapplied payments within AR and perform correction or reversal actions, with changes logged and reflected immediately in the AR ledger; attempts to reverse payments beyond a configurable timeframe or without required approvals are blocked and generate an error message.	Demo or screenshot
AR-024	Must Have	The system shall provide the following Accounts Receivable reports: Sales Invoice, Credit Memo, IDC Batch Summary, Cable Billing, Detailed Receivables by Toll, Retiree Billing, Cable Crossing, Retiree Benefits, Daily Bank Wire, Monthly Agency, and Interagency Billing.	The system generates each specified AR report, including Interagency Billing, with accurate data filtered by authorized parameters and supports exports to PDF and Excel. The Interagency Billing report identifies billing agency, customer or counterparty, billing period, charge basis, amount billed, amount received, open balance, and status.	Demonstration and sample outputs for the complete AR report set, including an Interagency Billing report
AR-025	Must Have	The system shall enforce role-based access controls across Accounts Receivable functions and data	The system restricts user access to AR module functions based on assigned roles, preventing	Demo or screenshot

		based on assigned user roles and permissions.	unauthorized users from viewing or modifying data; verification occurs by testing multiple user accounts with different roles to confirm access permissions align with role definitions.	
AR-026	Must Have	The system shall maintain an audit log for all Accounts Receivable transactions, including the user, date and time, transaction type, and changes made.	The system records and timestamps audit logs for every receivable transaction, capturing user ID, transaction type, and changes made; audit logs are accessible for review and export within 24 hours of the transaction.	Demo or screenshot
AR-027	Must Have	The system shall allow credit memos, returns, and similar credit documents to be applied to open or unpaid sales invoices to reduce or eliminate the outstanding balance.	User creates a credit memo or return document and applies it to a specific open sales invoice. The system reduces the invoice balance by the credit amount. If the credit exceeds the invoice balance, the system either creates unapplied credit or allows application across multiple invoices. Applied credits are reflected in AR aging and customer statements.	Demo or screenshot; credit memo workflow documentation
AR-028	Must Have	The ERP shall integrate with the existing E-ZPass In-Lane System	Using representative source files, the ERP imports E-ZPass and	Interface architecture and sample file/data mapping for INT-EZ-02;

		under interface INT-EZ-02 to automatically receive toll transaction files for each DRJTBC toll bridge, including E-ZPass and Toll-by-Plate transactions, and support accurate recording and recognition of applicable toll revenue. This financial data interface does not require the ERP to control, replace, or operate lane equipment.	Toll-by-Plate transactions for each bridge; preserves bridge, transaction type, source-file identification, and applicable transaction/accounting period; validates records and totals; identifies duplicate or incomplete imports; and produces traceable revenue accounting entries and reconciliation results. Import exceptions are logged and can be corrected or reprocessed without duplicate posting. Accounting mappings and file-specific processing controls are subject to DRJTBC approval.	evidence or demonstration of both transaction types, bridge-level tracking, financial posting, reconciliation, and duplicate/error handling.
AR-029	Must Have	The ERP shall integrate with the existing E-ZPass In-Lane System under interface INT-EZ-02 to automatically receive rejected Toll-by-Plate transaction summary files by toll plaza where transactions were rejected because of missing or unusable images, and shall record and account for the associated toll revenue losses under	Using representative rejected-transaction summary files, the ERP imports the counts and financial amounts by toll plaza and reporting period; validates required fields and totals; identifies duplicates and import errors; supports approved classification and posting of the corresponding revenue-loss amounts; and provides an	INT-EZ-02 rejected Toll-by-Plate file layout/sample and mapping; proposed revenue-loss accounting treatment; example posting and reconciliation report; demonstration or equivalent evidence of exception handling and controlled reprocessing.

		DRJTBC-approved accounting rules.	auditable reconciliation and exception report. The treatment of later corrections or recoveries shall follow DRJTBC-approved accounting rules and shall not create duplicate revenue or loss postings.	
CM-001	Must Have	The system shall support tracking, maintenance, and reporting of bond indebtedness and investments.	The system generates reports detailing bond indebtedness and investment status, allowing users to track and maintain these records.	Demo or screenshot
CM-002	Must Have	The system shall integrate Cash Management with Purchasing, Fixed Assets, Accounts Receivable, Accounts Payable, and Financial modules so that relevant data is synchronized without duplicate data entry.	The system demonstrates data flow and synchronization between Cash Management and Purchasing, Fixed Assets, AR, AP, and Financial modules without manual data entry.	Demo or screenshot
CM-003	Must Have	The system shall track investment and revenue bond activities, including purchases, sales, interest accruals, and other applicable transactions.	The system records and displays all investment and revenue bond activities, including purchases, sales, and interest accruals.	Demo or screenshot
CM-004	Must Have	The system shall perform daily cash reconciliation using automated interfaces	The system performs daily cash reconciliation by automatically importing and matching	Demo or screenshot

		with banks, investment systems, and EZPass.	data from bank, investment, and EZPass interfaces.	
CM-005	Must Have	The system shall integrate Debt Management, Investment Tracking, Toll Revenue, and Capital Projects data to support cash-flow projections.	The system calculates and displays cash flow projections by aggregating data from Debt Management, Investment Tracking, Toll Revenue, and Capital Projects modules.	Demo or screenshot
CM-006	Must Have	The system shall support the integration, tracking, and reconciliation of wire transfers associated with investments.	The system tracks wire transfers for investments and automatically reconciles them against bank statements, flagging any discrepancies.	Demo or screenshot
CM-007	Must Have	The system shall generate operating and general-reserve cash-flow projections using toll revenue, checks, invoices, payroll, debt service, capital spending, and investment data.	The system generates operating and general-reserve cash flow projections by incorporating data from toll revenue, checks, invoices, payroll, debt service, capital spending, and investments.	Demo or screenshot
CM-008	Must Have	The system shall provide Capital Spending Forecast and Capital Cash Flow Projection reports for monthly, quarterly, annual, and 10-year periods, including planned versus actual cash flow, current estimate, estimate to	For a Commission-defined capital portfolio, the system produces monthly, quarterly, annual, and 10-year forecast views that show planned and actual cash flow, current estimate, estimate to complete, forecast funding draws,	Live demonstration and sample Capital Spending Forecast and Cash Flow Projection outputs for multiple reporting periods

		complete, funding-draw forecasts, and anticipated overruns or underruns.	and anticipated favorable or adverse variances. Users can filter by project, funding source, and fiscal period and export the result to Excel or PDF.	
CM-009	Must Have	The system shall support the creation, tracking, and reporting of revenue bonds, including maturity, interest, and amortization by bond and series.	The system allows users to create revenue bond records and generates reports detailing maturity, interest, and amortization by Bond and Series.	Demo or screenshot
CM-010	Must Have	The system shall track investment activity, including interest accruals, payments, fair market value, purchases, and sales.	The system tracks and displays investment activities, including interest accruals, payments, fair market value updates, purchases, and sales.	Demo or screenshot
CM-011	Must Have	The system shall process monthly, quarterly, and annual bond retirement, accrued interest, premium or discount amortization, and gain or loss on defeasance reconciliation.	The system performs monthly/quarterly/annual bond retirement, accrued interest, premium/discount amortization, and gain/loss on defeasance reconciliation, highlighting any unmatched transactions.	Demo or screenshot
CM-012	Must Have	The system shall support daily, monthly, quarterly, and annual reconciliation of investment statements.	The system performs daily, monthly, quarterly, and annual reconciliation of investment statements, highlighting any	Demo or screenshot

			unmatched transactions.	
CM-013	Must Have	The system shall support daily, monthly, quarterly, and annual reconciliation of bank statements.	The system performs daily, monthly, quarterly, and annual reconciliation of bank statements, highlighting any unmatched transactions.	Demo or screenshot
CM-014	Must Have	The system shall automatically import daily transaction data from third parties, including banks, investment advisors, and the EZPass Back Office.	The system successfully imports daily transaction data from third-party banks, investment advisors, and the EZPass Back Office.	Demo or screenshot
CM-015	Must Have	The system shall provide the following Cash Management reports: Investment Classification, Purchase, Loss on Swap, Accrued Interest, Bank Reconciliation, Bond Worksheet, Cash Flow, Daily Cash Flow Analysis, General Ledger by Investments, Maturity, Sales/Call, Trust Fund Reconciliation, Investment Acquisition/Disposal, and Status of Bridge Revenue Bonds.	The system generates all specified reports (Investment Classification, Purchase, Loss on Swap, Accrued Interest, Bank Reconciliation, Bond Worksheet, Cash Flow, Daily Cash Flow Analysis, GL by Investments, Maturity, Sales/Call, Trust Fund Reconciliation, Investment Acquisition/Disposal, Status of Bridge Revenue Bonds) with accurate data.	Demo or screenshot
CM-016	Must Have	The system shall enforce role-based access controls across	The system restricts access to cash management functions	Demo or screenshot

		Cash Management functions and data based on assigned user roles and permissions.	and data based on user roles, preventing unauthorized users from viewing or modifying sensitive information.	
CM-017	Must Have	The system shall maintain an immutable audit log of bond and investment transactions, including the user, date and time, and details of each change.	The system maintains an immutable audit log of all bond and investment transactions, capturing the user ID, timestamp, and details of the change.	Demo or screenshot
FA-001	Must Have	The system shall transfer Construction in Progress balances to Fixed Assets when a project reaches substantial completion or completion.	The system transfers Construction in Progress (CIP) balances to Fixed Assets upon the user marking the project as substantially complete or complete, and generates a corresponding GL entry.	Demo or screenshot
FA-002	Must Have	The system shall support creation of Fixed Asset records from Capital Projects work orders when applicable work is closed and capitalized.	The system creates a new Fixed Asset record automatically or via a guided workflow when a Capital Projects work order is closed and capitalized.	Demo or screenshot
FA-003	Must Have	The system shall integrate Fixed Assets with Purchasing, F&M, Capital Projects, Accounts Payable, and Financial modules so that relevant data is	The system displays real-time data flow and synchronized records across Purchasing, F&M, Capital Projects, AP, and Financial modules without	Demo or screenshot

		synchronized without duplicate data entry.	requiring manual data entry or batch uploads.	
FA-004	Must Have	The system shall support monthly, quarterly, and annual reconciliation among General Ledger balances, Work Order costs, and Fixed Asset values.	The system generates a reconciliation report comparing GL balances, Work Order costs, and Fixed Asset values, highlighting any variances for monthly, quarterly, or annual review.	Demo or screenshot
FA-005	Must Have	The system shall report Construction in Progress and completed Fixed Asset valuations on the balance sheet by configured General Ledger segments.	The system displays CIP and completed Fixed Asset valuations on the balance sheet, accurately broken down by all configured GL segments.	Demo or screenshot
FA-006	Must Have	The system shall maintain accumulated depreciation by individual asset and report it on the balance sheet by configured General Ledger segments.	The system maintains and displays Accumulated Depreciation for each individual asset on the balance sheet, categorized by the appropriate GL segments.	Demo or screenshot
FA-007	Must Have	The system shall track and report capitalized labor associated with projects and fixed assets.	The system tracks capitalized labor hours and costs associated with a project and includes these costs in the final capitalized asset value and relevant reports.	Demo or screenshot
FA-008	Must Have	The system shall allow completed project costs to be allocated among multiple fixed	The system allows users to allocate the total costs of a completed project into	Demo or screenshot

		assets based on location, percentage, or other defined allocation criteria.	multiple distinct fixed assets based on specified locations or percentage splits.	
FA-009	Must Have	The system shall allow the value of an existing fixed asset to be increased for qualifying improvements processed through a Work Order or Purchase Order.	The system increases the value of an existing asset when an improvement is processed via a Work Order or Purchase Order, linking the source document to the asset record.	Demo or screenshot
FA-010	Must Have	The system shall update an asset's acquisition value and fair market value when an improvement is recorded and shall recalculate depreciation accordingly.	The system automatically increases the Acquisition Value and Fair Market Value (FMV) when an improvement is recorded and recalculates the ongoing depreciation schedule accordingly.	Demo or screenshot
FA-011	Must Have	The system shall allow improvements to an existing asset to have depreciation periods that differ from the parent asset's depreciation period.	The system allows users to assign a distinct depreciation period to an improvement that differs from the original asset's depreciation period.	Demo or screenshot
FA-012	Must Have	The system shall support subsidiary or component assets linked to a parent asset while maintaining separate values, depreciation schedules, and rolled-up reporting.	The system allows users to create and link subsidiary assets (components) to a parent asset, maintaining separate values and depreciation schedules	Demo or screenshot

			while allowing rolled-up reporting.	
FA-013	Must Have	The system shall allow the value of an existing fixed asset to be reduced through an applicable Work Order transaction.	The system decreases the value of an existing asset when a reduction is processed via a Work Order, linking the source document to the asset record.	Demo or screenshot
FA-014	Must Have	The system shall reduce an asset's acquisition value and fair market value when a reduction is recorded and shall recalculate depreciation accordingly.	The system automatically decreases the Acquisition Value and Fair Market Value (FMV) when a reduction is recorded and recalculates the ongoing depreciation schedule accordingly.	Demo or screenshot
FA-015	Must Have	The system shall reduce asset value when a disposal or abandonment is recorded and shall stop or recalculate depreciation as appropriate.	The system decreases asset value when a disposal or abandonment is recorded and automatically stops or recalculates depreciation based on the disposal date.	Demo or screenshot
FA-016	Must Have	The system shall support transfers of assets between locations while preserving remaining depreciation and updating applicable General Ledger segments.	The system allows users to transfer an asset between locations, carrying over the remaining depreciation and updating the GL segments for future depreciation expense.	Demo or screenshot
FA-017	Must Have	The system shall process Repair Work Orders as maintenance	The system processes Repair Work Orders as maintenance expenses	Demo or screenshot

		expenses without changing the associated asset value or depreciation schedule.	without altering the asset's capitalized value or its depreciation schedule.	
FA-018	Must Have	The system shall provide approval workflows for Fixed Asset transactions, including additions, transfers, disposals, and improvements.	The system routes FA transactions (additions, transfers, disposals, improvements) for approval, processes the transaction upon approval, and prevents the transaction or returns it to the initiator upon rejection.	Demo or screenshot
FA-019	Must Have	The system shall maintain Fixed Asset master data that includes Asset ID, Description, Maintenance Schedule, Inspections, Certifications, Insurance, Funding Source, Department, Location, Sub-Class, Make, Model, Serial Number, Images, and GIS data.	The system displays an asset master record containing fields for ID, Description, Maintenance Schedule, Inspections, Certifications, Insurance, Funding Source, Department, Location, Sub-Class, Make/Model/Serial, Images, and GIS data.	Demo or screenshot
FA-020	Must Have	The system shall calculate monthly depreciation for active assets and post the corresponding entries to the General Ledger.	The system calculates monthly depreciation for all active assets and posts the corresponding journal entries to the General Ledger.	Demo or screenshot
FA-021	Must Have	The system shall support straight-line depreciation and other applicable GASB-	The system calculates depreciation using the straight-line or other GASB methods based	Demo or screenshot

		compliant depreciation methods.	on the asset's acquisition value, salvage value, and useful life.	
FA-022	Must Have	The system shall record depreciation with the applicable Fund, Region, Department, Location, Project, and other configured General Ledger segment details.	The system records depreciation expense entries with the appropriate Fund, Region, Department, Location, and Project detail segments as configured on the asset.	Demo or screenshot
FA-023	Must Have	The system shall begin depreciation based on the date of substantial completion rather than the administrative completion date of the associated Work Order.	The system begins calculating depreciation based on the date of substantial completion, even if the associated work order remains open for final administrative tasks.	Demo or screenshot
FA-024	Must Have	The system shall provide the following Fixed Asset reports: Capital Asset Activity History, Gain/Loss, Roll Forward, Construction in Progress and Substantial Completion, Project Closures, By Location, Disclosure Details, and Reconciliation.	The system generates reports for Capital Asset Activity History, Gain/Loss, Roll Forward, CIP & Substantial Completion, Project Closures, By Location, Disclosure Details, and Reconciliation, allowing users to filter by date and segment.	Demo or screenshot
FA-025	Must Have	The system shall enforce role-based access controls for Fixed Asset functions, including restricting add and edit	The system restricts the ability to add or edit fixed asset records to users with specific assigned roles, preventing	Demo or screenshot

		capabilities to authorized users.	unauthorized users from making changes.	
FA-026	Must Have	The system shall maintain an immutable audit log for all Fixed Asset transactions, including the user, date and time, and details of each change.	The system maintains an unalterable audit log for all Fixed Asset transactions, capturing the user ID, timestamp, and details of the change.	Demo or screenshot
FA-027	Must Have	The system shall support export of fixed-asset information, Work Order management data, improvement totals, and capital labor data to Excel, PDF, and CSV formats.	The system exports fixed asset data, work order management details, improvement totals, and capital labor reports to Excel, PDF, and CSV formats.	Demo or screenshot
FA-028	Must Have	The system shall generate a report outlining the vehicle and equipment approved for purchase in the 2-year Capital Plan.	The system exports Vehicle and Equipment Number, Description, Location Information, New or Replacement Identifier, Year of original approval, G&L Account, Amount approved in budget, Budget Amount Transfers, Revised Budgets, Encumbered/Paid Invoice Amounts, Remaining Budget	Demo or screenshot
GL-001	Must Have	The system shall serve as the single source of record for financial transactions and financial reporting.	The system consolidates all financial transactions into a single ledger accessible via a unified reporting interface and	Demo or screenshot

			generates accurate summary and detailed reports within 5 minutes of transaction posting; the system prevents report generation if transaction data is incomplete or inconsistent.	
GL-002	Must Have	The system shall integrate the General Ledger with all applicable ERP modules so that related financial transactions are synchronized without duplicate data entry.	The system automatically synchronizes general ledger entries with all related ERP modules within 5 minutes of transaction posting and displays error notifications if data transfer fails; verification includes confirming that changes in subsidiary modules update the general ledger without manual intervention.	Demo or screenshot
GL-003	Must Have	The system shall support distinct fiscal and calendar periods for monthly, quarterly, annual, and other required financial reporting.	The system allows configuration of distinct fiscal and calendar periods, enabling users to generate monthly, quarterly, and annual financial reports accurately reflecting the selected period; reports display data only within the defined period boundaries without overlap.	Demo or screenshot
GL-004	Must Have	The system shall be integrated with the	The system successfully imports	Demo or screenshot

		Investment Management system to import and post applicable investment transactions.	investment transaction data from the Investment Management system within 15 minutes of data availability, with no data loss or corruption, verified by matching transaction counts and values in both systems; integration errors trigger automatic alerts and prevent incomplete data posting.	
GL-005	Must Have	The system shall provide a flexible and scalable chart of accounts capable of supporting anticipated organizational growth over at least a five- to ten-year period.	The system allows creation and modification of chart of accounts with at least 50,000 unique account codes without performance degradation, verified by successfully adding and retrieving accounts over a simulated 10-year growth period.	Demo or screenshot
GL-006	Must Have	The system shall support multiple authentication methods for authorized users.	The system allows users to log in using at least two distinct authentication methods (e.g., username/password and single sign-on) and successfully grants access when valid credentials are provided; the system denies access and displays an error message when invalid	Demo or screenshot

			credentials are entered for any login method.	
GL-007	Must Have	The system shall support a multi-segment General Ledger structure that includes Object, Fund, Region, Sub-Division, Location, Sub-Department, Funding Source, Bond Issue, Capital Project, and character or roll-up code segments.	The system allows creation and posting of General Ledger entries with at least nine distinct segments—Object, Fund, Region, Sub-Division, Location, Sub-Department, Funding Source, Bond Issue, and Capital Project and character/rollup code—and prevents posting if any segment is missing or invalid. The system displays each segment as a separate, selectable field during entry and generates reports accurately reflecting all segment values for queried transactions.	Demo or screenshot
GL-008	Must Have	The system shall provide an approval workflow for creation of new General Ledger accounts.	The system routes new account creation requests to designated approvers based on predefined roles and notifies them within 1 hour; account creation is blocked until all required approvals are recorded, and if any approver rejects the request, the system returns it to the originator with a rejection reason and	Demo or screenshot

			prevents account setup.	
GL-009	Must Have	The system shall maintain an immutable audit trail for General Ledger account setup and account modifications.	The system logs and displays a detailed audit trail for all account setups and modifications, including user ID, timestamp, and change details, accessible only to authorized users; audit records are immutable and retained for a minimum of seven years.	Demo or screenshot
GL-010	Must Have	The system shall generate or enforce unique General Ledger account codes when new accounts are created.	The system generates a unique account code automatically when a new ledger account is created, preventing duplication by validating against existing codes and displaying an error message if a conflict occurs.	Demo or screenshot
GL-011	Must Have	The system shall prevent creation of duplicate General Ledger accounts.	The system blocks creation of a new account when an identical or substantially similar account number or name exists, displaying a clear error message; verification includes attempting to create duplicate accounts and confirming prevention and error notification.	Demo or screenshot
GL-012	Must Have	The system shall restrict access to	The system restricts user access to account	Demo or screenshot

		General Ledger account codes and character codes based on assigned user roles and permissions.	and character codes based on assigned security roles, preventing unauthorized selection or modification; attempts to access unauthorized codes generate an error message and block transaction completion.	
GL-013	Must Have	The system shall automatically create and post applicable General Ledger transactions originating from Accounts Payable, Accounts Receivable, Payroll, F&M, Purchasing, and Budgeting modules.	The system automatically posts GL transactions from AP, AR, Payroll, F&M, Purchasing, and Budgeting modules within 5 minutes of source transaction completion, and displays corresponding entries in the GL ledger without errors; any failed transaction triggers an error notification with details for correction.	Demo or screenshot
GL-014	Must Have	The system shall allow authorized users to create, edit, and post manual journal entries.	The system allows authorized users to create, edit, and post manual journal entries with mandatory fields validated before posting; it prevents posting if any required field is missing or invalid and logs all manual journal activities with	Demo or screenshot

			timestamps and user IDs.	
GL-015	Must Have	The system shall support automated import of journal entries from third-party systems, including EZPass, Investment systems, and ADP.	The system imports journal entries automatically from EZPass, Investment, and ADP systems daily, accurately mapping all required fields without data loss or duplication; imported journals display in the general ledger module within one hour of receipt.	Demo or screenshot
GL-016	Must Have	The system shall require all general journal entries to pass through a configurable approval workflow before posting.	The system requires all general journal entries to pass through a configurable multi-level approval workflow before posting, blocking posting until all approvals are completed; if any approver rejects the entry, the system returns it to the originator with an error notification and prevents posting.	Demo or screenshot
GL-017	Must Have	The system shall allow users to attach supporting documentation to journal entries and shall enforce any configured documentation requirements before posting.	The system allows users to upload one or more supporting documents (PDF, JPG, PNG) to a journal entry before posting and displays an error message if file size exceeds 10MB or unsupported formats are uploaded. The	Demo or screenshot

			system prevents journal posting until at least one supporting document is attached and confirms successful upload with a visible file list.	
GL-018	Must Have	The system shall allow users to create and maintain recurring journal templates and automatically generate journal entries according to defined schedules.	The system allows users to create, save, and edit recurring journal templates with predefined account entries and schedules, and automatically generates journal entries according to the set frequency without manual intervention; system prevents template creation if mandatory fields are missing and logs errors for invalid configurations.	Demo or screenshot
GL-019	Must Have	The system shall support allocation journals that distribute amounts across locations, departments, and other applicable accounting dimensions.	The system allows users to create allocation journals that distribute accurate amounts by specified location and department codes and successfully posts these allocations to the general ledger without errors. When invalid or missing location/department data is entered, the system displays an error message and	Demo or screenshot

			prevents posting until corrected.	
GL-020	Must Have	The system shall classify and report General Ledger transactions as Budget or Actual based on defined accounting rules.	The system classifies and displays transactions as Budget or Actual in the general ledger reports, accurately reflecting the transaction type based on predefined coding rules; classification errors trigger a validation message preventing posting until corrected.	Demo or screenshot
GL-021	Must Have	The system shall provide detailed transaction information for General Ledger inquiries and reporting, including date, amount, account coding, and transaction description.	The system displays detailed transaction data including date, amount, account codes, and descriptions in query and report views within 3 seconds of user request; users can filter and export transaction details without errors.	Demo or screenshot
GL-022	Must Have	The system shall prevent unbalanced journal entries from being posted by requiring total debits to equal total credits.	The system prevents posting of journal entries when total debits do not equal total credits and displays an error message specifying the imbalance, requiring correction before allowing the entry to be saved or posted.	Demo or screenshot
GL-023	Must Have	The system shall support automatic reversal of designated accrual journal entries	The system allows users to select certain accrual journal entries to be automatically	Demo or screenshot

		in the subsequent accounting period.	reversed on the first day of the subsequent accounting period without manual intervention and displays a confirmation message upon completion; if reversal fails, the system logs an error and notifies the user within one hour.	
GL-024	Must Have	The system shall require journal entries that meet defined approval criteria or thresholds to complete an approval workflow before posting.	The system requires journal entries exceeding predefined thresholds to undergo an approval workflow before posting and prevents posting until all required approvals are completed; if an entry is rejected during approval, the system notifies the creator and blocks posting until corrections and re-approval occur.	Demo or screenshot
GL-025	Must Have	The system shall support entry and maintenance of budgets and provide reporting that compares budgeted amounts with actual results.	The system allows users to create and update budget entries with defined fiscal periods and categories and accurately displays budget-versus-actual expenditure reports that reflect real-time data; reports generate within 5 seconds and highlight variances exceeding 5%.	Demo or screenshot
GL-026	Must Have	The system shall support creation,	The system allows users to create, save,	Demo or screenshot

		maintenance, and comparison of multiple budget projection scenarios concurrently.	and view at least three distinct budget projection scenarios simultaneously, displaying each projection's data side by side without data overlapping or loss; the system prevents saving projections with duplicate names and displays an error message.	
GL-027	Must Have	The system shall support a two-year capital plan and 10-year capital projections integrated with Capital Projects data.	The system generates and displays a two-year capital plan and a ten-year capital projection report that automatically updates when capital project data is created, modified, or deleted; verification includes matching project details and budget figures between the capital projects module and the capital planning reports.	Demo or screenshot
GL-028	Must Have	The system shall restrict budget oversight functions to authorized users based on assigned roles and permissions.	The system restricts access to budget oversight functions exclusively to users with assigned authorization roles, denying access and displaying an error message to unauthorized users attempting access.	Demo or screenshot

GL-029	Must Have	The system shall support budgeting at the individual account level with detailed budget line items.	The system allows users to create and maintain budgets at the individual account level, including adding, editing, and deleting detailed line items, and prevents budget approval if any required line item details are missing or incomplete.	Demo or screenshot
GL-030	Must Have	The system shall provide detailed and summary budget reporting by location and department and support multiple levels of consolidation.	The system generates budget reports that display both detailed and summary data by location and department and accurately consolidates budget figures across at least three hierarchical levels; report outputs match predefined sample data.	Demo or screenshot
GL-031	Must Have	The system shall integrate with HR and Payroll data to support salary projections for budget planning.	The system automatically imports current salary data from the HR/Payroll module and generates salary projection reports reflecting projected increases for the next fiscal year; discrepancies between source data and projections trigger an error notification that prevents report finalization.	Demo or screenshot
GL-032	Must Have	The system shall support budget entry	The system allows users to enter and save	Demo or screenshot

		on a monthly, annual, or combined monthly and annual basis.	budget amounts on a monthly, annual, or combined monthly-annual basis and displays the entered budgets correctly in the budget summary report; attempts to save budgets outside the selected periodicity prompt an error message that prevents submission.	
GL-033	Must Have	The system shall maintain an immutable audit trail of budget additions, changes, and deletions, including the user, date and time, and before-and-after values.	The system logs and displays a detailed audit trail entry immediately after any budget addition, change, or deletion, including user ID, timestamp, and before-and-after values; audit records are immutable and retrievable via a dedicated report filtered by date range and action type.	Demo or screenshot
GL-034	Must Have	The system shall support prior-year financial comparisons and generation of year-end projections.	The system displays prior-year financial data alongside current-year figures for selected accounts, enabling side-by-side comparison within the general ledger module; users can generate reports showing year-end projections based on current trends and historical data, with projections updating	Demo or screenshot

			dynamically when input data changes.	
GL-035	Must Have	The system shall support budget values for any valid General Ledger segment combination and shall support consolidation across all applicable accounts.	The system allows entry and storage of budget values for any valid segment combination and prevents saving if segment combination is invalid or missing. The system consolidates account balances across all accounts accurately, displaying consolidated totals within 5 seconds of request, and flags discrepancies exceeding a 0.1% variance during consolidation.	Demo or screenshot
GL-036	Must Have	The system shall restrict Directors to viewing and changing only the General Ledger segments for which they are authorized.	The system restricts directors' access to only their assigned GL segments, preventing viewing or editing of unauthorized segments; verification includes testing with director user accounts to confirm access is limited accordingly and attempts to access unauthorized segments result in access denial messages.	Demo or screenshot
GL-037	Must Have	The system shall allow Directors to update budget information during preparation and shall automatically	The system allows users with Director roles to edit relevant documents during the preparation phase and	Demo or screenshot

		change their access to view-only after final approval.	automatically switches their access to view-only immediately after final approval is recorded; attempts to edit post-approval result in an access denied message.	
GL-038	Must Have	The system shall support export of budget data to Excel, modification of the exported data, and re-import of the updated budget data.	The system exports budget data to an Excel file preserving all budget line details; upon re-import of the modified Excel file, the system updates the budget accurately and displays a confirmation message without data loss or format errors.	Demo or screenshot
GL-039	Must Have	The system shall allow budget modifications to be entered directly into the system or imported from Excel.	The system imports budget modification data from Excel files conforming to the specified template, validates all entries upon upload, and rejects files with errors, displaying detailed validation reports; successfully imported modifications update the budget ledger in real time.	Demo or screenshot
GL-040	Must Have	The system shall allow the prior-year budget to be used as the starting point for a new budget and shall support configurable percentage or fixed-dollar modifiers.	The system calculates the current budget by importing the prior year budget and applying user-entered modifiers as either a percentage or fixed dollar reduction, displaying	Demo or screenshot

			the adjusted budget amount immediately; if modifiers exceed 100% or result in a negative budget, the system prevents saving and shows an error message.	
GL-041	Must Have	The system shall support concurrent creation, maintenance, enforcement, and reporting of multiple budgets.	The system allows creation and maintenance of multiple budgets concurrently, enforcing budget limits by preventing transactions that exceed any active budget; budget status and variances display in real-time reports updated within 5 minutes of transaction posting.	Demo or screenshot
GL-042	Must Have	The system shall support allocation methods based on headcount, vehicle count, traffic, property value, revenue, and other configured allocation bases.	The system calculates and applies allocations based on headcount, vehicle count, traffic, property value, and revenue inputs, producing accurate distribution reports within 5 seconds of data entry. The system prevents final posting of allocations if any input data is missing or inconsistent, displaying clear error messages specifying the affected allocation basis.	Demo or screenshot
GL-043	Must Have	The system shall support multiple	The system allows users to create multiple	Demo or screenshot

		allocation entries with different percentages and allow authorized users to modify those percentages before posting.	allocation entries for a single transaction, each with a distinct percentage that sums to 100%, and permits manual adjustment of these percentages before final posting; the system prevents saving if total allocation percentages do not equal 100%.	
GL-044	Must Have	The system shall provide configurable notifications when a line-item budget approaches a defined budget limit or threshold.	The system displays a configurable notification alert to users when a line-item budget reaches a predefined threshold percentage of its limit, and the alert updates in real-time as transactions are entered; verification includes adjusting the threshold settings and confirming alerts trigger accordingly without delay.	Demo or screenshot
GL-045	Must Have	The system shall preserve and maintain monthly budget amounts for prior periods when budget transfers or adjustments occur.	The system allows authorized users to adjust monthly budget amounts for prior periods after transfers and retains the original budget values; verification includes confirming that budget reports for prior periods reflect updated amounts without data	Demo or screenshot

			loss or overwriting of historical records.	
GL-046	Must Have	The system shall support configurable approval levels for budget increases that exceed defined thresholds relative to the prior-year budget.	The system allows users to set multiple budget increase thresholds. For instance, if the budget increase request exceeds the first threshold, a notification is sent to the appropriate Deputy Executive Director for approval; if the budget increase request exceeds the second threshold, a notification is sent to both the Deputy Executive Director and the Executive Director for approval.	Demo or screenshot
GL-047	Must Have	The system shall flag budget increases that exceed configurable thresholds and require additional documentation or approvals, with threshold configuration available to authorized Finance users without IT intervention.	The system flags budget line increases that exceed a configurable dollar and/or percentage threshold, triggering additional documentation and approval requirements. Finance team users can modify the threshold value(s) through an administrative interface without requiring IT support or code changes.	Demo or screenshot
GL-048	Must Have	The system shall route budget approvals	The system routes budget approval	Demo or screenshot

		sequentially through the Department Head, CFO, Deputy Executive Director, and Executive Director.	requests sequentially from Department Head to CFO, then Deputy ED, and finally ED, blocking further processing until each approval is recorded; if any approver rejects the request, the system returns it to the originator with a rejection reason and prevents advancement until resubmitted.	
GL-049	Must Have	The system shall allow Directors to mark a budget as completed and shall automatically notify Finance when completion is recorded.	The system allows Directors to mark a budget as completed, triggering an automatic notification sent to the finance department within 5 minutes; if the budget is not marked completed, no notification is sent. The system prevents further budget edits once marked completed and logs the action with timestamp and user ID.	Demo or screenshot
GL-050	Must Have	The system shall support multi-level approval of budget projections and shall restrict further changes after the applicable higher-level approval is completed.	The system requires sequential budget projection approvals from multiple defined organizational levels and prevents further edits once a higher-level approval is recorded; if any approver rejects the projection, the system returns it to the previous level for	Demo or screenshot

			revision and does not lock the budget until final approval is granted.	
GL-051	Must Have	The system shall route mid-year budget adjustments and transfers through a configurable approval workflow and notify the appropriate participants.	The system routes mid-year adjustment and transfer requests through a configurable approval workflow, sending notifications to each approver within 1 hour of task assignment; the system prevents posting of adjustments until all required approvals are completed. If an approver rejects a request, the system notifies the initiator immediately and halts further processing until resubmission.	Demo or screenshot
GL-052	Must Have	The system shall provide Balance Sheet, Profit and Loss, Cash Flow, and management reports that can be reported by applicable General Ledger segments.	The system generates Balance Sheet, Profit & Loss, Cash Flow, and management reports segmented by user-defined criteria within 5 minutes of request submission; reports accurately reflect data as of the selected reporting period and allow export in PDF and Excel formats.	Demo or screenshot
GL-053	Must Have	The system shall allow users to create, save, and reuse custom reports with columns	The system allows users to create, save, and reuse custom reports where columns	Demo or screenshot

		defined by selected General Ledger segments.	can be defined by selecting specific ledger segments; when generating a report, the system accurately displays data segmented according to user-defined column settings without errors.	
GL-054	Must Have	The system shall support report row designations based on selected dates or accounting periods.	The system displays row designations grouped accurately by specified dates or accounting periods when generating general ledger reports and updates these designations dynamically if date or period parameters are modified. The system prevents saving or exporting reports if row designations do not align with the selected date or accounting period filters and displays a clear error message.	Demo or screenshot
GL-055	Must Have	The system shall provide reports containing General Ledger transactions, budget transactions, or both, including comparative reporting between the two.	The system generates reports that display GL transactions, budget transactions, or both, with side-by-side comparisons; users select report type and date range, and the system accurately reflects data within 5 seconds of request.	Demo or screenshot

GL-056	Must Have	The system shall provide projection reports that combine actual results with budgeted amounts for remaining periods.	The system generates projection reports that combine actual financial data and budgeted amounts for all remaining periods within the fiscal year and displays totals by period and account category; verification includes comparing report outputs against source ledger and budget data for accuracy.	Demo or screenshot
GL-057	Must Have	The system shall provide the following 23 specified financial and budget reports: Cash Deposits Report, Account Details Report, Account Trial Balance, Bond Indebtedness Rollup, Budget & Encumbrance Report, Journal Entry Checklist, Budget vs Actual Report, Statement of Revenue & Expenses, Status of Revenue Bonds, Schedule of Operating Expenses, Schedule of Revenue Bonds, Statement of Cash Flows, Statement of Net Position, Statement of Revenues, Expenses & Changes in Net Position, Changes in Fiduciary Net Position,	The system generates each of the 23 specified financial and budget reports accurately within 5 minutes of request, matching predefined report templates and data fields; verification includes sample data comparison and format validation. Authorized users can generate reports at applicable detail and consolidation levels.	Demonstration and sample outputs for all 23 specified reports, including detail and consolidated reporting

		YTD Budget Report, Salary Projection, Budget Increase Form, Budget Book by location and department at both account detail and summary, Budget Book - Website Version, Encumbrance Report, Next Year Budget Report, Statement of Fiduciary net position-OPEB. The system shall support multiple levels of report consolidation.		
GL-058	Must Have	The system shall support export of General Ledger reports to Excel, PDF, and CSV formats.	The system exports General Ledger reports to Excel, PDF, and CSV formats within 10 seconds upon user request, preserving all data integrity and formatting; exported files open without errors in standard applications.	Demo or screenshot
GL-059	Must Have	The system shall support flexible financial reporting using any valid combination of General Ledger segments, including applicable account, fund, department, project, and reporting-period dimensions.	The system allows authorized users to generate and display financial reports using valid combinations of General Ledger segments, including detailed, summary, and consolidated reporting across applicable fiscal periods. Reports shall be generated within reasonable response times appropriate to the report's complexity	Vendor demonstration or screenshots showing financial report generation using multiple General Ledger segment combinations, including detailed and consolidated reporting, available report parameters, export functionality, and validation of invalid segment combinations.

			and underlying data volume, without requiring users to perform manual data extraction or reconciliation to produce the requested results. The system shall support configurable report parameters, allow users to view and export report results, and display a clear validation message when an invalid General Ledger segment combination is selected. Vendors shall disclose any material reporting performance limitations, data-volume restrictions, or additional configuration requirements associated with the proposed solution.	
GL-060	Must Have	The system shall enforce role-based access controls across General Ledger functions and data based on assigned user roles and permissions.	The system restricts access to general ledger functions based on assigned user roles, preventing users without appropriate roles from viewing or modifying GL data; verification includes testing multiple user accounts with different roles to confirm access	Demo or screenshot

			is granted or denied accordingly.	
GL-061	Must Have	The system shall maintain an immutable audit log for all General Ledger transactions, including the user, date and time, transaction type, and before-and-after values.	The system records and displays an audit log entry for every General Ledger transaction, capturing user ID, timestamp, transaction type, and before-and-after values; audit logs are accessible within 24 hours and cannot be altered or deleted by end users.	Demo or screenshot
GL-062	Must Have	The system shall serve as the system of record for financial approvals and shall prevent applicable transactions from posting until all required approvals are recorded in the system.	The system prevents transaction posting until all required approvals are recorded within the system and sends automated notifications to approvers when action is pending; if any approver rejects the transaction, the system marks it as rejected and notifies the originator with the rejection reason.	Demo or screenshot
PAY-001	Must Have	The system shall automatically receive employee data from the HRIS, including Employee Number, Name, Address, Pay Type, Schedule, Tax information, and Demographic information.	The system successfully ingests employee data from HRIS (including Employee No, Name, Address, Pay Type, Schedule, Tax, and Demographics) without manual data entry. The evaluator verifies the data matches the	Demo or screenshot

			source HRIS records exactly.	
PAY-002	Must Have	The system shall restrict the viewing, creation, editing, and deactivation of employee records based on assigned user roles and permissions.	The system restricts employee record views, additions, edits, and deactivations based on assigned user security roles. The evaluator verifies that unauthorized roles are prevented from accessing or modifying employee records.	Demo or screenshot
PAY-003	Must Have	The system shall enforce effective dates for employee changes so that changes take effect only on or after the specified effective date.	The system applies employee changes only on or after the specified effective date. The evaluator verifies that changes entered with future effective dates do not impact current payroll calculations.	Demo or screenshot
PAY-004	Must Have	The system shall maintain current federal, state, and local tax tables and calculation rules to reflect applicable tax legislation changes.	The system automatically updates tax tables and calculation rules to reflect current federal, state, and local tax legislation. Evaluator verifies tax calculations match the latest published rates without manual intervention.	Demo or screenshot
PAY-005	Must Have	The system shall support preparation, filing, and payment of required federal, state, and local payroll and income taxes.	The system generates and files required federal, state, and local income tax returns and payments. Evaluator verifies generated tax files meet agency formatting	Demo or screenshot

			requirements and are successfully transmitted.	
PAY-006	Must Have	The system shall support biometric and other time-entry methods for hourly employee clock-in and clock-out transactions.	The system captures clock-in and clock-out times for hourly employees via biometric or time-entry devices. The evaluator verifies that captured times are accurately reflected in the employee's timesheet.	Demo or screenshot
PAY-007	Must Have	The system shall automatically prepopulate standard work hours for salaried employees while allowing applicable PTO to be recorded.	The system automatically populates standard working hours for salaried employees while allowing manual recording of PTO. The evaluator verifies salaried timesheets default to standard hours and correctly deducts PTO when entered.	Demo or screenshot
PAY-008	Must Have	The system shall provide supervisors with a dashboard to review, edit, and approve employee time punches.	The system provides a dashboard for supervisors to review, edit, and approve employee time punches. The evaluator verifies approved time is locked from further employee edits and routed to payroll processing.	Demo or screenshot
PAY-009	Must Have	The system shall import time and labor data and apply applicable labor rates based on Work	The system imports time and labor hours and applies correct labor rates based on	Demo or screenshot

		Order, project, Capital Projects, Operating, Fixed Assets, and other configured accounting codes.	associated work orders, projects, Capital Projects, Operating, or Fixed Assets codes. Evaluator verifies calculated labor costs match expected rates for the assigned codes.	
PAY-010	Must Have	The system shall integrate with the HRIS to receive payroll-impacting employee changes, including new hires, transfers, promotions, terminations, benefit changes, and deductions.	The system receives automated updates from HRIS for new hires, transfers, promotions, terminations, benefit changes, and deductions. The evaluator verifies that payroll records automatically reflect these changes before the next payroll run.	Demo or screenshot
PAY-011	Must Have	The system shall support weekly, biweekly, semimonthly, annual, and ad hoc payroll periods.	The system processes payroll runs for weekly, biweekly, semi-monthly, annual, and ad hoc pay periods. The evaluator verifies that calculations and deductions are correctly prorated or applied based on the selected pay period frequency.	Demo or screenshot
PAY-012	Must Have	The system shall import hourly employee time data, including hours, earnings types, project codes, and General Ledger segments.	The system imports hourly employee time data, categorizing it by hours, earnings types, project codes, and GL segments. The evaluator verifies that	Demo or screenshot

			imported data maps correctly to the corresponding GL accounts and project codes.	
PAY-013	Must Have	The system shall allow payroll administrators to review and post salaried employee time using predefined templates.	The system allows payroll administrators to review and post salaried employee time using predefined templates. The evaluator verifies that posted template time accurately generates payroll records for the selected salaried employees.	Demo or screenshot
PAY-014	Must Have	The system shall calculate, track, and report PTO accruals and usage, including sick and vacation balances, according to defined organizational rules.	The system calculates, tracks, and displays PTO (Sick, Vacation, etc.) accruals and usage based on defined organizational rules. The evaluator verifies that accrued balances increase correctly per pay period and decrease accurately when PTO is used.	Demo or screenshot
PAY-015	Must Have	The system shall automatically allocate payroll expenses, employee withholdings, employer taxes, pension withholdings, and other applicable payroll costs to the appropriate departments.	The system automatically allocates payroll expenses, withholding, employer taxes, and contributions to the appropriate departments based on employee assignments. The evaluator verifies that generated GL entries	Demo or screenshot

			correctly distribute costs across departmental accounts.	
PAY-016	Must Have	The system shall calculate employee and employer pension contributions and support required reporting and file-upload processes.	The system calculates employee and employer pension contributions and generates required reporting or upload files. Evaluator verifies contribution amounts match defined pension rules and output files meet provider specifications.	Demo or screenshot
PAY-017	Must Have	The system shall automatically update General Ledger posting when employees transfer between departments or projects.	The system automatically updates GL posting rules when an employee transfers between departments or projects. The evaluator verifies that subsequent payroll runs post expenses to the new department or project accounts without manual GL adjustments.	Demo or screenshot
PAY-018	Must Have	The system shall integrate with banking processes to support automatic fund transfers to employees and tax agencies and shall also support manual check processing.	The system generates ACH files for direct deposit to employee bank accounts and tax agencies and supports manual check printing. The evaluator verifies that ACH files meet banking standards and that manual checks print with correct MICR and formatting.	Demo or screenshot

PAY-019	Must Have	The system shall generate and distribute W-2 forms to employees electronically, in print, or through other supported distribution methods.	The system generates and distributes accurate W-2 forms to employees electronically and/or via print. The evaluator verifies that W-2 box amounts correctly reconcile with year-to-date payroll earnings and deductions.	Demo or screenshot
PAY-020	Must Have	The system shall provide the following Payroll reports and filings: Payroll Tax Filing, Earnings, Payroll Journal, Medical Journal, Pension Contributions (RDR and FTP), Deduction, Sick/Vacation Accruals, Quarterly PA/NJ Tax, Annual PA/NJ/Federal Tax, and W-2 filings.	The system generates standard payroll reports including Tax Filing, Earnings, Payroll Journal, Medical Journal, Pension Contributions, Deductions, Accruals, and required state/federal tax filings. The evaluator verifies that reports pull accurate data and can be exported to standard formats (e.g., PDF, Excel).	Demo or screenshot
PAY-021	Must Have	The system shall enforce role-based access controls across Payroll functions and data based on assigned user roles and permissions.	The system enforces role-based access controls across all payroll functions and data. The evaluator verifies users can access only the screens, reports, and actions explicitly permitted by their assigned role.	Demo or screenshot
PAY-022	Must Have	The system shall maintain an immutable audit log for all Payroll	The system automatically logs all payroll transactions,	Demo or screenshot

		transactions, including the user, date and time, action performed, and before-and-after values.	capturing the user, timestamp, action performed, and before/after values. The evaluator verifies that audit logs cannot be altered and accurately reflect all changes made to payroll records.	
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5. Section 5: Engineering & Capital Projects

This section contains 85 requirements for the Engineering & Capital Projects department. Capital Projects is DRJTBC's most complex functional area and includes project planning, budgeting, approvals, construction tracking, change orders, retainage, multi-year reporting, and integration with the Financial and Fleet modules.

Req ID	Priority	Requirement Statement	Acceptance Criteria	Evidence Required
CAP-001	Must Have	The system shall be tightly integrated with the Purchasing, Fleet & Maintenance, Fixed Assets, Inventory, and Financial modules.	System, when an approved purchase requisition for a fleet part is converted to a PO, posts an encumbrance in Financials; receipt updates Inventory on-hand within 60 seconds; issuing the part to a Fleet work order decrements Inventory and posts work order costs to the linked asset using mapped GL accounts; and invoice posting converts the encumbrance to actuals and capitalizes to Fixed Assets when the configured capitalization threshold is \$5,000, with matching item, quantity, cost, fund, GL, and asset IDs across modules and no manual re-entry. If any required mapping (item-to-GL, asset, fund) is missing, the system blocks the transaction, displays a descriptive error, writes an audit log entry with user, time, and record IDs, and leaves no partial postings in Purchasing, Fleet	Architecture diagram and integration demonstration

			& Maintenance, Fixed Assets, Inventory, or Financials.	
CAP-002	Must Have	The system shall track consultant and contractor encumbrances, invoices, and internal labor expenditures through work order, Job Costing, Purchasing, and Accounts Payable, with project-level cost rollup.	The system captures consultant and contractor encumbrances, invoices, and internal labor expenditures and rolls them up to the applicable project, contract, cost category, and task line, as configured.	Demonstration of project cost rollup; transaction-data model narrative
CAP-003	Must Have	The system shall allow users to estimate and categorize each planned capital project across specific cost categories during the creation of the 10-year capital program.	The system supports multi-year planning with categorized estimates.	Demonstration of capital planning module
CAP-004	Must Have	The system shall support segregation of estimates into Design, Construction, CM/CI, Miscellaneous, and Task Order Assignment categories.	The system allows configuration of specific cost categories.	Screenshot of cost category configuration
CAP-005	Must Have	The system shall allow entry of work descriptions and attachment of estimates, technical	The system supports document attachments at the task and category level.	Demonstration of document attachment

		specifications, drawings, and related documents to each planned project/contract, specific to cost categories or task lines.		
CAP-006	Must Have	The system shall ensure that cost estimates, specifications, drawings, and attachments follow the project through to completion and allow for updates during the project lifecycle.	On every project status change (e.g., Initiation→Design→Construction→Close out), the system retains and displays within 5 seconds all previously linked cost estimates, specifications, drawings, and attachments in the project record with the same document IDs and downloadability and prevents deletion of any historical version. In any status prior to Closeout, a user with the Project Editor role can upload a new version only after entering a mandatory change reason; the system assigns the next sequential version number, captures the user ID and timestamp, and keeps prior versions read-only and visible in the audit log. When status is Closeout, system blocks uploads/edits to these documents, shows “Project is closed—documents are read-only,” and records the blocked attempt (user, time, document, action) in an immutable audit log.	Demonstration of document lifecycle
CAP-007	Must Have	The system shall allow escalation of project costs (adjustments for inflation) for each year of the 10-year capital program.	The system allows users to apply a configurable inflation percentage to future year cost estimates within the 10-year capital program, automatically recalculating the projected costs.	Demonstration of cost escalation feature
CAP-008	Must Have	The vendor shall import active and historical projects,	The system successfully imports and displays historical project data, transactions, and documents dating	Data migration plan

		related transactions, documents, and relevant data (dating back to 1999) at go-live.	back to 1999, maintaining data integrity and relationships.	
CAP-009	Must Have	The system shall allow the engineering team to assign and estimate individual tasks, make them accessible to other departments, and roll them up to cost categories.	The system supports task creation, assignment, and rollup.	Demonstration of task management
CAP-010	Must Have	The system shall support estimating, reporting, and consolidation of all task lines and cost categories for a single project/contract or across multiple projects/contracts.	The system generates a consolidated report that aggregates task lines and cost categories across multiple selected projects and contracts, displaying accurate totals.	Demonstration of program-level reporting
CAP-011	Must Have	The system shall support entering notes and comments for individual task lines as well as project-related notes.	The system allows users to enter, edit, and save notes and comments on individual task lines and at the overall project level; saved notes are immediately visible upon reopening the task or project and are stored with a timestamp and user ID. The system prevents saving empty notes and displays an error message if a user attempts to do so. Verification includes creating, updating, and retrieving notes for multiple tasks and the project, confirming audit trail entries for each note action.	Screenshot of note fields

CAP-012	Must Have	The system shall allow a Project Manager to create/update a planned project and route it for approval by the Program Area Manager and Chief Engineer.	The system supports multi-step approval workflows for planned projects.	Demonstration of approval workflow
CAP-013	Must Have	The system shall support the quick conversion of a planned project (and all associated records/documents) to an active project and associated contracts after Commissioner approval and funding.	The system successfully converts a planned project record into an active project record upon approval, retaining all attached documents and historical data without requiring manual reentry.	Demonstration of project conversion
CAP-014	Must Have	The system shall support adding or modifying the current capital program, initiating a new capital program approval workflow, and commission approval.	The system supports program revisions and re-approval.	Demonstration of program modification
CAP-015	Must Have	The system shall allow users to assign individual or multiple contract numbers to a project, reflecting all third-party vendors associated with capital project delivery.	The system supports a one-to-many relationship between projects and contracts.	Demonstration of contract assignment

CAP-016	Must Have	The system shall ensure that converting a planned project to an active project makes it available to other integrated modules (Accounts Payable, Purchasing, General Ledger, Fixed Assets).	Upon converting a planned project to Active, system records the activation timestamp and publishes a ProjectActivated data event; within 5 minutes integration logs show successful receipt by AP, Purchasing, GL, and FA, the project appears in each module's lookups, and \$1 test transactions (invoice line, requisition/PO encumbrance, journal, asset addition) are accepted and post to GL with the project reference visible on the journal lines. If required cross-module attributes are incomplete, system prevents activation, displays the specific missing fields, writes an audit entry with user/time/error, does not publish the activation event, and the project is not selectable in any module.	Demonstration of cross-module availability
CAP-017	Must Have	The system shall allow vendor invoice processing and coding to a project, multiple projects, contract cost categories, or specific task lines.	On invoice entry, the system allows each invoice line to be split into two or more distributions coded by project, task, and contract cost category using amounts or percentages, and prevents save/post until the distributions total exactly the line amount or 100%. The system validates that each project, task, and contract cost category is active and valid for the associated project/contract as of the invoice date, displaying a specific error for any invalid or inactive code. On post, system creates separate project/contract/GL distribution records per allocation and the invoice drill-down displays the allocations by project, task, and cost category with no unassigned balance.	Demonstration of invoice coding
CAP-018	Must Have	The system shall allow direct labor entries against a	The system supports timesheet entry against specific project tasks.	Demonstration of labor entry

		project, cost category, or specific task lines.		
CAP-019	Must Have	The system shall allow material receipts and corresponding vendor invoices to be tracked against a project, cost category, or specific task lines.	When a user records a material receipt against a PO line coded to a Project, Cost Category, or Task, the system carries those codes to the receipt line and any matched vendor invoice line and displays them in line-level detail and inquiry results. The system prevents invoice posting and logs an exception (user, timestamp, before/after values) if any code present on the PO/receipt is missing or differs on the invoice.	Demonstration of material receipt tracking
CAP-020	Must Have	The system shall allow reporting of budgets, estimates, actuals, and variances for a project, a collection of projects, all projects, cost categories, or specific task lines.	The system generates budget vs. actual reports at multiple levels.	Sample financial report
CAP-021	Must Have	The system shall support Inception-to-Date (ITD) and Year-to-Date (YTD) reporting of budgets, estimates, actuals, and variances across multiple years, including past actuals and future estimates.	The system generates ITD and YTD reports spanning multiple fiscal years.	Sample multi-year report
CAP-022	Must Have	The system shall allow users to set up capital project templates for	The system supports creating and using project templates.	Demonstration of template usage

		commonly used projects, with the ability to edit/override parameters for each specific project.		
CAP-026	Must Have	The system shall support reopening and editing closed jobs/projects/work orders.	Authorized users can re-open closed records.	Demonstration of re-opening a record
CAP-027	Must Have	The system shall support ease of data entry for activities such as direct labor entry, enabling non-technical users to quickly transact within the system.	For a standard user account (no admin permissions), system records and submits a single direct labor entry on desktop and mobile in no more than 5 clicks or taps and with no more than 5 required fields; missing or invalid values (e.g., hours less than 0 or greater than 24, missing date or job) display inline error messages within 1 second and prevent submission. On success, the system displays confirmation, and the new entry appears in the user's Recent Labor list within 2 seconds. From the same screen, the system allows the user to edit or delete the entry in no more than 2 clicks or taps and displays a confirmation prompt before deleting.	Demonstration of labor entry interface
CAP-028	Must Have	The system shall include, or be fully compatible with, a standardized Project Management Information System (PMIS) for capital project delivery; provide authorized agency personnel and authorized external project	Vendor demonstrates role-appropriate access for authorized internal and external project stakeholders and bi-directional synchronization of defined capital program, project, contract, financial, status, and document-reference data without manual file uploads. The demonstration shows data mapping, synchronization timing, error handling, reconciliation, and auditability.	Live PMIS integration demonstration; interface architecture and data-object mapping; synchronization, error-handling, and reconciliation

		stakeholders with role-appropriate access; and support seamless bi-directional ERP/PMIS data exchange.		narrative; comparable public works implementation references demonstrating operation of the proposed ERP and PMIS together
CAP-029	Must Have	The system shall track the construction, retrofit, and/or repair progress, schedule, inspections, and certifications for each unique project.	The system tracks progress and inspection milestones.	Demonstration of progress tracking
CAP-030	Must Have	The system shall allow a new Project No. to be assigned at the onset of a project, with individual Contracts assigned within the project that align with Prime Contractor contracts.	The system supports parent-child relationship between projects and contracts.	Demonstration of project hierarchy
CAP-031	Must Have	The system shall ensure that assets created, retrofitted, or repaired are fully integrated with Purchasing, Fleet & Maintenance, Fixed Assets, and Financial modules.	The system shall automatically create a corresponding Fixed Asset record and update Financial module balances when a new asset is created, retrofitted, or repaired in the Purchasing or Fleet & Maintenance modules.	Demonstration of asset integration
CAP-032	Must Have	The system shall track Geographic	For applicable bridge assets, the system displays configurable GIS, age,	Demonstration of GIS and

		Information System (GIS) data, age, condition, and other attributes of selected assets and infrastructure items, including pertinent information needed to support Federal Highway Administration National Bridge Inspection Standards (NBIS) and the transition to Specifications for the National Bridge Inventory (SNBI) for applicable bridge assets.	condition, inspection, and NBIS/SNBI-relevant attributes; records updates with user and timestamp; and produces a filterable report or export using the configured attribute set.	bridge-attribute tracking; bridge data dictionary or configuration example; sample report or export
CAP-033	Must Have	The system shall allow users to enter contractor invoices and code them to the relevant Project, Contract, Cost Category, Task Line, Location, and Asset.	The system allows entry of contractor invoices where each invoice line includes validated picklists for Project, Contract, Cost Category, Task Line, Location, and Asset, supports different values per line, and blocks save/post with clear field-level errors if any required value is missing, inactive, or an invalid Project–Contract pairing is selected. After successful post, the invoice distribution report shows all six codes on each line exactly as entered.	Demonstration of invoice coding
CAP-034	Must Have	The system shall route entered invoices through an approval workflow to the appropriate approvers.	The system supports configurable invoice approval routing.	Demonstration of invoice workflow
CAP-035	Must Have	The system shall notify approvers of pending invoice	The system triggers an automated email or SMS notification to the designated approver immediately when	Demonstration of notifications

		approvals via email, text, or other electronic means outside of the system.	an invoice is routed to their queue for approval.	
CAP-036	Must Have	The system shall ensure that payment for invoices is only allowed after the approval workflow has been completed.	The system blocks payment of unapproved invoices.	Demonstration of payment control
CAP-039	Must Have	The system shall provide or integrate with a procurement software solution for all Commission sourcing, contracts, and supplier management.	The system provides a dedicated module with verified integration to manage the full procurement lifecycle, including sourcing, contract creation, and supplier performance tracking.	Demonstration of procurement module
CAP-040	Must Have	The system shall allow potential vendors to self-register and complete a DRJTBC Supplier Registration.	The system provides a public-facing vendor registration portal.	Demonstration of vendor portal
CAP-041	Must Have	The system shall support creating and publishing procurement solicitations and related requirements.	The system supports publishing RFPs/bids to a public portal.	Demonstration of solicitation publication
CAP-042	Must Have	The system shall allow potential vendors to submit proposals/bids and attach related	The system provides an external-facing portal where vendors can securely upload proposal documents and submit bids, generating a confirmation receipt upon successful submission.	Demonstration of proposal submission

		documents through the system.		
CAP-043	Must Have	The system shall support converting authorized proposals/bids into a capital project, contract, purchase order, or vendor agreement, including storage of related documents.	The system allows an authorized user to convert an approved proposal or bid into an active capital project, contract, or purchase order with a single action, carrying over all related documents and data without manual re-entry.	Demonstration of award conversion
CAP-044	Must Have	The system shall support integration with DRJTBC's document management system.	The system successfully pushes and pulls documents and metadata to and from DRJTBC's existing document management system via API or standard integration.	Demonstration of document integration
CAP-045	Must Have	The system shall control access to engineering documents, attachments, and drawings using permissions and rights.	The system enforces role-based access to documents.	Demonstration of document security
CAP-046	Must Have	The system shall support website notifications of all current and anticipated procurement opportunities.	The system displays all current and anticipated procurement opportunities on a publicly accessible website, updated in real-time or within one hour of entry into the procurement system. Users can subscribe to receive automated notifications via email or SMS for new or updated opportunities based on selected criteria. Administrators can verify notification delivery logs and audit the accuracy and timeliness of published opportunities through an admin dashboard.	Demonstration of website notifications

CAP-047	Must Have	The system shall support tracking of outbound requests for bids/RFPs, inbound proposals, and various methods to compare, measure, and select project awards.	The system provides tools for bid comparison and scoring.	Demonstration of bid evaluation tools
CAP-048	Must Have	The system shall provide reporting capabilities including dashboards, ad hoc reporting, GIS/data export, drill-down functionality, mobile accessibility, and integration with scheduling/asset/document systems.	The system provides a suite of reporting tools, including customizable dashboards, ad hoc report creation, data export capabilities (e.g., CSV, Excel), and drill-down functionality from summary to detail records.	Demonstration of reporting capabilities
CAP-049	Must Have	The system shall generate standard reports including a 2-Year Capital Plan with expected expenditures and vehicles/equipment; the 10-Year Capital Program; a Project Master List with Contract List, Capital Project List, and Yearly Unforeseen Projects Tracking; Capital Cash Flow Projections; Capital Projects in Progress (CIP); Capital Expenditures;	System generates each listed report or dashboard using current project data, supports user-authorized filtering and export, and produces report totals that reconcile to the underlying project, contract, task, and financial transaction detail.	Report catalog; live demonstration; sample output for each report or dashboard; reconciliation approach

		Consultant Contract Awards; Task Threshold Variances; a Lane Closure Report/Dashboard; and Labor Scheduling Reports/Dashboard.		
CAP-050	Must Have	The system shall provide configurable dashboards including Capital Program Dashboard, Project Health Dashboard, Geographic Program Reports, and KPI Scorecards.	The system provides configurable dashboard views, including a Capital Program Dashboard, Project Health Dashboard, Geographic Program Reports, and KPI Scorecards, populated with real-time project data.	Demonstration of dashboards
CAP-051	Must Have	The system shall provide capital financial reports including: (a) Budget vs Actual by project, contract, task, funding source, fiscal year, and district; (b) Encumbrance Report with open commitments, remaining balances, pending invoices, and contract capacity remaining; (c) Expenditure Detail by all cost codes rolled up to Design, Construction, Construction Management/Constr	For a Commission-defined capital project set, the system produces each listed report on demand and exports the same result set to Excel and PDF. Budget vs Actual supports filters for project, contract, task, funding source, fiscal year, and district. The Encumbrance Report shows open commitments, remaining balances, pending invoices, and contract capacity. Expenditure Detail displays each cost code and the required rollups. Forecast at Completion shows current estimate, estimate to complete, and anticipated variance. Invoice Tracking shows submitted, approved, paid, aging, and retainage status and amounts.	Live demonstration and sample outputs for all five report types, including filter selections and Excel/PDF exports

		uction Inspection, Miscellaneous, and Task Order Assignment categories; (d) Forecast at Completion with current estimate, estimate to complete, and anticipated overrun/underrun; and (e) Invoice Tracking by submitted, approved, paid, aging, and retainage balance.		
CAP-052	Must Have	The system shall provide project delivery reports including Project Progress, baseline versus current schedule, Earned Value Management (EVM), Milestone Tracking, Construction Progress, and Contractor Performance.	The system generates project-delivery reports for a selected project or portfolio showing baseline and current schedule dates/percent complete, variance, milestone status, EVM measures, construction progress, and contractor performance. Users can drill down to project, contract, schedule activity, and source transaction detail and export to Excel or PDF.	Demonstration and sample Project Delivery report showing baseline-versus-current schedule comparison and required drill-down/export
CAP-053	Must Have	The system shall provide Environmental Compliance Reports including permit status, mitigation commitments, Stormwater Pollution Prevention Plan (SWPPP) /	The system captures permits, mitigation commitments, SWPPP inspection records, responsible parties, due dates, status, and supporting documents by project or contract. It generates environmental compliance reports that flag overdue, missing, or non-compliant items and support export to Excel or PDF.	Demonstration and sample Environmental Compliance report with permit, mitigation, and SWPPP

		SWPPP inspections, and related environmental compliance obligations.		inspection records
CAP-054	Must Have	The system shall allow users to create ad hoc reports without coding, filter by various parameters (date, vendor, PM, project, task, etc.), and export data via API.	The system allows an authorized user to create a custom report by selecting fields, applying filters (e.g., date, vendor, PM, project, task), and exporting the resulting dataset via API, without requiring any custom code.	Demonstration of ad hoc reporting
CAP-055	Must Have	The system shall support tracking, storing, and reporting of drone flight logs, flight data, and maintenance logs.	System requires and validates pilot, drone ID, flight date/time, duration, takeoff/landing GPS coordinates, and battery cycle count for flight logs, and maintenance type/date and meter reading for maintenance logs; on save it records user/timestamp and appends immutable entries to the associated drone's history and prevents save with field-level error messages if any required data is missing or invalid. Running a Drone Activity report filtered by drone ID and date range returns those entries with columns (flight date/time, pilot, duration, GPS start/end, battery cycles, maintenance type/date) and completes CSV and PDF export within 10 seconds for up to 1,000 records. For each flight log, the system accepts a telemetry file attachment up to 20 MB in CSV or TXT, confirms successful upload, provides download from the flight record, and displays a clear error for unsupported formats or oversized files.	Demonstration of drone tracking

CAP-056	Must Have	The system shall support tracking, storing, and reporting of Building Management System data, including HVAC, lighting, high-temperature, and smoke/fire detection systems, and shall notify users of significant events.	The system shall receive data feeds from the Building Management System (HVAC, lighting, fire detection) and generate automated alerts to designated users when predefined significant events occur.	Demonstration of BMS integration
CAP-057	Must Have	The system shall support tracking, storing, and reporting of utility-crossings data, including technical specifications, by bridge, location, and/or customer.	The system allows users to enter, update, and store utility crossing data, including technical specifications, linked to specific bridges, locations, or customers. Users can generate reports filtered by bridge, location, or customer that accurately display all stored utility crossing details. System prevents saving incomplete records by validating required fields before submission.	Demonstration of utility tracking
CAP-058	Must Have	The system shall support tracking, storing, and reporting of tasks and assignments to legal counsel, with a tracking number assigned to each authorized matter.	When an authorized matter is created, the system auto-generates an immutable, globally unique matter tracking number and prevents saving any legal task or counsel assignment unless it is linked to an active authorized matter, displaying a blocking error if the matter is inactive/unauthorized or the link is missing. The system stores assignment details (assigned counsel, description, due date, status, attached documents) and records an audit trail of create/update/close actions, with user and timestamp viewable by administrators. System generates, within 5 seconds for up to 5,000 records, a filterable report by date	Demonstration of legal tracking

			range and matter that lists all tasks/assignments with their associated matter tracking numbers and statuses, and the CSV export row count matches the on-screen total.	
CAP-059	Must Have	The system shall support tracking, storing, and reporting of Electronic Security Systems incidents, including repair or replacement of cameras, access points, radios, and other Electronic Security Systems equipment.	System saves an ESS incident only when asset type (camera/access point/radio), location, incident date/time, action (repair or replacement), and description are provided; on save it assigns a unique ID, writes created/updated timestamps, and the incident appears in the incident log within 5 seconds, while attempts to save with any required field blank display field-level errors and do not create a record. After creating three test incidents (one camera, one access point, one radio) dated within the same week, the Incident Report filtered by that week and by each asset type returns exactly the matching incidents, the on-screen totals equal the detail rows, the CSV export contains the same rows and columns, and all records remain searchable and viewable for at least 365 days.	Demonstration of incident tracking
CAP-060	Must Have	The system shall support tracking, storing, and reporting of facility reservations, including insurance and related information.	On creation/update of a facility reservation, the system captures and stores facility ID, start/end date/time, requester, and insurance details (insurer, policy number, liability limits, COI expiration date) with a COI document upload, and records user and timestamp for all status and insurance changes in an audit log. System prevents submission/approval of a reservation and displays a descriptive error if required insurance is missing or the COI expiration date is earlier than the reservation end date	Demonstration of facility reservations

			and allows submission once valid insurance is recorded. System produces a downloadable CSV report for a selected facility and date range that lists reservation ID, requester, status, and COI expiration date with a Valid/Expired flag, and the report's records and values match the on-screen filtered list exactly.	
CAP-061	Must Have	The system shall support tracking, storing, and reporting of technical specifications, maintenance logs, inspection logs, and applicable NBIS/SNBI-relevant information for each bridge.	The system provides a dedicated record for each bridge that stores and reports on technical specifications, maintenance logs, and inspection history.	Demonstration of bridge management
CAP-062	Must Have	The system shall support tracking, storing, and reporting of vehicle and equipment reservations.	The system allows users to create, modify, and cancel vehicle and equipment reservations, capturing date, time, and user details; reservation records are stored securely and retrievable via search filters. The system generates reports summarizing reservations by vehicle/equipment type, date range, and user, and prevents double-booking by blocking overlapping reservations. Verification includes creating a reservation, attempting a conflicting reservation, modifying and canceling reservations, and generating a report that accurately reflects all current and past reservations.	Demonstration of vehicle reservations
CAP-063	Must Have	The system shall support tracking, storing, and	System records special-permit vehicle attributes and associated customer requests, validates required fields	Demonstration of special-permit vehicle

		reporting of special-permit vehicles and associated customer permit requests, including vehicle length, width, height, axle count, and explosive and/or hazardous cargo.	before save, and provides reports filterable by the captured vehicle and permit attributes.	tracking; sample permit report
CAP-064	Must Have	The system shall support tracking, storing, and reporting of truck permits and associated customer permit requests, including vehicle length, width, height, axle count, and explosive and/or hazardous cargo, and shall provide self-service permit access through a website or equivalent customer-facing technology.	System supports customer-submitted truck permit requests, captures all required vehicle attributes, validates required fields, provides status visibility to the requesting customer, and provides an authorized user report of submitted and issued permits.	Demonstration of truck-permitting workflow and customer access; sample permit report
CAP-065	Must Have	The system shall support a capital planning structure that can represent a rolling 10-year capital program and a current two-year approved capital plan.	The system provides a hierarchical planning structure that allows users to define and view a rolling 10-year capital program alongside the detailed, approved 2-year capital plan.	Demo scenario; configuration approach; reporting examples
CAP-066	Must Have	The system shall support project, contract, invoice,	The system links capital projects to their associated contracts, invoices, vendors, and GL/project codes,	Demo; data model

		vendor, and GL/project-code relationships for capital projects, including reporting from summary level to transaction detail.	allowing users to generate reports that drill down from the summary project level to individual transaction details.	narrative; sample report
CAP-067	Must Have	The system shall provide an Executive Portfolio & Program Dashboard displaying total programmed budget, obligated funds, actual expenditures, forecast at completion, variance, and projects by phase.	Dashboard is configurable and displays real-time roll-ups of project financial and schedule data.	Screenshot or demo of portfolio dashboard
CAP-068	Must Have	The system shall provide a Project Health Dashboard tracking green/yellow/red status, schedule and cost variance, change order exposure, claims/disputes, risk indicators, and outstanding invoices with time in approval queue.	The dashboard displays each required indicator at project and portfolio levels, including the count and age of outstanding invoices by approval-queue status, and allows drill-down to the applicable project or invoice detail.	Demonstration of project health indicators and invoice queue aging; sample dashboard output
CAP-069	Must Have	The system shall provide Funding Utilization Reports tracking federal/state/local expenditures, grant	Report accurately separates funding sources and calculates remaining eligible balances.	Sample funding utilization report

		balances, funding burn rates, expiration risks, and match requirements.		
CAP-070	Must Have	The system shall support Geographic Program Reports with GIS map-based reporting showing projects by bridge, lane miles improved, bridges rehabilitated, safety improvements by region, municipality, district, and asset type.	The system integrates with GIS or provides native mapping of project locations and produces the required geographic program views and reports with user-authorized filtering and export.	Demonstration of GIS or mapping reporting capabilities; sample geographic program report
CAP-071	Must Have	The system shall provide KPI Scorecards tracking on-time delivery %, on-budget delivery %, average change order %, construction inspection productivity, invoice processing cycle time, and consultant utilization.	KPIs are calculated automatically from system data without external manual calculation. The scorecard defines numerator, denominator, reporting period, and source data for each measure; supports drill-down to project, contract, invoice, inspection, and consultant records; and exports to Excel or PDF.	Demonstration of KPI Scorecard configuration, calculations, drill-down, and sample export for all required measures
CAP-072	Must Have	The system shall support Earned Value Management (EVM) metrics including Cost Performance Index (CPI), Schedule Performance Index (SPI), and Earned Value, Planned	System ingests or records approved schedule progress and financial baseline data and calculates CPI, SPI, EV, PV, and AC by applicable project and reporting period, with drill-down to source data.	Live demonstration; sample EVM report or dashboard; calculation and data-source narrative

		Value, and Actual Cost (EV/PV/AC) calculations.		
CAP-073	Must Have	The system shall provide Milestone Tracking Reports for standard project phases including NEPA permit approval, final design, utility clearance, non-NEPA permitting, ROW acquisition, letting/advertise/procure, Notice to Proceed, substantial completion, and final acceptance.	System generates an on-demand Milestone Tracking report for a user-selected portfolio and as-of date that lists each project with all required milestones, planned date, actual date, and variance in days; flags overdue milestones; supports up to 500 projects within 10 seconds; and exports the same result set to CSV. Missing required milestones display as Missing and are logged with project ID, milestone, user, and timestamp.	Demonstration of milestone tracking; sample report and CSV export; audit-log example
CAP-074	Must Have	The system shall provide Construction Progress Reports tracking daily quantities, installed quantities, pay quantities, and work completed by pay item.	The system links field quantity tracking directly to the pay estimate/invoice generation process.	Demo of quantity tracking to payment workflow
CAP-075	Must Have	The system shall provide Federal & Grant Compliance Reports including FHWA Federal Aid Billing; IBE/DBE/SBE participation goals versus attainment, payments to IBEs, and contractor compliance; Davis-Bacon certified	The system captures the required compliance data points and generates reports showing each listed Federal and grant compliance element by project, contract, contractor, funding source, and reporting period, as applicable. Reports identify missing or expired documentation and allow export to Excel or PDF.	Sample and live demonstration of FHWA, IBE/DBE/SBE, certified payroll/wage, and Buy America/BABA reports, including material-

		payroll and wage-compliance status; and Buy America/BABA material-sourcing documentation and waiver tracking.		source and waiver records
CAP-076	Should Have	The system should provide Transportation-Specific Reports including pay item quantity overruns/underruns, force account tracking, utility relocation status, and ROW parcel acquisition status.	The system includes data structures to track these specific transportation project elements.	Narrative description of transportation-specific capabilities
CAP-077	Must Have	The system shall ensure the ERP acts as a single source of truth connecting schedule, scope, funding, and contract status, and actual field progress to prevent discrepancies between finance and construction reporting.	Upon approval of a field progress entry that increases a referenced schedule activity and contract line item by $\geq 1\%$, system updates the schedule percent complete, contract status, and funding drawdown, creates a single linked transaction ID visible in both construction and finance modules within 15 minutes, and same-date finance and construction reports for the affected scope show identical percent complete and cost-to-date (variance = 0). If the progress entry is rejected or would exceed the available funding for the linked source, no updates propagate, any related invoice/payment request is blocked with an on-screen error citing "missing approval" or "funding exceeded," and the attempt is recorded in the audit log with user, timestamp, and data elements referenced.	Demo of unified project status report

CAP-078	Must Have	The system shall provide Change Order Financial Reports that track approved change orders, pending change orders, change order percentage vs. contract value, and funding impacts.	The system generates change order reports with approved/pending status, percentage calculations against original contract value, and funding impact summaries; reports are filterable by project, contract, and date range.	Demo of change order report generation; sample report output showing all required data fields
CAP-079	Must Have	The system shall provide Project Risk Register Reports tracking open risks, mitigation actions, and probability/impact scoring for capital projects.	The system maintains a risk register per project with probability/impact scoring, mitigation action tracking, and status reporting; risks are reportable across the portfolio.	Demo of risk register functionality; sample risk report with scoring matrix
CAP-080	Must Have	The system shall provide Claims & Disputes Reports tracking pending claims, time impact analyses, and settlement status for capital projects.	The system tracks claims with time impact analysis, settlement status, and financial exposure; reports are filterable by project, contractor, and status.	Demo of claims tracking and reporting; sample claims report output
CAP-081	Must Have	The system shall provide work order reports tracking open/closed work orders, response times, and crew productivity for capital project maintenance activities.	System generates work order reports showing open/closed status, response time metrics, and crew productivity measures; reports support date range and crew filtering.	Demo of work order reporting; sample report showing required metrics
CAP-082	Must Have	The system shall provide Asset Lifecycle Reports	System generates asset lifecycle reports with condition ratings, age tracking, and remaining service life	Demo of asset lifecycle reporting;

		tracking pavement condition, bridge ratings, asset age, and remaining service life for Commission infrastructure.	projections; reports are filterable by asset type, location, and condition threshold.	sample report showing condition and service life data
CAP-083	Must Have	The system shall provide Procurement Pipeline Reports tracking upcoming solicitations, bid status, and evaluation status for capital project procurements.	System generates procurement pipeline reports showing solicitation schedule, bid receipt status, and evaluation progress; reports support filtering by project, procurement type, and timeline.	Demo of procurement pipeline reporting; sample report output
CAP-084	Must Have	The system shall provide Contractor Performance Reports tracking timeliness, cost control, safety incidents, quality issues, contractor-specific IBE/DBE compliance, claims history, Job Order Contractor (JOC) spending, and Job Order Contract status.	The system generates contractor performance reports that can be filtered by contractor, project, contract, and time period. Each report shows schedule/timeliness, cost-control indicators, safety incidents, quality issues, IBE/DBE participation and compliance for the contractor, claims history, JOC spending, and Job Order Contract status, with drill-down to supporting records.	Demonstration and sample Contractor Performance report containing all required fields and supporting-record drill-down
CAP-085	Must Have	The system shall provide Consultant Utilization Reports tracking task order spending, contract ceilings, and small business participation for	System generates consultant utilization reports showing task order spending against contract ceilings, remaining capacity, and small business participation metrics; reports support filtering by consultant, contract, and time period.	Demo of consultant utilization reporting; sample report output

		professional services contracts.		
CAP-086	Must Have	The system shall provide Labor Utilization Reports tracking hours by project, overtime, and labor class for internal staff assigned to capital projects.	System generates labor utilization reports showing hours charged by project, overtime hours, and labor class breakdowns; reports support filtering by employee, project, and pay period.	Demo of labor utilization reporting; sample report output
CAP-087	Must Have	The system shall provide Resource Loading Reports tracking Project Manager workloads, inspector assignments, and forecast staffing gaps for the capital program.	System generates resource loading reports showing PM workloads, inspector assignment coverage, and staffing gap forecasts; reports support portfolio-level and individual-level views.	Demo of resource loading reporting; sample report output
CAP-088	Must Have	The system shall provide Time Charging Compliance Reports identifying invalid charges, missing timesheets, and budget overruns for capital project labor tracking.	System generates time charging compliance reports flagging invalid charges, missing timesheets by employee and period, and labor budget overruns; reports support automated alerts for non-compliance.	Demo of time charging compliance reporting; sample report with exception flagging
CAP-089	Must Have	The system shall provide configurable Dashboards & Analytics capabilities including role-based reporting, drill-down analytics, self-service BI tools, configurable KPIs,	System demonstrates each listed analytics capability: role-based access, drill-down from summary to detail, self-service report creation, KPI configuration, multi-format export, GIS map integration, scheduled distribution, mobile access, API data access, ad hoc report builder, trend analysis over multiple fiscal years,	Demo of each analytics capability; configuration screenshots showing role-based access, scheduled reports, and

		export to Excel/PDF/Power BI, GIS integration, scheduled email reports, mobile dashboards, API access, configurable report writer, historical trend analysis, configurable fiscal calendars, full audit traceability, and role-based security for all capital project reporting.	fiscal calendar configuration, and audit trail on all report access/changes.	fiscal calendar setup
CAP-090	Must Have	The vendor shall document and support the specialty-system integrations addressed by CAP-055 through CAP-064 through a controlled interface inventory that identifies each external system, data objects, system of record, direction, frequency, permitted method, error handling, reconciliation, security, and operational owner.	For each specialty system addressed by CAP-055 through CAP-064, the vendor completes the CAP-090 Interface Inventory and demonstrates or documents the proposed data flow. Each inventory record identifies source and target systems, data objects, system of record, direction, frequency, integration method, authentication/security approach, error notification, reconciliation procedure, operational owner, dependency, and cost-impact reference. The approach supports auditability and does not weaken the RFP United States data-residency requirement.	Completed CAP-090 Interface Inventory for CAP-055 through CAP-064; integration architecture/data-flow diagram; sample data mapping; error-handling and reconciliation narrative; implementation dependencies and cost-impact reference; and comparable implementation evidence. Do not include pricing amounts in the technical submission

6. Section 6: Purchasing & Procurement

This section contains 49 requirements for the Purchasing & Procurement department, addressing requisitions, purchase orders, vendor management, solicitations, receiving, and P-Card processing.

Req ID	Priority	Requirement Statement	Acceptance Criteria	Evidence Required
PUR-001	Must Have	The system shall allow authorized users to create new vendor records.	User can create a new vendor record with all required fields.	Screenshot of vendor creation screen
PUR-002	Must Have	The system shall allow authorized users to edit existing vendor records.	User can edit an existing vendor record and save changes.	Screenshot of vendor edit screen
PUR-003	Must Have	The system shall enforce role-based access controls (RBAC) for adding or editing vendor records.	The system restricts vendor creation/editing to specific roles.	RBAC configuration documentation
PUR-004	Must Have	The system shall allow users to import and attach documents (W9, IBE, contracts, insurance, legal) directly to the vendor record.	User can upload and view PDF/Word attachments on the vendor record.	Screenshot of document attachment feature
PUR-005	Must Have	The system shall capture and store core vendor details including Name, Type (Prime, Sub, etc.), Address, Contact Name(s), and Contact details.	Vendor record contains all specified fields.	Data dictionary or screenshot of vendor record

PUR-006	Must Have	The system shall capture and store compliance and financial details including IBE Status, 1099 Status, Contract/Insurance Documents, and ACH/Banking Info.	Vendor record contains all specified compliance and financial fields.	Data dictionary or screenshot of vendor record
PUR-007	Must Have	The system shall support the ability to add and group user-defined fields (UDFs) across all data tables and forms.	Admin can create a UDF and expose it on a standard form.	UDF configuration documentation
PUR-008	Must Have	The system shall automatically generate unique vendor codes for easy identification.	When a new vendor record is created, the system automatically generates and assigns a unique alphanumeric vendor code that does not duplicate any existing codes. The system prevents saving the vendor record if the generated code conflicts with an existing code and logs the error for audit purposes. Verification includes creating multiple vendor records consecutively and confirming each has a distinct code immediately visible in the vendor list and audit logs.	The system documentation on auto-numbering
PUR-009	Must Have	The system shall prevent the creation of duplicate vendor records based on matching criteria (e.g., Tax ID or Name).	The system warns or blocks creation of a vendor with an existing Tax ID.	Duplicate prevention documentation
PUR-010	Could Have	The system could generate Purchase Requisitions (PRs)	The system allows a user to select an approved vendor quote and automatically generates a Purchase	Workflow documentation

		directly from approved vendor quotes.	Requisition populated with the quote's line items and pricing.	
PUR-011	Must Have	The system shall generate Purchase Orders (POs) directly from approved Purchase Requisitions.	The system automatically generates a Purchase Order from an approved Purchase Requisition, carrying over all line items, quantities, and pricing without requiring manual data entry.	Workflow documentation
PUR-012	Must Have	The system shall allow quotes and other related documents to be attached to Requisitions, POs, and related purchase documents.	The system allows users to upload and attach multiple file types (e.g., PDF, DOCX) to Purchase Requisitions and Purchase Orders, and verifies the attachments are accessible to authorized reviewers.	Screenshot of attachment feature
PUR-013	Must Have	The system shall support Internal and External Notes on Requisitions and POs, with the ability to display or suppress them at printing.	The system provides distinct fields for internal and external notes on Requisitions and POs and successfully suppresses internal notes from appearing on the printed or emailed vendor copy.	Screenshot of notes feature
PUR-014	Must Have	The system shall support auto-printing of Terms & Conditions as additional pages with Requisitions/POs, with the ability to display or suppress printing.	The system appends T&Cs to generate PO PDF.	Sample generated PO with T&Cs
PUR-015	Must Have	The system shall send automated notifications to the original requestor	The system generates email/in-app alert upon approval.	Notification configuration documentation

		and/or purchasing agent when a requisition or PO is approved.		
PUR-016	Must Have	The system shall support separate and distinguishable numbering sequences to identify document types (e.g., PR versus PO) and automatically assign a unique purchase order number upon final approval.	Upon final approval of a Purchase Requisition, the system automatically assigns a unique Purchase Order number that is distinguishable from the Requisition number and makes the finalized PO immediately available for printing, emailing, fulfillment, and receiving. The system prevents duplicate PO numbers and preserves the PR-to-PO relationship in the transaction history.	Demonstration of approved Purchase Requisition-to-PO conversion, distinct PR/PO numbering, printing/emailing, fulfillment status, receiving, and transaction history
PUR-017	Must Have	The system shall allow users to edit previously released and approved POs via a formal Change Order process requiring additional approvals.	The system tracks PO versions and routes changes for approval.	Change order workflow documentation
PUR-018	Must Have	The system shall support flexible PO numbering with multiple prefixes and suffixes to segregate by project, engineering, capital, operating, or other sources.	The system allows PO prefix selection based on project type.	Numbering configuration documentation
PUR-019	Must Have	The system shall track Project, Contract, and G/L Account Numbers	PO line items support multiple accounting dimensions.	Screenshot of PO line entry

		at the PO line level to support detailed reporting.		
PUR-020	Must Have	The system shall capture item details, quantity, price, delivery terms, and payment terms on the PO.	The system requires users to input item details, quantity, price, delivery terms, and payment terms before a PO can be saved or submitted for approval.	Screenshot of PO form
PUR-021	Must Have	The system shall support electronic PO approvals within the system, with automated notifications sent to the next approver in the hierarchy.	The system routes purchase orders to the correct approver based on a configurable approval matrix and sends automated email notifications within 5 minutes of routing. Upon approval, the system advances the PO to the next approver and logs the action with timestamp and user ID; if an approver rejects the PO, the system returns it to the originator with a rejection reason and sends a notification. The system prevents final payment posting until all required approvals are recorded and provides an audit trail accessible to administrators showing the full approval history and notification status.	Workflow configuration documentation
PUR-022	Must Have	The system shall support printing or direct emailing of the PO document to the vendor for fulfillment.	The system provides a function to email the finalized PO directly to the vendor's registered email address from within the application, logging the transmission into the system history.	Screenshot of PO dispatch feature
PUR-023	Must Have	The system shall track and display PO status (e.g., issued, confirmed, delivered, closed).	The system displays the current status on PO record.	Screenshot of PO status tracking

PUR-024	Must Have	The system shall support 'Confirming Purchase Orders' for emergency or unexpected purchases completed without a prior PO.	The system allows creation of a PO flagged as 'Confirming' after the fact.	Workflow documentation for confirming POs
PUR-025	Must Have	The system shall support matching goods received (over/under) against POs within established threshold limits.	The system accepts receipt within configured tolerance.	Tolerance configuration documentation
PUR-026	Must Have	The system shall send automated notifications (e.g., email) of Change Orders to the original requestor and the vendor.	The system generates alerts upon Change Order approval.	Notification configuration documentation
PUR-027	Should Have	The system should automatically notify Accounting that an invoice is approved for payment once the purchase receipt is booked.	The system alerts AP upon successful receipt.	Workflow documentation
PUR-028	Should Have	The system should identify and prevent negative inventory balances (over-consumption) while allowing overrides if	The system warns/blocks issuing more inventory than is on hand.	Inventory control documentation

		explicitly configured.		
PUR-029	Must Have	The system shall allow authorized users to edit previously posted PO receipts to correct errors.	The system allows authorized users to edit a previously posted PO receipt to correct quantities or items and automatically generates an audit log entry detailing the user, timestamp, and changes made.	Receipt adjustment documentation
PUR-030	Must Have	The system shall notify Accounting users when goods receipt is posted for a purchase order with an invoice expected.	When a goods receipt is posted for a purchase order with “invoice expected” status, the system delivers a notification to the Accounting/AP user group within 5 minutes via in-app alert and email. The message includes the PO number, receipt number, vendor, receipt date, and received quantity/value, and the audit log records the timestamp, recipients, and delivery status. If the receipt is reversed or adjusted before invoice posting, the system sends a receipt-reversed/adjusted notice within 5 minutes, marks the original alert as superseded in the audit log, retries failed emails once, and forwards undeliverable notices to the designated AP shared mailbox.	Demonstration of goods receipt posting Accounting/AP notification, receipt reversal notice, and delivery/audit logs
PUR-031	Must Have	The system shall support 3-way matching of supplier invoices with the PO and goods received.	The system flags discrepancies between PO, receipt, and invoice.	3-way match documentation
PUR-032	Must Have	The system shall allow service-related invoices without proof-of-delivery to be coded and approved by the requisitioner and	The system supports 2-way match or service receipt workflow.	Service procurement documentation

		sent to accounting for payment.		
PUR-033	Must Have	The system shall provide a Purchase Order Summary Report across user-defined time periods, totaling all POs and purchased goods/services.	The system generates a Purchase Order Summary Report based on user-defined start and end dates, displaying a list of all POs within the timeframe and calculating the total value of purchased goods and services.	Sample PO summary report
PUR-034	Should Have	The system should provide a Supplier Performance Scorecard displaying on-time delivery performance, invoice accuracy, on-time payment performance, and contract compliance, with the ability to evaluate supplier performance across user-defined reporting periods.	The system generates a Supplier Performance Scorecard displaying on-time delivery percentage based on purchase orders and receipt dates; invoice accuracy, including applicable invoice discrepancies, corrections, and exceptions; on-time payment performance; and contract compliance indicators. Users can filter by supplier and reporting period and export the report to Excel or PDF.	Sample Supplier Performance Scorecard demonstrating the specified measures
PUR-035	Must Have	The system shall support printing and reporting on applicable vendor 1099 requirements.	The system tracks 1099-eligible payments and generates reports.	1099 reporting documentation
PUR-036	Must Have	The system shall restrict system access based on pre-defined permission roles.	The system restricts access to specific modules, screens, and actions based on the user's assigned role, preventing unauthorized users	Security documentation

			from viewing or modifying restricted data.	
PUR-037	Must Have	The system shall maintain immutable audit logs and transactional history for all purchase transactions and data changes.	The system logs user, date, time, and before/after values.	Audit log documentation
PUR-038	Must Have	The system shall serve as the single source of truth for approvals to prevent multiple approval sources, duplication, and over-payment.	The system enforces approval workflows before payment.	Workflow documentation
PUR-039	Must Have	The system shall support approval routing based on dollar limits, departmental roles, company-wide roles, or a combination of these methods.	The system supports multi-dimensional approval matrices.	Approval routing documentation
PUR-040	Must Have	The system shall send automated notifications to the original requestor and/or purchasing agent when a requisition/PO is approved, sent, received, and paid.	The system generates alerts at each lifecycle stage.	Notification configuration documentation
PUR-041	Must Have	The system shall support converting Requisitions into	The system automatically routes a newly converted PO to the designated approver based on predefined	Workflow documentation

		POs and routing them through an approval workflow.	workflow rules and prevents release to the vendor until approved.	
PUR-042	Must Have	The system shall support assigning approved POs to specific purchasing agents for release to vendors.	The system allows an administrator or manager to assign an approved PO to a specific purchasing agent and restricts the release of that PO to the assigned agent.	PO assignment documentation
PUR-043	Must Have	The system shall support monitoring notifications for received and invoiced POs and collaborating with AP to address discrepancies.	The system provides a discrepancy resolution workspace.	Exception handling documentation
PUR-044	Must Have	The system shall support handling change orders to POs for quantity or pricing changes.	The system allows authorized users to create a change order for an existing PO to modify quantities or pricing and routes the change order through the required approval workflow before updating the PO.	Change order documentation
PUR-045	Should Have	The system should support the creation, management, annual renewal, and balance tracking of annual and blanket Purchase Orders and provide an Open/Blanket Purchase Order Balance Report.	The system supports annual and blanket Purchase Orders with decrementing available balances and generates an Open/Blanket Purchase Order Balance Report displaying Purchase Order number, supplier, original authorized amount, amount utilized or committed, remaining available balance, effective and expiration dates, and PO status. Authorized users can filter by supplier, PO, status, and reporting period and export to Excel or PDF.	Sample Open/Blanket PO Balance Report and documentation of balance decrementing and annual renewal
PUR-046	Must Have	The system shall support creating, tracking, and handling	The system supports after-the-fact PO creation.	Confirming PO documentation

		'Confirming POs' for unexpected/emergency purchases already completed.		
PUR-047	Must Have	The system shall allow authorized users to merge multiple vendor records within the Vendor Master, consolidating all related transactional data.	The system merges vendor A into vendor B, updating historical records.	Vendor merge documentation
PUR-048	Must Have	The system shall support copying documents (e.g., Purchase Orders, Requisitions) and allow revisions to the copy without affecting the original.	User copies an existing PO; the system creates a new document with a new number, pre-populated with the original content; the user edits the copy; the original document remains unchanged; the audit trail shows the copy lineage.	Copy/revision demonstration; audit trail documentation
PUR-049	Must Have	The system shall support creating and managing vendor quote request forms within the system.	User creates a quote request form specifying items, quantities, and the required delivery date; the form is sent to one or more vendors; vendor responses are recorded; the system supports side-by-side comparison of received quotes.	Quote form workflow demonstration; vendor response tracking documentation

7. Section 7: Fleet & Maintenance

This section contains 40 requirements for the Fleet & Maintenance department. The requirements address the following functional areas:

- Work order management
- Preventive maintenance scheduling
- Inventory management
- Asset tracking

- Labor entry
- Integration with Capital Projects and Purchasing
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Req ID	Priority	Requirement Statement	Acceptance Criteria	Evidence Required
FM-001	Must Have	The system shall allow authorized users to create new work orders to create assets, maintain equipment, and/or perform repairs.	User can create a WO and assign it to an asset.	Screenshot of WO creation
FM-002	Must Have	The system shall allow authorized users to update existing work orders.	The system allows authorized users to modify existing work orders, including status, notes, and assignments, and saves changes only after validation passes; unauthorized users receive an error message preventing edits. The system logs all updates with user ID, timestamp, and changed fields, and displays updated information immediately upon saving.	Screenshot of WO edit screen
FM-003	Must Have	The system shall enforce role-based access controls (RBAC) for adding or editing work orders.	The system restricts WO creation/editing to specific roles.	RBAC configuration documentation
FM-004	Must Have	The system shall allow work orders to consume material and/or inventory based on a previously established Bill of Materials (BOM).	When a Work Order is created, the system automatically populates the required materials and inventory items based on the associated Bill of Materials (BOM) and prevents completion of the Work Order if any BOM items are missing or insufficient in inventory; a report confirms consumption against inventory records upon Work Order closure. The Inventory Consumption Report	Demonstration of BOM-driven consumption and sample Inventory Consumption Report

			identifies Work Order number, associated asset where applicable, material or inventory item, quantity and unit of measure, applicable inventory location, and consumption date. Authorized users can filter or group by Work Order, asset, inventory item, and reporting period and export to Excel or PDF.	
FM-005	Must Have	The system shall allow work orders to consume labor based on previously established expected time/labor.	The system automatically applies labor hours to Work Orders based on the predefined expected labor values and prevents manual override unless authorized; verification includes confirming labor consumption matches expected time during Work Order completion and that discrepancies trigger an alert for review.	Labor tracking documentation
FM-006	Must Have	The system shall allow work orders to consume ad-hoc quantities of material and/or inventory.	The system allows users to add and consume ad-hoc quantities of materials or inventory items on a Work Order without predefined parts; upon saving, the system updates inventory levels accordingly and prevents completion if inventory is insufficient, displaying an error message.	Screenshot of ad-hoc material entry
FM-007	Must Have	The system shall allow work orders to consume ad-hoc labor based on actual time expended.	The system allows users to record and attach actual labor hours to a Work Order outside planned allocations, automatically updating the Work Order's total labor cost and hours in real time; attempts to enter labor hours without a valid Work Order ID are rejected with an error message.	Screenshot of ad-hoc labor entry
FM-008	Must Have	The system shall automatically decrement materials consumed on a	Upon posting material consumption to a Work Order (manual issue, barcode scan, or automatic backflush on status change), system reduces the on-hand balance of the specified item in the selected storeroom/bin by the exact	Inventory integration documentation

		work order from inventory records.	consumed quantity (respecting UoM conversions and lot/serial selection) and records an auditable inventory transaction with WO ID, user, timestamp, location, and before/after quantities, visible in on-hand inquiry and transaction history within 5 seconds. If available quantity is insufficient and negative inventory is disallowed for that storeroom, system prevents the post and displays an error stating required vs. available; if the issue is reversed or a return is posted from the WO, system restores the quantity within 5 seconds and records a linked reversal transaction.	
FM-009	Must Have	The system shall make inventory consumed on work orders available for individual and aggregated reporting.	The system generates a report detailing inventory items consumed, allowing users to filter and aggregate the data by specific Work Orders or individual assets.	Sample material consumption report
FM-010	Must Have	The system shall make labor expenditure available for individual and aggregated reporting.	The system generates a report displaying logged labor hours, allowing users to filter and aggregate the data by specific Work Orders or individual assets.	Sample labor utilization report
FM-011	Must Have	The system shall support tracking actual labor via integration with the Time Management System (currently ADP eTime).	The system accepts labor hours from an external time system.	Time tracking integration documentation
FM-012	Must Have	The system shall provide an intuitive, streamlined	The system enables users to create and complete Work Orders with no more than five clicks per transaction, verified by timed user testing with first-	Screenshot of mobile/field WO interface

		interface for entering work orders and inventory consumption.	time users completing tasks within three minutes without errors. The system automatically updates inventory levels in real time upon the completion of Work Order and prevents submission if required fields are incomplete or invalid, displaying clear error messages.	
FM-013	Should Have	The system should allow inventory consumption of repair parts on Corrective/Repair work orders.	The system allows parts issuance to corrective WOs.	Inventory integration documentation
FM-014	Should Have	The system should allow authorized users to re-open and edit closed work orders.	The system allows users with the designated role to reopen closed work orders within 30 days of closure; upon reopening, the system permits editing of all work order fields and logs the reopening action with user ID and timestamp. Unauthorized attempts to reopen closed work orders result in an error message and no changes to the work order status.	WO lifecycle documentation
FM-015	Must Have	The system shall support approval routing based on dollar limits, departmental roles, company-wide roles, or a combination.	The system supports multi-dimensional approval matrices.	Approval routing documentation
FM-016	Must Have	The system shall provide a Morning Work Assignment Report to review and distribute scheduled WO activity by employee,	The system generates a daily dispatch report that lists all scheduled Work Order activities, organized by assigned employee, location, and specific task.	Sample dispatch report

		location, and activity.		
FM-017	Must Have	The system shall support bulk ordering and receipt of inventory parts/supplies.	The system imports a bulk purchase order file (CSV/XLSX) containing ≥5,000 distinct item lines and a total quantity ≥100,000 units without timeout, returns a line-level validation report within 5 minutes, and creates a single PO from all valid lines while excluding and flagging invalid lines with error codes. The system posts a bulk receipt file against that PO with ≥2,000 lines in one transaction, updates on-hand inventory by stocking location within 60 seconds and creates exception records for overages/shortages exceeding ±2% or 5 units (whichever is greater). If a duplicate receipt or a file with mismatched PO lines is submitted, the system prevents posting, displays a descriptive error message, and writes an audit log capturing user, timestamp, source file name, and count of rejected lines.	Bulk receiving documentation
FM-018	Must Have	The system shall provide full integration between Maintenance, Purchasing, and Inventory modules to purchase, receive, and maintain costed inventory by location.	The system automatically updates inventory balances and locations in the Maintenance module when parts are purchased and received in the Purchasing module, including the associated cost data.	Module integration documentation
FM-019	Must Have	The system shall provide immediate visibility and availability of inventory upon	Inventory balance updates in real-time upon receipt.	Inventory visibility documentation

		receipt in the system.		
FM-020	Must Have	The system shall allow users to purchase, receive, and maintain inventory specifically charged to a work order.	The system links PO directly to WO for cost tracking.	Direct purchase documentation
FM-021	Must Have	The system shall support tracking of non-consumables (uniforms, janitorial supplies, office supplies) in inventory as needed.	The system supports tracking of non-asset items.	Inventory tracking documentation
FM-022	Must Have	The system shall fully integrate the Asset Management suite with Purchasing, Capital Projects, Fixed Assets, and Financial modules.	The system automatically posts asset costs to the General Ledger and Fixed Assets modules when an asset is acquired or modified via Purchasing or Capital Projects.	Module integration documentation
FM-023	Must Have	The system shall track detailed configuration data for new equipment (Make, Model, Year, Plate, VIN, etc.) integrated with Capital/Fixed Assets.	Asset record contains all specified fields.	Screenshot of vehicle asset record
FM-024	Must Have	The system shall track maintenance schedules, frequencies, inspections,	The system supports PM schedules and compliance tracking.	PM scheduling documentation

		certifications, insurance, and registration for each unique asset.		
FM-025	Should Have	The system should provide automated reminders, emails, and notifications when an asset is due for maintenance, registration, or inspection.	The system generates alerts based on date or meter triggers.	Notification configuration documentation
FM-026	Must Have	The system shall track detailed condition data for assets (Vehicles, buildings, infrastructure, signage), including age, condition, mileage, and scheduled services.	Asset record supports condition scoring and meters.	Asset condition documentation
FM-027	Must Have	The system shall track historical asset activities, providing reporting on inspections, maintenance, and condition, integrated with Fixed/Capital Assets.	The system maintains complete WO history per asset.	Asset history reporting documentation
FM-028	Could Have	The system could track Geographic Information System (GIS) data for selected assets	The system integrates with ESRI or supports native GIS mapping.	GIS integration documentation

		and infrastructure items.		
FM-029	Must Have	The system shall support forecasting and scheduling of materials and labor based on existing inventory and WO estimated labor.	The system provides resource forecasting tools.	Resource scheduling documentation
FM-030	Should Have	The system should integrate with the Gas Boy application and key fobs to track and report fuel consumption and odometer readings.	The system accepts fuel and meter data from Gas Boy.	Fuel system integration documentation
FM-031	Must Have	The system shall allow users to charge purchases to individual purchase cards (P-Cards).	The system supports P-Card transaction tracking.	P-Card documentation
FM-032	Must Have	The system shall allow users to code and approve P-Card purchases via the provider's website or integrated portal.	The system provides an interface where users can select P-Card transactions, assign appropriate GL codes, and submit them for manager approval, and the system routes the request to the correct approver.	P-Card reconciliation documentation
FM-033	Should Have	The system should provide real-time integration of P-Card purchases with the provider's website/data.	The system automatically imports and synchronizes P-Card purchase transaction data from the provider's website or data feed in real-time.	P-Card integration documentation
FM-034	Must Have	The system shall provide an Asset	The system generates an Asset Lifespan Details Report for selected	Sample Asset Lifespan

		Lifespan Details report including service/repair history and configuration details (VIN, mileage, etc.).	assets that includes asset identification and configuration information (including VIN and mileage where applicable), service, preventive maintenance and repair history, associated work orders, available acquisition cost, maintenance and repair costs, and total cost of ownership calculated from available applicable asset cost data. Authorized users can filter by asset, asset category, and reporting period and export to Excel or PDF. Missing cost components are identified rather than presenting incomplete totals as comprehensive.	Details Report showing asset history, configuration, and cost information
FM-035	Must Have	The system shall provide a Daily Work Assignments report.	The system generates a daily assignment report.	Sample dispatch report
FM-036	Must Have	The system shall provide a Detailed Street Sweeping report.	The system generates an activity-specific report.	Sample activity report
FM-037	Must Have	The system shall provide an Inlet Cleaning report.	The system generates an activity-specific report.	Sample activity report
FM-038	Must Have	The system shall provide an Inlet Repair report.	The system generates an activity-specific report.	Sample activity report
FM-039	Must Have	The system shall provide a Litter Pickup report.	The system generates an activity-specific report.	Sample activity report
FM-040	Must Have	The system shall provide a Snow Removal report.	The system generates an activity-specific report.	Sample activity report

8. Section 8: Electronic Security Systems

This section contains 28 requirements for the Electronic Security Systems department. The requirements address incident management; drone operations and management; truck permitting; special permit vehicles; building management; and security-specific reporting.

Req ID	Priority	Requirement Statement	Acceptance Criteria	Evidence Required
ESS-001	Should Have	The system should provide multi-platform access (laptop/PC, mobile devices) for use in the office and remotely.	The system allows users to log in and perform all core functions via both a desktop web browser and native mobile applications on iOS and Android devices, with consistent UI and no loss of functionality. Access is verified from at least three different device types (laptop, smartphone, tablet) and two network environments (office LAN and external internet) without errors or performance degradation. The system logs each access event with device type and location for audit purposes.	Mobile access documentation
ESS-002	Should Have	The system should allow users to create new work orders and update existing work orders.	The system allows authorized users to create new work orders by entering all mandatory fields and saves the record without errors; users can update existing work orders, with changes reflected immediately and audit logs capturing who made the updates and when. The system prevents saving if required fields are missing or invalid and displays clear error messages. Verification includes creating a new work order, editing an existing one, and confirming audit trail entries.	Screenshot of WO screen
ESS-003	Should Have	The system should track work requirements for each task, including material needed and labor expended.	The system records and displays all materials and labor hours associated with each work order task, preventing task closure until both material usage and labor expended are fully documented. Verification includes creating a work order, adding materials	Screenshot of WO details

			and labor entries, and confirming the system blocks task completion if either is missing. Audit logs capture all additions and modifications to material and labor records for each task.	
ESS-004	Should Have	The system should automatically decrement materials consumed on a work order from inventory records and make data available for reporting.	On recording WO material consumption (manual issue or backflush at operation/close), system posts an inventory transaction within 60 seconds that reduces on-hand and available quantities for the specified item at the designated site/bin/lot/serial by the consumed quantity; if the requested quantity exceeds available stock, system prevents posting and displays an error with no decrement applied. The transaction appears in Inventory Transaction History and Work Order Consumption reports within 60 seconds and includes WO number, item, quantity, UOM, location, lot/serial (if applicable), timestamp, and user.	Inventory integration documentation
ESS-005	Should Have	The system should support tracking direct labor hours via integration with the ADP eTime biometric device.	The system automatically imports direct labor hours from the ADP eTime biometric device and associates them with the correct employee and project/task records.	Time tracking integration documentation
ESS-006	Should Have	The system should allow work orders to track activities that decrement inventory, charge labor hours, or both.	WO supports parts-only, labor-only, or mixed costing.	WO costing documentation
ESS-007	Should Have	The system should provide an intuitive, streamlined	The system enables users to create and submit Work Orders and record inventory consumption within 5 clicks or fewer, verified by timed user testing	Screenshot of WO interface

		interface for entering work orders and inventory consumption.	with a sample of 10 typical tasks. The interface displays clear, labeled fields and dropdowns that prevent submission if required data is missing or invalid, confirmed by error messages appearing immediately upon invalid entry. User feedback collected during testing rates the interface as intuitive with a minimum average score of 4 out of 5 on ease-of-use surveys.	
ESS-008	Should Have	The system should allow inventory consumption of repair parts on Corrective/Repair work orders.	The system allows parts issuance to corrective WOs.	Inventory integration documentation
ESS-009	Should Have	The system should allow authorized users to re-open and edit closed work orders.	The system allows users with the designated role to reopen a closed work order within 30 days of closure; upon reopening, the work order status updates to "Open" and permits edits. Unauthorized attempts to reopen a work order trigger an error message and prevent changes. The system logs all reopen and edit actions, including user ID, timestamp, and changes made, for audit purposes.	WO lifecycle documentation
ESS-010	Should Have	The system should support bulk ordering of inventory parts/supplies (uniforms, safety equipment, AEDs) by location.	The system imports a bulk order file (CSV/XLSX) with at least 500 inventory item lines allocated to 5+ defined locations and generates separate purchase orders per vendor per location with correct ship-to and location accounting within 120 seconds of submission. For any line with an invalid item ID, inactive item, or invalid location code, the system skips only the affected line, displays an on-screen exceptions report showing batch ID, line number, item, location, and error reason, and records the	Bulk receiving documentation

			same in the audit log while creating POs for all valid lines.	
ESS-011	Should Have	The system should provide immediate visibility and availability of inventory upon receipt.	Upon posting a goods receipt for a stocked item (e.g., 10 units), system updates on-hand and available-to-allocate quantities at the receiving location within 5 seconds for all users across Inventory Inquiry, Issue/Reservation, and ATP views, and permits reservation/issue of the received units without manual refresh. For items/locations configured with inspection or hold, the system displays the received quantity within 5 seconds as on-hand—restricted, prevents reservation/issue with a visible reason message, and records the restriction event (user, timestamp, reason) in the audit log.	Inventory visibility documentation
ESS-012	Should Have	The system should fully integrate with the Purchasing module to purchase, receive, track, and maintain costed inventory balances by location.	The system automatically updates inventory balances and locations when parts are purchased and received in the Purchasing module, including the associated cost data.	Module integration documentation
ESS-013	Should Have	The system should allow users to purchase, receive, track, and maintain inventory specifically charged to a work order.	Given a PO line for an inventory item tagged to a valid open Work Order, the system enforces entry of a WO number and, on posting a receipt of N units, allocates the received stock to that WO, updates the WO's allocation/received quantities and cost commitments accordingly, and displays the WO-allocated on-hand and related PO/receipt transactions in standard WO/inventory inquiries. The system rejects saving the PO or posting the receipt when the WO is missing or	Direct purchase documentation

			closed/cancelled and prevents transfer/issue of WO-allocated stock to non-WO use unless deallocated by an authorized user, recording user, timestamp, item, WO, quantity, and reason in the audit log.	
ESS-014	Should Have	The system should support tracking of non-consumables (uniforms, janitorial, office supplies) in inventory by location as needed.	The system supports tracking of non-asset items.	Inventory tracking documentation
ESS-015	Should Have	The system should track maintenance schedules, frequencies, inspections, certifications, insurance, and registration for each unique asset.	The system allows users to configure and track maintenance schedules, inspection frequencies, certification renewals, and insurance/registration expirations for each individual asset record.	PM scheduling documentation
ESS-016	Should Have	The system should provide automated reminders, emails, and notifications when an asset is due for maintenance or registration.	The system generates alerts based on triggers.	Notification configuration documentation
ESS-017	Should Have	The system should fully integrate assets with Purchasing, Capital Projects, Fixed Assets, and Financial modules.	The system automatically posts asset costs to the General Ledger and Fixed Assets modules when an asset is acquired or modified via Purchasing or Capital Projects.	Module integration documentation

ESS-018	Could Have	The system could track Geographic Information System (GIS) data (age, condition, etc.) of selected assets and infrastructure items.	System displays asset age, condition, and location data on an integrated GIS map view, allowing users to select an infrastructure item to view its details.	GIS integration documentation
ESS-019	Could Have	The system could support forecasting and scheduling of materials and labor based on existing inventory and WO estimated labor.	The system provides resource forecasting tools.	Resource scheduling documentation
ESS-020	Should Have	The system should allow users to charge purchases to individual purchase cards (P-Cards).	The system supports P-Card transaction tracking.	P-Card documentation
ESS-021	Should Have	The system should support Accounting posting of P-Card purchases from the provider's website reporting/input.	The system allows Accounting users to import or automatically receive P-Card purchase data from the provider's website for posting to the General Ledger.	P-Card integration documentation
ESS-022	Should Have	The system should provide a Daily Work Assignments report.	The system generates a daily assignment report.	Sample dispatch report
ESS-023	Could Have	The system could provide an Expected Inbound Materials report.	The system generates a report listing all expected inbound materials based on open POs and scheduled delivery dates, displaying vendor, item, and expected arrival information.	Sample inbound materials report

ESS-024	Could Have	The system could provide a Labor Scheduling/dashboard for daily work.	The system provides a visual scheduling dashboard.	Screenshot of scheduling dashboard
ESS-025	Should Have	The system should provide advanced reporting options for filtering and sorting data.	The system allows users to apply multiple dynamic filters and sorting criteria to report outputs and successfully updates the displayed data to reflect the selected parameters.	Reporting capabilities documentation
ESS-026	Should Have	The system should allow easy filtering of reports by date range, asset number, project number, contract number, etc.	The system provides report parameter options that allow users to filter results specifically by date range, asset number, project number, and contract number.	Screenshot of report parameter screen
ESS-027	Could Have	The system could integrate with ESS tracking/monitoring software (currently Genetec).	The system accepts alerts/data from Genetec.	API/Integration documentation
ESS-028	Should Have	The system should track detailed asset data including Make, Model, Serial No., Location, and Project.	Asset record contains all specified fields.	Screenshot of asset record

9. Section 9: Information Technology

This section covers 17 Information Technology requirements, including hosting architecture, system configuration, security and access controls, platform extensibility, and business continuity.

Req ID	Priority	Requirement Statement	Acceptance Criteria	Evidence Required
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IT-001	Must Have	The vendor shall offer the proposed ERP solution as a Software-as-a-Service (SaaS) deployment model.	Commission users access the ERP via a vendor-hosted URL using only a supported web browser, with no client or server software installed or maintained by the Commission and only outbound HTTPS (port 443) connectivity required. Vendor provisions at least one production and one non-production tenant in a vendor-managed cloud and demonstrates tenant isolation (a Commission admin sees a unique tenant ID and receives an access denied error when attempting to query non-Commission tenant data via the UI or API). Vendor applies updates no less frequently than quarterly during a defined maintenance window with at least 7 calendar days' advance notice, and the system's audit/maintenance logs show vendor-initiated start/end times and success status for each update with no Commission-run scripts required.	Architecture diagram and hosting SLA
IT-002	Must Have	The system shall ensure all data residency (production, non-production, backup, and logs) remains within the United States.	The system stores all production, non-production, backup, and log data exclusively in data centers physically located within the United States, verified by vendor-provided data center location documentation and third-party audit reports; any attempt to transfer or store data outside the U.S. triggers an automatic alert and is blocked by the system.	Data residency attestation
IT-003	Must Have	The system shall support enterprise identity integration with Microsoft Active Directory.	The system authenticates users against Microsoft Active Directory in real-time, allowing login only for valid AD accounts; failed authentication attempts due to AD errors or invalid credentials generate clear error messages and are logged for audit purposes. The system synchronizes user roles and group memberships	Identity integration documentation

			from AD within 15 minutes of any changes, verified by matching user permissions in the ERP to those defined in AD.	
IT-004	Should Have	The system should support SAML or OIDC for Single Sign-On (SSO).	The system enables users to authenticate via SAML 2.0 or OIDC protocols, successfully establishing Single Sign-On sessions without requiring additional credentials. Authentication attempts using unsupported protocols result in clear error messages and prevent access. Audit logs record each SSO login attempt, including protocol used, timestamp, and success or failure status.	SSO configuration documentation
IT-005	Must Have	The system shall support Multi-Factor Authentication (MFA) methods including Microsoft Authenticator and FIDO2 passkeys.	The system enforces MFA using specified methods.	MFA configuration documentation
IT-006	Must Have	The system shall support Role-Based Access Control (RBAC) capabilities.	The system supports granular roles and permissions.	RBAC documentation
IT-007	Could Have	The system could automate adding, modifying, and removing users (joiner/mover/leaver processes).	The system supports automated provisioning via SCIM or similar.	Provisioning documentation
IT-008	Should Have	The system should adhere to recognized third-party security standards (e.g., SOC 2, ISO 27001).	The vendor provides a current SOC 2 Type II report.	SOC 2 or equivalent certification

IT-009	Must Have	The vendor shall provide documented SLAs including Recovery Point Objective (RPO) and Recovery Time Objective (RTO).	Vendor provides a documented Service Level Agreement (SLA) that explicitly defines the Recovery Point Objective (RPO) and Recovery Time Objective (RTO) metrics for the proposed solution.	BCDR SLA documentation
IT-010	Must Have	The system shall provide audit logging for administrative activity, authentication events, approvals, configuration changes, and business data changes.	The system captures and securely stores audit logs for all administrative activities, authentication attempts (successful and failed), approval actions, configuration changes, and business data modifications, with timestamps and user identifiers. Logs are immutable and retrievable via an administrative interface within 5 seconds, supporting filtering by event type, user, and date range. Verification includes generating test events for each category and confirming accurate, complete log entries are created and accessible without delay.	Audit logging documentation
IT-011	Must Have	The system shall retain data logs for a minimum of 30 days.	The system stores and maintains data logs accessible for retrieval and review for a minimum of 90 days, including both online and archived storage. Verification includes demonstrating successful retrieval of logs from any day within the 90-day period without data loss or corruption.	Log retention policy
IT-012	Could Have	The system could support log exports and remote log forwarding capabilities compatible with SIEM platforms.	The system supports syslog or API log forwarding.	SIEM integration documentation
IT-013	Should Have	The vendor should provide standard service recovery	Vendor provides tiered recovery options.	Service tier documentation

		commitments and defined service tiers.		
IT-014	Should Have	The system should support multiple integration patterns including APIs, flat files, middleware, and event-based capabilities.	The system provides REST APIs and file import/export.	Integration architecture documentation
IT-015	Must Have	The vendor shall support multiple isolated environments, at minimum Production and Development.	The system exposes at least two isolated environments—Production and Development—accessible via distinct URLs and separate user directories/tenants, and audit logs record the environment for every action. Creating a vendor record in Development does not appear in Production search/results, and using a Production API token against a Development endpoint returns 401/403 within 5 seconds. Backup/restore and configuration changes executed in one environment list/apply only to that environment; attempts to target the other environment are blocked and logged with user, timestamp, and environment IDs.	Environment management documentation
IT-016	Must Have	The vendor shall provide notifications for scheduled maintenance and system updates.	The vendor alerts IT before maintenance windows.	Maintenance communication policy
IT-017	Must Have	The vendor shall accommodate customer blackout periods where no updates or	Vendor allows the Commission to define change freeze windows.	Maintenance policy documentation

		maintenance are performed.		
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10. Section 10: Training

This section covers 13 requirements for Training & Learning Management, including certification tracking, course delivery, content authoring, and inspection monitoring.

Req ID	Priority	Requirement Statement	Acceptance Criteria	Evidence Required
TRN-001	Must Have	The system shall support tracking of all certifications, licenses, harassment training, safety training, and similar exams and courses.	The system supports tracking of diverse training types.	LMS tracking documentation
TRN-002	Must Have	The system shall support tracking attendance, pass/fail status, and certification issuance for courses.	The system records attendance and outcomes per employee.	Screenshot of course completion record
TRN-003	Should Have	The system should include pre-made courses provided in multiple formats (audio, video, written, instructor-led, MS Teams).	The system provides a library of pre-made compliance and safety courses available in at least five formats: audio, video, written, instructor-led, and MS Teams. Users can select and access courses in any format without error, and administrators can verify course availability and format options through the management console. The system tracks and reports course completions by format, ensuring all selected formats are functional and accessible.	Course library catalog

TRN-004	Must Have	The system shall allow Training Administrators to create and deploy custom-generated content.	Training Administrators create custom training content using the system's content editor, save drafts, and publish courses; the system confirms publication with a success message and lists the course as available for deployment. When deploying, the system allows selection of target users or groups and sends notifications; if deployment fails due to invalid user selection, the system displays an error and prevents deployment. Administrators can view a log of created and deployed custom content with timestamps and status updates.	Content deployment documentation
TRN-005	Must Have	The system shall make training accomplishments available for review/update within the training module or integrated with the Human Resources module.	The system displays an employee's completed training accomplishments and certifications within their Human Resources profile or a seamlessly integrated training module.	HR integration documentation
TRN-006	Should Have	The system should provide a Content Authoring Tool for Training Administrators to create custom content, trainings, and certifications.	The system enables Training Administrators to create, edit, and publish custom training content and certification programs using an integrated authoring tool; newly created content is accessible to assigned users within 24 hours and supports export in SCORM-compliant format.	Content authoring documentation
TRN-007	Must Have	The system shall support custom content in multiple formats including Audio, Video, Written, Instructor-Led, MS Teams,	The system accepts uploads of specified file types.	Supported media formats documentation

		YouTube, and PowerPoint.		
TRN-008	Should Have	The system should provide a searchable Training Content library.	The system displays a searchable training content library where users enter keywords or select categories to filter results; search returns relevant courses within 2 seconds and displays no results only if no matching content exists. Administrators can add, edit, or remove training content and verify that changes immediately reflect in search results.	Screenshot of course catalog search
TRN-009	Must Have	The system shall provide automated notifications for upcoming training and inspections.	The system automatically sends email and in-app alerts for both training and inspection assignments to the assignee and their supervisor 30, 7, and 1 day before the due date and on the due date and stops sending once the item is marked complete. Each notification creates an auditable log entry with timestamp, event type (training/inspection), recipient, and delivery status; if an email bounces or the item remains incomplete past due, the system records the failure and escalates to the designated compliance role within 24 hours with a separate alert.	Notification configuration documentation
TRN-010	Must Have	The system shall support tracking and monitoring of Site Inspections (e.g., AEDs, First Aid Kits, Fire Extinguishers, Safety Equipment).	The system supports inspection checklists and schedules.	Inspection tracking documentation
TRN-011	Must Have	The system shall provide a report listing all available training, certifications, and	The system generates a Course Catalog Report listing active training courses, available certifications, and required tools, and a Course Attendance Summary Report	Sample Course Catalog and Course Attendance

		tools, together with a Course Attendance Summary Report.	displaying course identification and name, training date or reporting period, enrolled employees, attendance status, completion and pass/fail status where applicable, and attendance totals by course. Authorized users can filter attendance by course, employee, department, and reporting period and export both reports to Excel or PDF.	Summary Reports
TRN-012	Must Have	The system shall provide a schedule of training needed by employee, group, and/or location.	The system generates a training requirement report.	Sample training schedule report
TRN-013	Must Have	The system shall provide an Employee Training Delinquency and Expiration Report identifying past-due, failed, missed, and upcoming training or certification expiration requirements.	The system generates an Employee Training Delinquency and Expiration Report identifying employee name or ID, required training or certification, completion or certification status, applicable completion, due or expiration date, and past-due, failed, missed or upcoming-expiration status. Authorized users can filter by department, employee, course, certification, reporting period, and configurable upcoming expiration window and export to Excel or PDF.	Sample Training Delinquency and Expiration Report showing overdue training and upcoming certification expirations

11. Section 11: Contract Compliance

This section contains 12 requirements for Contract Compliance. They address contractor payment tracking, certified payroll verification, DBE/MBE/WBE compliance, and uploading required documents to external portals.

Req ID	Priority	Requirement Statement	Acceptance Criteria	Evidence Required
CC-001	Should Have	The system should support verifying, tracking, monitoring, and reporting on	The system tracks payment flow down to subcontractors.	Payment verification documentation

		payments to prime and sub-contractors.		
CC-002	Should Have	The system should support Blanket POs with decrementing balances without requiring the issuance of new documents.	The system automatically reduces the available balance on a Blanket PO when an associated invoice is paid and prevents further invoices from being processed against it if the balance reaches zero.	Blanket PO documentation
CC-003	Should Have	The system should prevent overpayment or over-fulfillment of Purchase Orders.	The system blocks invoices exceeding the PO value.	PO tolerance documentation
CC-004	Should Have	The system should automatically notify the contract compliance team of awarded contracts/projects for review.	The system alerts the Compliance team upon contract award.	Notification configuration documentation
CC-005	Should Have	The system should automatically notify the contract compliance team of inbound invoices for review.	The system alerts the Compliance team upon invoice receipt.	Notification configuration documentation
CC-006	Should Have	The system should automatically notify the contract compliance team of outbound payments for review.	The system alerts the Compliance team when a payment is issued.	Notification configuration documentation
CC-007	Should Have	The system should allow payment processing for prior-closed projects to accommodate late invoices.	The system allows reopening or late posting to closed projects.	Project accounting documentation

CC-008	Should Have	The system should provide a portal for prime and sub-contractors to upload certified payrolls and payments, while restricting access to internal compliance data.	The system includes a secure vendor portal with restricted RBAC.	Vendor portal documentation
CC-009	Should Have	The system should provide access to report and verify prior certified payrolls and payments for prime and sub-contractors.	The system maintains historical certified payroll records.	Certified payroll documentation
CC-010	Should Have	The system should allow prime and sub-contractors to upload documents in various formats including MS Excel, CSV, and PDF (with OCR capabilities).	Portal accepts specified file types and extracts data via OCR.	Document upload and OCR documentation
CC-011	Should Have	The system should provide reporting for payment review and reconciliation, open and closed projects, project compliance status, and contract compliance, including a Prime and Subcontractor Payment Reconciliation Report.	The system generates the specified compliance and project reports, including a Prime and Subcontractor Payment Reconciliation Report showing, where applicable, project and contract identification, prime contractor and associated subcontractors, payment amounts and dates, applicable invoice or payment references, payment and reconciliation status, and identified discrepancies or unresolved exceptions. Authorized users can filter by project, contract, contractor, subcontractor, payment status, and reporting period and export to Excel or PDF.	Sample payment reconciliation and contract compliance reports showing prime and subcontractor relationships

CC-012	Should Have	The system should support exporting reports for printing/emailing as well as viewing data via electronic dashboards.	The system provides both static reports and interactive dashboards.	Dashboard documentation
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12. Section 12: Insurance & Risk Management

This section covers 7 requirements for Insurance & Risk Management, including policy tracking, certificate management, claims processing, and premium monitoring.

Req ID	Priority	Requirement Statement	Acceptance Criteria	Evidence Required
INS-001	Should Have	The system should support tracking policy due dates, premiums, claims, and certificates.	The system lets an authorized user record and view, for a single policy, the due date, premium amount and frequency, certificate number and expiration date, and any linked claims (date, amount, status), and prevents saving with inline errors if required fields are missing, premium is non-numeric/negative, or dates are in the past. The system displays a dashboard badge and sends an email alert to the configured group at 30 and 7 days before either the policy due date or certificate expiration, marks policies with expired certificates as Non-Compliant on lists and detail pages, and logs each alert with timestamp and recipient in an audit trail within 5 minutes. In a test creating three policies (one with an open claim, one due in 29 days, one with a certificate expiring in 6 days), the claim appears on the policy and contributes to a claims total, the two policies show pre-expiry alerts, the	Screenshot of policy record

			email is received, and the audit entries are present.	
INS-002	Should Have	The system should track insured assets' pertinent information (Make, Model, Year, Asset Type, Serial No.) sorted by Asset, Location, and Funding Source.	The system associates policies with specific asset records.	Screenshot of insured asset record
INS-003	Should Have	The system should track and maintain Certificates of Insurance issued to customers, vendors, and other parties.	When a party (vendor, customer, or other) is marked COI-required, system lets users attach a COI with required fields (issuer, policy number, coverage type(s), limits, effective/expiration dates), displays status as Active/Expiring (<30 days)/Expired, emails the assigned owner and Risk 30 and 7 days before expiration, and records all create/edit/attach/detach actions in an audit log. If no active COI exists or it is expired, the system blocks vendor activation, PO approval/release, contract execution, and invoice payment for that party with a clear error; users may submit a time-bound override (max 14 days) with a reason that requires Risk approval—approved overrides lift the block for the set period, and rejected overrides keep the block and notify the requester.	COI tracking documentation
INS-004	Should Have	The system should track and maintain various policy types including General Liability, E&O, Professional Liability, and Workers' Compensation	The system supports multiple policy types and financial impacts.	Policy management documentation

		(including payments/refunds).		
INS-005	Should Have	The system should tightly integrate the Insurance module with Purchasing, Fixed Assets, Accounts Receivable, and Accounts Payable.	The system automatically routes insurance-related financial transactions (e.g., premiums, claims payments) to the General Ledger, Accounts Payable, and Accounts Receivable modules as appropriate.	Module integration documentation
INS-006	Should Have	The system should notify pertinent users of expiring Vehicle/Equipment/Business policies, with flexible notification dates/times.	The system generates alerts prior to policy expiration.	Notification configuration documentation
INS-007	Should Have	The system should allow users to acquire and abandon vehicles/equipment/infrastructure and automatically update related policies.	The system triggers policy updates upon asset disposition.	Asset lifecycle documentation

PART III: CROSS-DEPARTMENTAL & TECHNICAL REQUIREMENTS

13. Section 13: Cross-Departmental Workflow & Approvals

13.1 Overview

DRJTBC requires a centralized workflow engine that routes transactions, documents, and approvals across all departments. The ERP must be the single source of truth for approvals to prevent duplicate approvals, unauthorized spending, and process bottlenecks.

13.2 Workflow Requirements

Vendors must respond to each requirement using the Compliance Response Matrix (Exhibit B). All requirements in this section are Must Have priority.

Operating and Capital Invoice Approval Workflows. The ERP shall support distinct, configurable, tiered approval workflows for both operating and capital invoices in accordance with Requirement AP-021 in Section 4. Operating invoices require Comptroller approval for all amounts, with additional cumulative approvals from

the Chief Financial Officer at \$5,000 or greater, the Deputy Executive Director at \$10,000 or greater, and the Executive Director at \$25,000 or greater. Capital invoices require approval by the assigned Project Manager and Chief Engineer (or designated alternate), with additional CFO approval at \$10,000 or greater and Executive Director approval at \$100,000 or greater. Both workflows shall support role-based routing, rejection and resubmission, approval-status visibility, segregation of duties, auditable decision histories, and enforcement of all required approvals before final invoice processing or payment. Capital project payment approval controls under APR-010 shall be coordinated with, but shall not replace or duplicate, invoice approval controls under AP-021. This paragraph clarifies existing functional requirements and does not establish a separate scored requirement.

Req ID	Priority	Requirement Statement	Acceptance Criteria	Evidence Required
APR-001	Must Have	The system shall allow approving users to forward or reassign their approval authority to a lateral colleague or superior at any time.	The system allows an approver to reassign a pending approval to another user of equal or higher authority; the audit trail records the reassignment with a timestamp and reason.	Demo or screenshot showing reassignment workflow
APR-002	Must Have	The system shall provide reporting and real-time visibility into all pending approvals, including aging, bottlenecks, and escalation status.	System provides a dashboard or report showing all pending approvals by approver, age, and status; filterable by department, type, and dollar amount.	Demo or screenshot of pending approvals dashboard/report
APR-003	Must Have	The system shall support all approval workflows exclusively within the ERP system, eliminating the need for email, SharePoint, or other external approval mechanisms.	All requisition, PO, invoice, and payment approvals are initiated, routed, acted upon, and recorded within the system without requiring external tools.	Demo showing end-to-end approval without external tools; compliance matrix narrative
APR-004	Must Have	The system shall allow a purchase order or payment originator to send a nudge or reminder notification to an approver who has not yet acted on a pending approval.	The system provides a button or action for the originator to send a reminder to the current approver; the reminder is logged in the audit trail.	Demo or screenshot showing nudge/reminder functionality
APR-005	Must Have	The system shall support configurable requisition approval thresholds:	System enforces the defined threshold-based routing for requisitions; thresholds are	Demo showing threshold configuration

		Department Head up to \$5,000; Deputy Executive Director up to \$25,000; Executive Director over \$25,000; Purchasing Director for all purchases.	configurable by authorized administrators without custom code.	and routing behavior at each level
APR-006	Must Have	The system shall allow approvers to designate a delegate to act on their behalf during planned absences (vacation, leave, etc.), with the delegation limited to a defined time period.	The system allows an approver to assign a delegate with start/end dates; the delegate receives approval notifications during the delegation period; the delegation is logged in the audit trail.	Demo or screenshot showing delegation setup and delegate receiving approvals
APR-007	Must Have	The system shall support Confirming Purchase Order workflows where an authorized user can create a Confirming Requisition at the time of purchase or immediately after it, route it to the purchasing user or PO originator, confirm receipt of service or merchandise by completing PO receiving in the system, and route the Confirming PO through the standard requisition approval workflow.	In a demonstration of an urgent or unexpected purchase completed without a prior PO, an authorized user creates a Confirming Requisition at the time of purchase or immediately after it; the system routes it to the designated purchasing user or PO originator, applies the standard threshold-based requisition approval hierarchy, requires the originator to record merchandise or service receipt, and records initiator, recipient, timestamps, routing, approvals, receipt, and status in the audit trail.	End-to-end demonstration of an immediate post-purchase Confirming Requisition, designated-recipient routing, threshold approvals, PO receipt, and audit history
APR-008	Must Have	The system shall notify the requisition or Purchase Order originator and the payment originator when all applicable approvals are processed (approved or rejected), enabling the originator to proceed with final processing.	On final approval or rejection of a requisition, Purchase Order, or payment, the system sends the applicable originator a notification that includes the transaction ID, outcome, current status, final approver, timestamp, and rejection reason when	Demonstration of a requisition or PO approval, a requisition or PO rejection, a payment approval, and a payment rejection,

			applicable. The system records the notification and delivery status in the audit trail.	including originator notices and audit entries
APR-009	Must Have	The system shall restrict the ability to create, modify, or deactivate approval workflows and hierarchies exclusively to authorized DRJTBC IT administrators.	Only users with the IT Administrator role can access workflow configuration; non-IT users cannot modify approval rules, thresholds, or routing; changes are logged in the audit trail.	Demo showing role-based restriction on workflow administration; audit log of configuration changes
APR-010	Must Have	The system shall support configurable capital project payment approval routing, distinct from the capital invoice approval workflow governed by AP-021. For capital project payments, approval thresholds shall include Project Manager for all amounts, Chief Engineer for all amounts, CFO for amounts over \$10,000, and Executive Director for amounts over \$100,000. The system shall preserve and associate required invoice approvals completed under AP-021 without requiring duplicate approval of the same decision. Final payment processing shall be blocked until all applicable invoice and payment approvals are complete.	The system demonstrates a separately identifiable capital project payment approval workflow, applies its specified routing and configurable thresholds, associates prior AP-021 invoice approvals, prevents duplicate approval of the same decision, and blocks payment release while required approvals are outstanding.	Demo showing capital payment threshold configuration and routing behavior
APR-011	Must Have	The system shall maintain an immutable, transaction-linked workflow and capital-financial audit trail for every approval action, workflow-configuration change, financial modification, and funding transfer.	For each approval action, workflow-configuration change, financial modification, and funding transfer, the system records the transaction/project ID, action, actor or system	Demonstration and exported audit reports showing approval, rejection, delegation,

			account, role, timestamp, prior and new assignee/status/value, funding source (when applicable), and rejection or change reason (when applicable). Authorized users can filter, view, and export history; normal users cannot alter or delete it.	reassignment, reminder, workflow configuration, financial modification, and funding transfer history
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14. Section 14: Reporting & Analytics

14.1 Overview

DRJTBC requires reporting and analytics capabilities that provide real-time visibility into financial, operational, and compliance metrics. The ERP must enable authorized business users to create, modify, filter, schedule, and export reports and dashboards for routine needs without requiring IT support.

14.2 Reporting Requirements

Req ID	Priority	Requirement Statement	Acceptance Criteria	Evidence Required
REP-01	Must Have	The system shall support governed data access for standard BI/reporting tools through documented APIs, extracts, data views, or equivalent secure mechanisms.	The system provides documented APIs or secure data views that allow external BI tools to query system data, enforcing role-based access controls to restrict data visibility based on the querying user's permissions.	Data access documentation; reporting architecture; sample extract/API description
REP-02	Must Have	The system shall support capital project reporting from high-level	The system generates capital project reports that allow users to drill	Sample dashboards/reports; data model

		capital program/plan summaries to lower-level project, contract, invoice, vendor, GL, and compliance data where authorized.	down from high-level program summaries to specific project, contract, invoice, and GL details, restricting access to lower-level data based on user authorization.	narrative; access-control design
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Vendors must respond to the reporting requirements in the Compliance Response Matrix (Exhibit B). The priorities of the individual requirement records govern, including the Should Have reports indexed in Section 14.3.2.

Req ID	Priority	Requirement Statement	Acceptance Criteria	Evidence Required
RPT-001	Must Have	The system shall provide a robust suite of standard, out-of-the-box reports covering all functional modules (Purchasing, F&M, ESS, Compliance, Training).	The system includes a comprehensive library of standard reports.	Demonstration
RPT-002	Must Have	The system shall provide an intuitive ad-hoc reporting tool that allows authorized business users to create custom reports, select fields, and define filters without writing code.	Users can build custom reports via a drag-and-drop or wizard interface.	Demonstration
RPT-003	Must Have	The system shall support exporting all report data to standard formats, including Microsoft Excel (XLSX), CSV, and PDF.	Exported Excel files maintain column headers and data formatting.	Demonstration
RPT-004	Must Have	The system shall provide role-based dashboards that display key performance indicators (KPIs), alerts, and pending workflow tasks upon user login.	Dashboards are configurable by user role and update in real-time.	Demonstration

RPT-005	Must Have	The system shall allow users to schedule reports to run automatically at defined intervals (e.g., daily, weekly, month-end) and email the results to designated distribution lists.	The system supports automated report scheduling and distribution.	Demonstration
RPT-006	Must Have	The system shall provide drill-down capabilities, allowing users to click on summary data in a report or dashboard to view the underlying transactional details.	Users can navigate from summary to detail views with minimal manual handoff.	Demonstration

14.3 Required Standard Reports

This section is a consolidated index of standard reporting capabilities established in the departmental functional requirements in Sections 4 through 12. The detailed requirement statements, acceptance criteria, evidence requirements, and approved priority classifications in the corresponding functional requirements and Exhibits A and B remain authoritative. This index does not create separately scored requirements, modify approved priorities, or require duplicate evidence submissions.

14.3.1 Mandatory Standard Reports (Must Have)

Department	Req ID	Types of reports
Accounts Payable	AP-033	Accounts Payable operational and financial reports
Accounts Receivable	AR-024	Billing, receivables and transaction reports
Cash Management	CM-015	Cash position, banking, investment, debt and reconciliation reports
Fixed Assets	FA-024, FA-028	Asset inventory, depreciation, acquisition and disposal reporting, 2 Year Capital Plan Vehicle & Equipment Approved for Purchase
General Ledger and Budgeting	GL-057	23 specified financial and budget reports
Payroll	PAY-020	Payroll and regulatory reporting

Purchasing	PUR-033, PUR-035	Purchase Order Summary and 1099 Vendor Payment Summary
Fleet & Maintenance	FM-004, FM-016, FM-034, FM-036, FM-037, FM-040	Inventory consumption, daily work assignments, asset lifespan and activity-specific reports
Engineering & Capital Projects	CAP-075	Project-level IBE/DBE/SBE compliance reporting
Training	TRN-011, TRN-013	Course catalog and attendance, delinquency and expiration reporting

14.3.2 Desired Standard Reports (Should Have)

Department	Req ID	Types of reports
Purchasing	PUR-034	Supplier Performance Scorecard
Purchasing	PUR-045	Open/Blanket PO Balance Report
Contract Compliance	CC-011	Prime and Subcontractor Payment Reconciliation
Electronic Security Systems	ESS-004	Work Order Consumption reporting, subject to Should Have priority

15. Section 15: External Collaboration Portal

The proposed solution must provide a secure external collaboration portal supporting authorized interactions among DRJTBC and its vendors, contractors, consultants, and other external parties. The portal must support controlled document exchange, messages, workflow participation, approval and sign-off tracking, status visibility, vendor master-data synchronization, and comprehensive audit logging without giving external users unnecessary access to the core ERP.

The Vendor must identify whether the proposed portal is native to the ERP, a configured external portal, or an integrated third-party component. The Vendor must disclose all licensing, integration, hosting, security, data-residency, implementation, support, and recurring-cost implications.

Req ID	Priority	Requirement Statement	Acceptance Criteria	Evidence Required
PORT-01	Must Have	The system shall enforce secure access to the external collaboration portal, including encrypted transport, multi-	- Portal enforces HTTPS (TLS 1.2 or higher) and multi-factor authentication for all external accounts; HTTP requests	Demo or screenshot

		factor authentication, account lockout, and session timeout controls.	redirect to HTTPS and login without completing MFA is denied with an “MFA required” message.	
PORT-02	Must Have	The system shall enforce organization-level data segregation within the portal so that external users can only access documents and messages assigned to their own organization.	Two test vendor accounts (Vendor A and Vendor B) can only view documents and messages assigned to their organization and receive a 403/Access Denied response when attempting to access the other's items. A DRJTBC admin account can view both organizations' data via an admin console.	Demo or screenshot
PORT-03	Must Have	The system shall support secure file uploads with type and size validation, automatic versioning, virus scanning, and email notifications to assigned users when documents or messages are posted.	Portal accepts uploads of allowed file types (PDF, DOCX, XLSX, PNG, JPG) up to 100 MB and blocks disallowed or infected files (e.g., EICAR test) with a clear error message. Successful uploads are versioned and immediately available for download to authorized users. When DRJTBC requests a document or posts a message, assigned external users receive an email notification within 5 minutes and see the item in their portal inbox with a timestamp. The notification event is recorded in the audit log.	Demo or screenshot
PORT-04	Must Have	The system shall synchronize vendor master data between the ERP and the portal bi-directionally, including ERP-initiated updates and portal-	Creating or updating a vendor in ERP (name, primary contact email, active/inactive status) is reflected in the portal within 15 minutes; setting the status to inactive	Demo or screenshot

		initiated change requests subject to ERP approval.	prevents that vendor's users from logging in on their next attempt. Sync results are logged with a timestamp and record identifiers. Submitting a vendor profile change request in the portal creates a corresponding pending change record in ERP within 15 minutes with matching field values; no master data is updated until ERP approval, and upon approval the portal reflects the change within 15 minutes.	
PORT-05	Must Have	The system shall provide user invitation and provisioning workflows, comprehensive audit logging of all portal activity, account deactivation and reactivation controls, and portal performance meeting defined response-time targets.	Admin sends an external-user invitation, and the email is delivered within 5 minutes; registration requires email verification and MFA enrollment; unused invitations expire after 72 hours and cannot be redeemed; admins can revoke invitations. The Admin Audit report displays the user, organization, event type (login, upload, download, message), timestamp, and source IP within 1 minute of each event; it can be filtered by date and exported to CSV, with exported counts matching on-screen counts. Deactivating an external user account prevents login with an "account disabled" message while retaining historical activity in the audit log; reactivating the account restores access without data loss. From a public internet	Demo or screenshot

			connection, the portal login page loads with a p95 response time of 3 seconds or less during a 20-concurrent-user test, and all assets are served over HTTPS with no mixed-content warnings.	
PORT-06	Must Have	The system shall support post-award vendor, contractor, and consultant collaboration workflows, including document submission, workflow routing, sign-offs, approval tracking, and status visibility where authorized.	Given a configured post-award workflow, when an external vendor, contractor, or consultant signs in and submits a required document (PDF or DOCX up to 50 MB) via the portal, the system routes it to the defined approver(s) within 60 seconds, displays to the submitter the current step and responsible approver, and records each sign-off with user ID, role, timestamp, action, and comment in an admin-visible, exportable audit log. If any approver rejects or requests changes, the system requires a rejection reason, updates the vendor-facing status to "Returned" within 60 seconds, sends an email notification to the submitter, blocks advancement of the workflow until resubmission is approved, and prevents unauthorized users from viewing the document or status (showing only "Access Denied") while logging the access attempt.	Demo or screenshot
PORT-07	Must Have	The system shall clearly state whether the proposed portal is native to the ERP, a configured	Proposal includes a signed portal classification (native vs. configured external vs.	Demo or screenshot

		external portal, or an integrated third-party component, including licensing, security, integration, and cost impacts.	integrated third-party), an architecture diagram showing components and data flows, a security controls summary (authentication/SSO method and data-in-transit encryption), and an itemized licensing/cost impact matrix (base ERP, portal, integration) for 50/200/500 named users. In a demo, end users access the portal consistent with the declared classification — native uses a single ERP sign-on with no second prompt; external/third-party redirects to a separate URL and uses the documented SSO or separate credentials — and creation of a test requisition in the portal appears in the ERP within 60 seconds via the stated integration with a matching requisition ID. Admin view shows audit logs of portal logins, role mappings, and the requisition integration call with timestamps retained for at least 90 days and exportable to CSV; if the integration fails, a user-facing error displays and an admin-console alert records within 1 minute.	
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16. Section 16: Integration & Data Movement

The Vendor must deliver an integration architecture that supports all interfaces listed in Exhibit C (Integration Inventory), including INT-EZ-01 and INT-EZ-02. The architecture must support API-based integrations (REST and SOAP), flat-file imports, and secure SFTP transfers.

The Vendor is responsible for developing, testing, and deploying all required interfaces. The Vendor must coordinate with DRJTBC to obtain access to legacy system data dictionaries and APIs where available.

Refer to Exhibit C for the complete Integration Inventory, including system pairs, data objects, direction, frequency, method constraints, criticality ratings, and interface owners. For INT-EZ-01 and INT-EZ-02, the source endpoint, data mappings, technical method, volumes, and exchange schedule shall be confirmed during discovery; the vendor must include each defined E-ZPass financial integration in its base scope and pricing using disclosed assumptions. The banking, P-Card, investment, and ADP Workforce Now interfaces (INT-FIN-01 through INT-FIN-03 and INT-ADP-02) are required implementation scope supported by existing functional requirements. Vendors shall provide individual implementation methods, assumptions, dependencies and pricing for each interface. Confirmed source systems, file schemas, permitted access, and service frequencies will be finalized during discovery. INT-01 (ADP Workforce Manager time data) is separate from INT-ADP-02 (ADP Workforce Now employee/HRIS data); vendors shall prevent overlapping or duplicate feeds and clearly distinguish both in their proposals.

Identifier Convention. Requirement IDs beginning with INTR- identify general integration-platform and data-movement requirements contained in Exhibits A and B. Interface IDs beginning with INT- identify specific system-to-system interfaces contained in Exhibit C and the Integration Pricing tab. An interface may be subject to multiple INTR- requirements. Vendors must respond to the applicable INTR- requirements in Exhibit B and separately describe and price each INT- interface. INT-EZ-01 (Back Office) and INT-EZ-02 (In-Lane) are distinct logical financial interfaces and shall each be described and priced once. Their costs must not be duplicated across consuming ERP modules. The vendor shall address overlap, reconciliation, and controls against duplicate toll revenue recognition or loss accounting across the two feeds.

Req ID	Priority	Requirement Statement	Acceptance Criteria	Evidence Required
DM-01	Must Have	The vendor shall conduct a data assessment and migration design for capital project data across legacy ERP exports, engineering spreadsheets, and document-derived sources before executing the conversion.	The vendor provides a documented data assessment and migration design plan that maps capital project data from legacy ERP exports, engineering spreadsheets, and document-derived sources to the new system structure before conversion.	Sample migration plan; data mapping template; validation/reconciliation approach
DM-02	Must Have	The vendor shall preserve required relationships among capital program, capital plan, projects, contracts, vendors, GL accounts, invoices, and	The system maintains all historical relationships between capital programs, plans, projects, contracts, vendors, GL accounts, invoices, and documents	Relationship mapping; test conversion report; exception log;

		related documents during migration and reporting.	after data migration is complete.	reconciliation results
DM-03	Must Have	The vendor shall provide configurable import templates or repeatable import processes that allow authorized Commission users or approved support resources to load additional historical data after go-live without manual keying of every field.	The system provides configurable import templates or tools that allow authorized Commission users to bulk-load additional historical data post-go-live without manual data entry.	Demonstration; template samples; import runbook; error-handling procedure
DM-04	Must Have	The vendor shall identify duplicate and redundant records across engineering spreadsheets and legacy source data and provide a de-duplication and survivorship approach for the Commission approval.	Vendor provides a documented de-duplication and survivorship strategy for resolving duplicate records across engineering spreadsheets and legacy data sources, requiring Commission approval before execution.	Data-cleansing approach; sample duplicate report; approval workflow for survivorship rules
DOC-01	Must Have	The system shall support extraction or capture of required business data from submitted project documents, including invoices, contracts, proposals, design changes, and related forms, regardless of whether the source is scanned, handwritten, printed-scanned, digitally generated, or web-form based.	The system successfully extracts required business data (e.g., vendor name, amount, date) from submitted project documents (invoices, contracts, proposals) regardless of format (scanned, handwritten, digital, web-form) and populates the corresponding system fields.	Capability description; OCR/data-capture approach; validation workflow; exception report
DOC-02	Must Have	The system shall support linking source documents or document references to ERP records and reporting data without requiring the full document content to reside inside the ERP.	On saving a Purchase Order with an external document reference (URL and source system ID), the system stores only reference metadata (URL, source, document ID) and no file binary (verified via admin attachment audit/API), displays a clickable link on the PO, and includes the	Demo; document-linking model; retention and access-control narrative

			same hyperlink in the PO detail report and CSV export. Clicking the link retrieves the document from the external repository in a new browser tab when the endpoint returns HTTP 200; if the endpoint returns 404 or times out, the system displays “Document not available,” does not block PO processing, and records user, timestamp, and error code in the audit log.	
INTR-01	Must Have	The vendor shall provide a documented integration architecture that describes the approach, protocols, and data flows for exchanging data between the ERP and all external systems listed in Exhibit C (Integration Inventory).	Vendor delivers an integration architecture document that identifies each interface from Exhibit C, specifies the protocol (API, file, SAML/OIDC), data objects exchanged, direction, frequency, authentication method, and error-handling approach for each interface. The Commission reviews and accepts the document before the build.	Integration architecture document; interface-by-interface design specifications; protocol and authentication details.
INTR-02	Must Have	The vendor shall ensure that when a contract is approved or amended in the ERP, the integration posts contract data to the external collaboration portal within the agreed service window.	When a contract is approved in ERP, the portal displays contract ID, vendor ID, start/end dates, total value, and status within 5 minutes. When a contract is amended, the portal reflects revised totals, dates, and an "Amended" status within 5 minutes. If the portal is unreachable, the integration queues the update and retries per INTR-05 rules.	Integration test results; portal sync demonstration; queue/retry logs
INTR-03	Must Have	The vendor shall ensure that documents uploaded to a	When a document is uploaded to a contract in the	Document upload

		contract in the external portal are stored in the document repository with full metadata and that the ERP reflects the linked document count within the agreed service window.	portal, the document repository stores it with metadata (ERP contract ID, document type, uploader, timestamp) and ERP shows the linked document count within 2 minutes. If storage fails, the portal shows an error, and no ERP link is created.	demonstration; metadata verification; error-handling test
INTR-04	Must Have	The vendor shall ensure that the reporting layer ingests data from ERP, portal, and document repository at the defined frequency and reconciles record counts to within acceptable variance thresholds.	The reporting layer ingests ERP, portal, and repository metadata at least hourly. Record counts for contracts, vendors, and compliance milestones reconcile to within 1% of the source systems. An admin alert triggers if variance exceeds 1%.	Reporting layer ingestion logs; reconciliation report; alert configuration
INTR-05	Must Have	The vendor shall implement automated error handling and retry logic for all integration transactions, including configurable retry attempts, intervals, and admin alerting on final failure.	Integration errors trigger up to 3 automatic retries at 5-minute intervals. An admin alert fires within 1 minute of final failure. No partial records exist in any target system after a failed run.	Error-handling configuration; retry demonstration; alert logs; partial-record prevention test
INTR-06	Must Have	The vendor shall provide a complete audit trail for all integration transactions, including correlation IDs, source and target system identifiers, timestamps, and success or failure status.	Admins can retrieve an audit trace for any transaction showing correlation ID, source/target systems, timestamps, payload summary, and success/failure status. Logs are retained for a minimum of 7 years and can be exported to CSV within 30 seconds.	Audit log demonstration; retention policy documentation; CSV export sample
INTR-07	Must Have	The vendor shall ensure that replaying or retransmitting a previously processed message	When a previously processed message (identified by correlation ID and matching payload) is sent a second time, the system does not	Duplicate-prevention test results; unique-key design documentation;

		does not create duplicate records in any target system.	create a new record. Only one record exists in ERP, portal, repository, and reporting after replay. Duplicate prevention is enforced via unique keys, and record counts before and after replay are identical.	replay demonstration
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17. Section 17: Configuration, Customization & Solution Extensions

Req ID	Priority	Requirement Statement	Acceptance Criteria	Evidence Required
CUST-01	Must Have	The system shall identify any proposed custom development, distinguish it from configuration, extension, or third-party integration, and explain upgrade, support, testing, and cost implications.	Vendor documentation clearly identifies any proposed custom development, distinguishes it from standard configuration or third-party integration, and details the associated upgrade, support, testing, and cost implications.	Fit-gap matrix; customization register; upgrade impact narrative

The Vendor must clearly distinguish standard out-of-the-box functionality, configuration, extension, custom development, and third-party components throughout its proposal. The Vendor must disclose the implementation, licensing, testing, security, support, maintenance, and upgrade implications of every non-standard component included in the proposed solution.

18. Section 18: IT Security & Data Residency

18.1 Overview

DRJTBC requires a cloud-based ERP solution that protects sensitive financial, operational, and compliance data. The Vendor must demonstrate documented security controls and practices, conformance with established security standards and frameworks, and compliance with DRJTBC's data residency mandates. The

Vendor shall also agree to enter into a standard data processing agreement with DRJTBC that, at a minimum, provides for: (a) disclosure of, and DRJTBC's prior approval of, all subprocessors engaged by the Vendor; (b) prompt notice to DRJTBC of any actual or reasonably suspected data breach or security incident; and (c) the Vendor's compliance with all applicable data protection laws and DRJTBC's data protection requirements.

18.2 IT Security Requirements

Req ID	Priority	Requirement Statement	Acceptance Criteria	Evidence Required
SEC-01	Must Have	The system shall ensure that the external portal, document processing, reporting stores, extracted data, attachments, backups, DR replicas, and logs containing Commission data comply with the RFQ hard requirement for United States data residency.	The system stores all Commission data—including external portal content, document processing files, reporting stores, extracted data, attachments, backups, disaster recovery replicas, and logs—exclusively within data centers physically located in the United States, verified through vendor-provided data residency certifications and periodic audit reports. The system prevents any data transfer or storage outside U.S. jurisdictions, and audit logs record all data access and replication activities with timestamps and geolocation metadata accessible to Commission administrators.	Data residency attestation; hosting-region documentation; subcontractor/data-flow disclosure; backup/DR location evidence

Vendors must complete the Compliance Response Matrix (Exhibit B) for all items in this section. Unless otherwise noted, all requirements in this section are Must Have priority.

Req ID	Priority	Requirement Statement	Acceptance Criteria	Evidence Required
SEC-001	Must Have	The vendor shall offer the proposed ERP solution as a Software-as-a-Service (SaaS) deployment model. On-premise or vendor-hosted IaaS solutions will not be accepted.	The solution is fully hosted by the platform vendor and managed by the implementation and support vendor.	SaaS architecture diagram and service description identifying the vendor-managed application, hosting model, infrastructure responsibilities, environments, and all third-party hosting components
SEC-002	Must Have	The vendor shall ensure that 100% of DRJTBC data (production, non-production, backups, DR replicas, attachments, and logs) resides within the continental United States. This requirement explicitly extends to all data processed or stored by any external collaboration portal, reporting/analytics engine, and document capture/processing component, whether provided natively or via Subprocessor.	Vendor commits to US-only data centers for all components (including portal, reporting, and document processing) and provides architectural proof with Subprocessor attestation.	Signed executive data-residency attestation; architecture/data-flow diagram identifying production, non-production, backup, DR, attachment, logging, portal, reporting, and document-processing locations; current Subprocessor list with hosting regions
SEC-003	Must Have	The system shall support enterprise identity integration with Microsoft Active Directory	The system integrates natively with AD.	Identity architecture diagram and

		for user provisioning and authentication.		product documentation demonstrating Microsoft Active Directory integration; screenshot or demonstration of user provisioning, authentication, role assignment, and deactivation
SEC-004	Must Have	The system shall support Single Sign-On (SSO) via SAML 2.0 or OIDC.	The system supports standard SSO protocols.	Product documentation and configuration screenshot demonstrating SAML 2.0 or OIDC support; identity-provider configuration example; live or recorded SSO demonstration
SEC-005	Must Have	The system shall support Multi-Factor Authentication (MFA) methods, specifically including Microsoft Authenticator and FIDO2 passkeys.	The system enforces MFA using specified methods.	Product documentation and configuration evidence demonstrating MFA enforcement using Microsoft Authenticator and FIDO2 passkeys; live or recorded authentication demonstration

SEC-006	Must Have	The system shall support granular Role-Based Access Control (RBAC) capabilities to restrict access to specific modules, screens, and data fields based on user roles.	The system supports complex roles and permissions.	RBAC documentation, sample role-permission matrix, and demonstration showing authorized and unauthorized users attempting to access restricted modules, screens, functions, and data fields
SEC-007	Must Have	The system shall provide comprehensive audit logging for all administrative activity, authentication events, workflow approvals, configuration changes, and business data modifications.	The system logs user, date, time, action, and before/after values.	Audit-logging documentation and sample redacted audit records showing administrative activity, authentication events, approvals, configuration changes, and data modifications, including user, timestamp, action, and before/after values where applicable
SEC-008	Must Have	The system shall retain all audit and system logs online for a minimum of 30 days.	The system retains logs for 30 days without requiring archival retrieval.	Log-retention policy or product configuration screenshot

				confirming at least 30 days of online retention; demonstration or sample query retrieving records spanning the required retention period.
SEC-009	Must Have	The system shall support multiple isolated environments, providing a Production environment, a Development environment, and a Test environment.	Vendor provisions distinct PROD, TEST, and DEV tenants.	Architecture diagram and service description identifying separate Production, Test, and Development environments, including isolation controls, data-refresh procedures, and treatment of production data in non-production environments
SEC-010	Must Have	The vendor shall provide advance notifications for all scheduled maintenance and system updates.	The vendor alerts IT before maintenance windows.	Maintenance and release-management policy; sample customer maintenance notification; documentation of notification lead times, delivery channels,

				severity classifications, and emergency-maintenance exceptions
SEC-011	Must Have	The vendor shall accommodate customer-defined blackout periods (e.g., year-end closing) during which no non-emergency updates or maintenance are performed.	Vendor allows DRJTBC to define change freeze windows.	Change-management policy and product documentation confirming customer-defined blackout or freeze periods; sample maintenance calendar or screenshot showing configuration of a year-end blackout period
SEC-012	Should Have	The vendor should adhere to recognized third-party security standards (e.g., SOC 2 Type II, ISO 27001) and provide current attestation reports annually.	Vendor provides the current SOC 2 Type II report.	Current SOC 2 Type II report and bridge letter, or current ISO/IEC 27001 certificate and Statement of Applicability; identification of the systems, locations, and subprocessors covered by the assurance report
SEC-013	Could Have	The system could support automated user provisioning and de-provisioning	The system supports automated provisioning.	SCIM or automated-provisioning

		(joiner/mover/leaver processes) via SCIM or similar protocols.		documentation; API or connector specifications; demonstration showing user creation, role/group update, deactivation, and resulting audit records
SEC-014	Could Have	The system could support log exports and remote log forwarding capabilities compatible with standard SIEM platforms.	The system supports syslog or API log forwarding.	SIEM integration documentation identifying supported formats and methods, such as syslog, API, webhook, or secure file export; sample redacted log export and demonstration of forwarding events to a standard SIEM platform

19. Section 19: Business Continuity & Disaster Recovery

19.1 Overview and Scope

The Delaware River Joint Toll Bridge Commission (DRJTBC) requires an Enterprise Resource Planning (ERP) solution with business continuity and disaster recovery capabilities sufficient to maintain operations during infrastructure failures, regional disasters, or cyber incidents. This section sets the minimum acceptable targets for system availability, data restoration, and disaster recovery testing.

The ERP will consolidate critical financial, procurement, and maintenance functions; extended downtime or data loss creates operational and regulatory risk.

19.2 Definitions

Recovery Time Objective (RTO): Maximum acceptable time to restore full system functionality after an unplanned outage or declared disaster.

Recovery Point Objective (RPO): Maximum acceptable amount of data loss measured in time (the age of the most recent usable backup or replica).

19.3 BCDR Requirements

Vendors must respond to these requirements in the Compliance Response Matrix (Exhibit B). All requirements in this section are considered Must Have priority.

Req ID	Priority	Requirement Statement	Acceptance Criteria	Evidence Required
BCDR-01	Must Have	The vendor shall support a Recovery Time Objective (RTO) of no more than 4 hours for the core ERP application.	Vendor SLA or policy explicitly commits to the required RTO.	SLA documentation or BCDR policy excerpt
BCDR-02	Must Have	The vendor shall support a Recovery Point Objective (RPO) of no more than 1 hour for all production data.	Vendor SLA or policy explicitly commits to the required RPO.	SLA documentation or BCDR policy excerpt
BCDR-03	Must Have	The vendor shall perform automated backups of all production data and attachments at least daily, retaining them for a minimum of 30 days rolling.	Backup schedule and retention policy meet or exceed the requirements.	Backup policy or architecture narrative
BCDR-04	Must Have	The vendor shall maintain a geographically separated Disaster Recovery (DR) environment located at least 100 miles from the primary production data center, while remaining strictly within the continental United States.	Architecture confirms secondary site location and US residency.	Architecture diagram showing primary and DR regions
BCDR-05	Must Have	The vendor shall perform full disaster recovery failover testing at least annually and provide DRJTBC with a summary report of the test results upon request.	Vendor policy mandates annual testing and reporting.	Redacted DR test summary from the past 12 months

BCDR-06	Must Have	The vendor shall provide a formal incident communication and escalation plan that guarantees initial notification to DRJTBC within one (1) hour of a confirmed critical outage or breach.	Communication plan includes SLA for initial notification.	Incident Response Plan summary
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19.4 Vendor Response Instructions for BCDR

When completing the Compliance Response Matrix for the BCDR requirements, vendors must follow these instructions:

State Your Commits: If your standard SLA provides a tighter RTO/RPO than requested (e.g., RPO of 15 minutes), state the actual commitment in the Narrative Response.

Cost Impacts for Tighter Targets: If meeting the stated RTO/RPO targets requires an upgraded hosting tier, a premium disaster recovery module, or an active-active architecture not included in the Vendor's baseline proposed price, the Vendor must select Additional for Cost Impact and itemize the cost in the Pricing Proposal. The Compliance Status must reflect whether the proposed solution fully satisfies the stated requirement; incremental cost alone does not make a response Partially Compliant.

Evidence is Mandatory: You must provide the requested BCDR policy excerpts, SLA documents, and architecture diagrams. Marketing claims of "high availability" without contractual SLAs will be scored 1 (Major Gaps / High Risk).

PART IV: EVALUATION, IMPLEMENTATION & COMMERCIAL

20. Section 20: Implementation Approach & Project Management

20.1 Overview and Scope

The Delaware River Joint Toll Bridge Commission (DRJTBC) requires the selected vendor to implement and deploy DRJTBC's new consolidated ERP, replacing current legacy systems, including Tyler Munis, manual Excel-based capital planning, and SharePoint workarounds.

The vendor shall serve as the prime systems integrator and shall provide project management, system configuration, data migration, interface and integration development, testing, training, and organizational change management to achieve a production-ready system accepted by DRJTBC.

20.2 Implementation Requirements

Vendors must respond to these requirements in the Compliance Response Matrix (Exhibit B). All requirements in this section are considered Must Have priority.

Req ID	Priority	Requirement Statement	Acceptance Criteria	Evidence Required
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IMP-01	Must Have	The vendor shall provide a dedicated, full-time PMP-certified Project Manager with experience managing at least 2 public-sector ERP implementations of similar size and scope.	Resume demonstrates required experience and PMP or equivalent certification.	Proposed Project Manager Resume.
IMP-02	Must Have	The vendor shall utilize a proven, documented implementation methodology that includes formal phase-gate sign-offs by DRJTBC leadership before proceeding to the next phase.	Methodology includes clear phases (e.g., Discover, Design, Build, Test, Deploy) and formal sign-off milestones.	Implementation Methodology Overview.
IMP-03	Must Have	The vendor shall be responsible for: (a) extracting, transforming, validating, and loading all active/open data from Tyler Munis and other identified sources at go-live; and (b) designing, building, testing, documenting, and delivering repeatable import templates and a validated process that DRJTBC can use post-go-live to incrementally load all remaining historical data from system inception.	Vendor executes active data migration at go-live. Vendor delivers tested import templates, execution runbook, validation procedures, error handling instructions, and sample test results for historical data loading. DRJTBC executes historical loads post-go-live using vendor-delivered tools.	Data Migration Strategy Narrative + Sample Import Template + Execution Runbook.
IMP-04	Must Have	The vendor shall provide a comprehensive Organizational Change Management (OCM) and Training plan, including role-based training for end-users and "train-the-trainer" sessions for DRJTBC SMEs.	Plan includes communication strategies, training schedules, and delivery methods (e.g., live, recorded, manuals).	Sample Training & OCM Plan.
IMP-05	Must Have	The vendor shall conduct multiple testing cycles, including System Integration Testing (SIT), User Acceptance Testing (UAT), and Performance/Load Testing, prior to go-live.	Testing strategy requires DRJTBC sign-off on UAT before production deployment.	Testing Strategy Narrative.

IMP-06	Must Have	The vendor shall provide post-go-live "HyperCare" support for 180 calendar days.	Hypercare period is explicitly defined and covers critical first-time business cycles including quarter-end close.	Support & Hypercare Plan.
IMP-07	Must Have	The vendor shall manage all required integrations (e.g., ADP Workforce Now, IBM Maximo, Gas Boy) and ensure they are fully tested and operational prior to go-live.	Integration development and testing are included in the project schedule and base cost.	Integration Approach Narrative.

20.3 Vendor Response Instructions for Implementation

Attach a Draft Project Plan. It will be evaluated under Category 1 (Engineering & Capital Projects / Implementation Risk) and must include:

- **Work Breakdown Structure (WBS):** A detailed schedule that shows phases, tasks, milestones, and dependencies.
- **Resource Allocation:** A responsibility matrix that assigns each task to Vendor or DRJTBC staff. You must estimate the weekly hour commitment required from DRJTBC SMEs for each phase.
- **Data Migration Approach:** Specific methods and deliverables for migrating data, including:
- **Active/Open Data (Vendor-Executed):** Describe your process to extract, transform, validate, and load all active/open data at go-live, including open transactions, active vendors, active projects, current-year GL, open encumbrances, and associated documents for active records.
- **Historical Data Templates & Process (Vendor-Delivered):** Describe how you will design, build, test, and document repeatable import templates and a validated process DRJTBC can use post-go-live to incrementally load ALL remaining historical data from system inception (estimated 20+ years for some modules). Deliverables must include tested templates per data object, a step-by-step execution runbook, validation and reconciliation procedures, error handling and rollback instructions, and sample test results.

Note: DRJTBC requires that ALL historical data ultimately reside in the new system. The Vendor is NOT required to execute the full historical load, but IS required to deliver proven, documented tools and processes that enable DRJTBC to do so independently after go-live.

Data Migration Volume, Conversion-Cycle & Ownership Baseline

DRJTBC has not completed a definitive inventory of record counts, document counts, attachment-storage volumes, or source-file quantities for every migration object. Vendors must not treat unavailable final volumes as an exclusion. For each migration object, Vendor must state the volume assumed in its price, the volume included in base price, the unit basis and binding unit rate for excess volume, source-system/file assumptions, and data-quality assumptions.

The selected Vendor must validate migration volumes during the data-assessment phase. Any price adjustment must use the unit rates submitted in the Pricing Proposal and requires DRJTBC's prior written approval. No adjustment will be permitted solely because the Vendor failed to disclose its assumptions.

The base implementation price must include: data profiling and migration design; two complete mock conversions; one UAT conversion; one cutover rehearsal; production conversion; post-conversion reconciliation; and correction and reprocessing of Vendor-caused migration errors.

Activity	Primary Responsibility	Required Treatment
Source-system extraction	Vendor, with DRJTBC access and support	Vendor documents extracts, counts, control totals, and repeatable procedures
Data mapping and transformation	Vendor	Vendor prepares mappings, transformation rules, and exception handling
Business cleansing decisions	DRJTBC	DRJTBC determines authoritative values and disposition of business-data exceptions
Cleansing tools, reports, and execution support	Vendor	Vendor supplies profiling, exception reports, tools, and technical assistance
Technical loading and Vendor-caused error correction	Vendor	Vendor loads data and corrects defects in mappings, transformations, scripts, and load processes
Financial and control-total reconciliation	Vendor prepares; DRJTBC validates	Vendor delivers source-to-target counts, balances, exceptions, and sign-off package
Business-record validation	DRJTBC subject-matter experts	DRJTBC validates usability and business accuracy using Vendor-provided reports and access
Conversion exception resolution	Shared, based on root cause	Vendor owns technical/process defects; DRJTBC owns business decisions and source corrections
Final conversion acceptance	DRJTBC	DRJTBC provides written approval after required reconciliation and acceptance criteria are met

Audit trail and reconciliation package	Vendor	Vendor delivers complete, reproducible evidence for each conversion cycle
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- Risk Management: Provide a log of the top 3 risks you typically encounter in public-sector ERP implementations and the specific mitigation strategies you propose for DRJTBC.

Note: Project plans that rely primarily on DRJTBC staff to perform configuration and data migration tasks, without documented tools and clear responsibilities, will receive a low score.

21. Section 21: Vendor Qualifications & References

21.1 Overview and Scope

The Delaware River Joint Toll Bridge Commission (DRJTBC) requires a vendor with a proven track record implementing and supporting Enterprise Resource Planning (ERP) solutions in the public sector. This section sets the minimum qualifications a vendor must meet and the reference documentation required to validate the vendor's claims.

If the vendor proposes a Prime/Subcontractor relationship (for example, a software publisher partnering with a systems integrator), the qualifications and references must apply to the entity that will hold the primary contract and perform the implementation services.

21.2 Minimum Vendor Qualifications

Vendors must respond to these minimum qualifications in the Section 21 qualification narrative and required reference forms. These items are not Exhibit B solution requirements.

Qualification ID	Minimum Qualification	Verification Criteria	Evidence Required	Vendor Response
QUAL-01	Must Have	Vendor shall have been in the business of providing and implementing enterprise software solutions for a minimum of 5 years.	Corporate history confirms minimum years in business.	Corporate Overview Narrative
QUAL-02	Must Have	Vendor shall have successfully completed at least 2 ERP implementations of similar size, scope, and complexity for public-sector or quasi-governmental agencies within the last 5 years.	Implementations must include Financials, Procurement, and Asset management modules.	Completed Exhibit H Client Reference Forms demonstrating the required comparable public-sector ERP

				implementations
QUAL-03	Must Have	Vendor shall disclose any pending litigation, judgments, or settlements within the past 3 years that could materially impact their ability to perform the contract.	Full disclosure provided, or a formal statement that none exist.	Litigation Disclosure Statement.

Relevant Public-Works Experience. Proposers shall demonstrate substantial qualifications and experience implementing, configuring, and supporting ERP solutions for public-sector agencies responsible for major capital infrastructure and public-works programs. Proposals shall identify comparable implementations for transportation agencies, public authorities, utilities, or similar owner organizations managing complex, multi-year capital construction programs. Proposers shall provide representative project examples, completed Exhibit H Client Reference Forms, implementation scope, modules and integrations delivered, the proposed ERP and PMIS products where applicable, project duration and value, and measurable outcomes. Experience primarily involving private-sector or non-infrastructure organizations may receive less evaluation credit unless the Proposer demonstrates its direct applicability to DRJTBC's governance, procurement, financial-control, regulatory-compliance, and capital-project-delivery environment.

21.3 Reference Requirements

Vendors must submit at least three (3) completed Exhibit H Client Reference Forms for current clients using the proposed ERP solution. At least two (2) references shall be public-sector entities that use the solution for Financials/Purchasing and Asset/Maintenance Management. References may substantiate experience of the prime proposer or a named material subcontractor, but the Vendor must identify the entity that actually performed the referenced services and describe its role. References attributed to a subcontractor do not, by themselves, establish the prime proposer's ERP experience.

To ensure references are relevant to DRJTBC's operating environment, at least two (2) of the references must be public-sector entities that use the system for both Financials/Purchasing and Asset/Maintenance Management.

For each reference, submit a completed Exhibit H and identify whether the cited project was performed by the prime proposer, named subcontractor, or a delivery team. State which legal entity performed the work and the specific modules, integrations, or capital-project services that it delivered. The three-reference minimum and two-public-sector minimum remain unchanged. The forms must include the following information:

Material subcontractor disclosure. The proposal shall identify each subcontractor responsible for material implementation, Capital Projects/PMIS, integration, data migration, or ongoing support services and explain

the subcontractor's scope, percentage or approximate portion of delivery, and relationship to the cited references. DRJTBC may request clarifications or contact other known clients of those entities during evaluation. No additional fixed number of reference forms is required solely because a material subcontractor is proposed.

- Client Organization Name
- Primary Contact (Name, Title, Phone, Email)
- Project Scope: Modules implemented (e.g., GL, AP, Purchasing, Work Orders)
- Integration Scope: Key third-party systems integrated (e.g., Payroll, Asset Management)
- Project Timeline: Original estimated go-live date and actual go-live date
- Current Status: Is the client live and in the post-implementation support phase?

21.4 Reference Check Process & Claims Validation

DRJTBC reserves the right to contact submitted references and other known clients of the prime proposer and named material subcontractors during evaluation. References will be evaluated for the experience of the entity that actually delivered the relevant work; claimed experience may not be attributed to another entity without a clear explanation of its role.

Reference checks will validate claims made in the vendor's proposal. DRJTBC will ask references about:

- Implementation Realism: Did the vendor meet the proposed timeline and budget?
- Integration Effort: Were integrations (for example, to payroll or legacy systems) delivered as described, or did they require unanticipated custom development?
- Support Quality: How responsive and effective is the vendor's post-go-live support?
- Reporting Adoption: Can business users produce their own reports, or do they still rely heavily on IT or Excel workarounds?
- Total Cost Surprises: Were there undisclosed costs for modules, storage, or support not apparent during the RFP phase?

Note: If a reference contradicts a material claim in the vendor's proposal (for example, the vendor claims an integration is "out-of-the-box," but the reference reports it required 200 hours of custom development), DRJTBC reserves the right to reduce the vendor's technical score or disqualify the proposal.

21.5 Conflict of Interest Disclosure

Each Proposer and all proposed subcontractors must disclose any current or prior business relationships (defined as any relationship that terminated within twenty-four (24) months prior to the Proposal submission deadline) with any DRJTBC Commissioner, officer, employee, or consultant performing work in connection with this RFP.

If a conflict of interest exists or may exist, the Proposer must submit a written Conflict of Interest Disclosure Statement as part of its Proposal. The Disclosure Statement must identify: (a) the name of the DRJTBC individual with whom the relationship exists; (b) the nature and duration of the relationship; and (c) the steps the Proposer has taken or proposes to take to mitigate any actual or perceived conflict.

Any Proposer or team member that participated in the drafting, scoping, or requirements development of this RFP, or any entity on a team that includes such a party, shall be ineligible for contract award under this solicitation.

DRJTBC reserves the right, in its sole discretion, to disqualify any Proposer whose actual or perceived conflict of interest DRJTBC determines cannot be adequately mitigated. The decision to disqualify a Proposer on conflict of interest grounds is solely that of DRJTBC and is not subject to appeal.

22. Section 22: Evaluation Criteria & Selection Process

22.1 Evaluation Methodology

DRJTBC will evaluate proposals using a Best Value Tradeoff methodology within the Commission's established Technical Evaluation Committee (TEC) governance structure. The evaluation will preserve DRJTBC's familiar summary format while using requirement-level ERP scoring, evidence review, specialist inputs, controlled demonstrations, and 10-year Total Cost of Ownership (TCO) normalization to produce a traceable and defensible result.

Finalist evaluation will use three overall components: Technical Proposal (60%), Scripted Demonstration / Oral Presentation (25%), and 10-Year TCO (15%). Cost is a significant factor; however, DRJTBC reserves the right to award a higher-priced Vendor if that Vendor's technical solution, demonstrated capability, security posture, or implementation approach provides substantially greater value or materially lower risk to DRJTBC.

The final overall score will be calculated on a 0-5 scale as: (Final Technical Proposal Score x 60%) + (Final Demonstration / Oral Score x 25%) + (Cost Score x 15%). The resulting score and ranking will inform, but will not by themselves determine, the final contract award.

DRJTBC reserves the right to request a Best and Final Offer (BAFO) from one or more Finalists prior to contract award.

22.2 Evaluation Process

An Evaluation Committee composed of representatives from Engineering & Capital Projects, Purchasing, Fleet & Maintenance, Electronic Security Systems, Contract Compliance, Insurance, Training, Information Technology, Accounting, and Executive Leadership will conduct the evaluation. Evaluators will score only the requirements and categories assigned to their domain expertise. Specialist inputs, including IBE participation, will be provided by the responsible DRJTBC function and incorporated into the TEC evaluation.

The evaluation will proceed in four phases:

22.3 Phase 1: Pass/Fail Compliance Review

Procurement will review all proposals against the mandatory gates defined in Section 22.7. Any proposal that fails a mandatory gate will be deemed non-responsive and removed from further consideration.

22.4 Phase 2: Technical Proposal Scoring

The Evaluation Committee will independently evaluate the remaining proposals using the requirement-level scoring methodology in Section 22.10. Each evaluator will review the Vendor's Compliance Matrix responses

and supporting evidence for the requirements assigned to that evaluator's domain. Requirement scores will be priority-weighted and automatically aggregated into calculated category scores. Procurement will keep pricing separate and unavailable to technical evaluators until technical scoring is closed.

22.5 Phase 3: Shortlisting, Demonstrations & Cost Normalization

DRJTBC may shortlist three to five responsive Vendors that it determines present the strongest technical potential based on the Phase 2 Technical Proposal results, documented risks, and the other evaluation considerations stated in this RFP. DRJTBC is not required to shortlist Vendors strictly in numerical rank order.

DRJTBC will provide demonstration scripts to shortlisted Vendors two weeks before the scheduled demonstration dates. Demonstration scenarios will include, at a minimum, a capital project lifecycle walkthrough from planning through closeout. Each demonstration scenario will be scored separately on a 0-5 scale and weighted within the 25% Demonstration / Oral component as defined in Section 22.14. Procurement will normalize 10-year TCO separately in accordance with Section 23 after technical scoring is closed.

22.6 Phase 4: Final Scoring & Award Recommendation

After demonstrations, the Evaluation Committee will finalize the separate Demonstration / Oral score, confirm Technical Proposal consensus scores, review reference findings and material risks, and combine the three approved components: Technical Proposal (60%), Demonstration / Oral (25%), and 10-Year TCO (15%). Demonstration performance will not automatically rewrite the written Technical Proposal score. If a demonstration reveals a factual misrepresentation or a material scoring error in the written proposal evaluation, any technical-score adjustment must be specifically documented and approved during TEC consensus.

Final Award Discretion: Evaluation scores and rankings are tools to support DRJTBC's selection decision and do not create an entitlement to contract award. DRJTBC reserves the right, in its discretion and consistent with the terms of this RFP and applicable law, to award the contract to the responsible and responsive Proposer whose proposal DRJTBC determines provides the best overall value and is in the best interests of the Commission. The highest-scoring, highest-ranked, or lowest-priced Proposer is not necessarily entitled to award.

DRJTBC may select a Proposer other than the highest-scoring Proposer when the Commission determines that documented considerations relating to technical capability, implementation approach, demonstrated performance, references, risk, total cost of ownership, contractual terms, negotiations, or other evaluation considerations identified in this RFP support that determination.

22.7 Mandatory Pass/Fail Gates

Before any weighted scoring occurs, proposals must pass the following mandatory gates. A "Fail" on any gate results in immediate disqualification.

Gate ID	Gate Requirement	Required Evidence
PF-01	US Data Residency: Vendor shall guarantee that 100% of DRJTBC data (production, non-production, backups, DR replicas, attachments, and logs) resides	Signed attestation and architecture diagram showing data center locations

	within the continental United States.	
PF-02	SaaS Deployment: Vendor shall offer the proposed ERP solution as a Software-as-a-Service (SaaS) deployment model. On-premise or vendor-hosted IaaS solutions will not be accepted.	Technical narrative and architecture diagram
PF-03	Authentication: Vendor shall support Single Sign-On (SSO) via SAML 2.0 or OIDC, and enforce Multi-Factor Authentication (MFA) using Microsoft Authenticator or FIDO2 passkeys.	Technical narrative and compliance matrix response
PF-04	BCDR Minimums: Vendor shall contractually commit to an RTO of no more than four (4) hours and an RPO of no more than one (1) hour for the proposed production ERP solution.	Contractual SLA or BCDR policy explicitly stating $RTO \leq 4$ hours and $RPO \leq 1$ hour
PF-05	Evidence Submission: Vendor shall provide all mandatory evidence documents requested in the Vendor Evidence Checklist (Exhibit D).	Submission of all required attachments
PF-06	Vendor demonstrates the ability to manage multi-year capital programs including project planning, specified cost categories, approval workflows, and financial tracking at the project, contract, and task level; and demonstrates that the proposed ERP and standardized PMIS combination has been successfully implemented and operated together on comparable major public works capital programs.	Technical narrative; PMIS data-flow diagram; and comparable public works implementation references or documented experience demonstrating operation of the proposed ERP and PMIS together

PF-07	Vendor Qualifications & References: Vendor shall provide at least three (3) references from current clients who have implemented the proposed ERP solution, with at least two (2) being public-sector entities. Vendor must also demonstrate completion of at least two (2) public-sector ERP implementations in the last 5 years.	At least three completed Exhibit H Client Reference Forms meeting all criteria in Section 21, including at least two public-sector references and evidence of at least two qualifying public-sector ERP implementations completed within the last five years
PF-08	Administrative Responsiveness: The vendor shall submit the proposal before the stated deadline, adhere to all formatting instructions, and include all required signatures and mandatory procurement forms.	Timely submission of a complete, properly formatted proposal package, including a completed and signed Exhibit I: Terms & Conditions Acceptance and Exceptions Certification and, when exceptions are requested, a completed Exhibit I Part B Exceptions Schedule.
PF-09	Separation of Cost and Technical Proposals: Vendor shall submit the Pricing Proposal in a completely separate, clearly marked file/envelope. Including any pricing data in the Technical Proposal will result in immediate disqualification.	Verification by Procurement Officer that no pricing data exists in the Technical Proposal
PF-10	Debarment and Suspension: Vendor shall certify that they (and any proposed subcontractors) are not currently debarred, suspended, or otherwise prohibited from doing business with the Federal Government, the State of New Jersey, or the Commonwealth of Pennsylvania.	Signed Debarment Certification Form
PF-11	Data Ownership & Extraction: Vendor shall explicitly agree that DRJTBC retains 100% ownership	Explicit written commitment in the Technical Narrative

	of all DRJTBC data. Vendor shall guarantee DRJTBC's ability to extract all data in a standard, non-proprietary format (e.g., CSV, SQL backup) upon contract termination.	
PF-12	Core Boundary Integration (ADP): Vendor shall explicitly commit to providing a bi-directional integration with DRJTBC's existing ADP system (Workforce Now / eTime) for HR and Time/Attendance data.	Explicit written commitment in the Technical Narrative and Compliance Matrix

Responsiveness Rule: Only PF-01 through PF-12 automatically result in disqualification. Other Must Have requirement gaps are evaluated under the published scoring rubric unless the RFP expressly states otherwise.

22.8 Weighted Evaluation Categories

Proposals that pass Phase 1 will first be evaluated for the Technical Proposal component, which represents 60% of the final overall evaluation. The Technical Proposal categories below are internal weights within that 60% component and total 100%. DRJTBC will review the Vendor's written narrative, completed Compliance Matrix (Exhibit B), and submitted supporting evidence. Requirement-level evaluator scores will be calculated into the category results in accordance with Section 22.10.

#	Evaluation Category	Technical Proposal Internal Weight	Description
1	Functional Fit: Engineering & Capital Projects	18.28%	Ability to meet the capital program planning, project execution, job costing, PMIS integration, and e-procurement requirements. This is DRJTBC's most complex and mission-critical functional area.
2	Functional Fit: Purchasing & Finance	22.28%	Ability to meet the core financial control, procurement, and inventory requirements.

3	Functional Fit: Fleet & Maintenance	9.72%	Ability to meet the core operational requirements, including asset tracking, work orders, and preventative maintenance.
4	Functional Fit: Electronic Security Systems	5.59%	Ability to meet specialized asset tracking and integration requirements for physical security infrastructure.
5	Functional Fit: Contract Compliance & Insurance	5.59%	Ability to meet risk management, vendor oversight, and policy tracking requirements.
6	Functional Fit: Training	5.59%	Ability to meet employee enablement, course management, and certification tracking requirements.
7	Reporting & Analytics	11.18%	Ability to provide robust, user-configurable reporting, dashboards, earned value management, and data extraction capabilities across all modules. Emphasis on capital program dashboards and financial reporting.
8	Integration & Data Movement	11.18%	Ability to integrate with minimal manual handoff with existing DRJTBC systems and demonstrate controlled, auditable specialty-system integration. Evaluation emphasizes CAP-090 Interface Inventory completeness; data objects and system-of-record accountability; direction, frequency, method, and security/residency controls; error handling and reconciliation; operational ownership; dependencies; and

			evidence from comparable implementations.
9	IT Security, BCDR & Data Residency	5.59%	Strength of the Vendor's security posture, audit logging capabilities, role-based access controls, and disaster recovery architecture.
10	IBE Participation	5.00%	Evaluation of the Vendor's proposed Identified Business Enterprise (IBE) participation using the Commission-approved IBE review methodology. This is a specialist score supplied by Contract Compliance and is separate from the ERP system's functional capability to track IBE/DBE compliance.
	TOTAL	100.00%	

Effective overall weights are calculated by multiplying each Technical Proposal internal category weight by 60%, representing the Technical Proposal's share of the final evaluation. The effective overall weights are: Engineering & Capital Projects 10.97%; Purchasing & Finance 13.37%; Fleet & Maintenance 5.83%; Electronic Security Systems 3.35%; Contract Compliance & Insurance 3.35%; Training 3.35%; Reporting & Analytics 6.71%; Integration & Data Movement 6.71%; IT Security, BCDR & Data Residency 3.35%; and IBE Participation 3.00%.

The Technical Proposal represents 60% of the final evaluation, while the separate Scripted Demonstration / Oral Presentation component represents 25% and the 10-Year Total Cost of Ownership (TCO) component represents 15%. Individual effective overall weights are displayed to two decimal places; calculations shall use the underlying unrounded values to preserve the full 60% Technical Proposal allocation.

22.9 Category Weight Rationale

The evaluation category weights reflect DRJTBC's operational priorities, implementation risks, and the relative importance of the functional and technical capabilities required for a successful ERP implementation. The Technical Proposal represents 60% of the overall evaluation score, with the following category weights applied internally to that component.

Purchasing & Finance (22.28%) receives the highest weighting because financial management, procurement controls, accounts payable and receivable, general ledger integrity, budgeting, and related financial processes are foundational to DRJTBC's daily operations.

Engineering & Capital Projects (18.28%) receives the second-highest weighting because of the Commission's significant multi-year capital improvement program and the importance of project financial controls, cost tracking, funding management, PMIS integration, and capital project lifecycle visibility.

Reporting & Analytics (11.18%) and Integration & Data Movement (11.18%) receive substantial weighting because the solution must provide reliable cross-departmental information, financial and operational reporting, integration with existing systems, and controlled data movement with minimal manual intervention.

Fleet & Maintenance (9.72%) reflects the operational importance of asset lifecycle management, preventive maintenance, work orders, and inventory management across DRJTBC facilities and infrastructure.

Electronic Security Systems (5.59%), Contract Compliance & Insurance (5.59%), Training (5.59%), and IT Security, BCDR & Data Residency (5.59%) address specialized operational capabilities and enterprise controls that are necessary for a secure, compliant, and sustainable ERP environment.

IBE Participation (5.00%) reflects the Commission's commitment to evaluating proposed Identified Business Enterprise participation as a distinct evaluation factor.

These weights preserve the established DRJTBC evaluation methodology while incorporating ERP-specific priorities and the separate IBE Participation factor. The legacy technical category allocation of 85% has been normalized to 95% of the Technical Proposal component, with the remaining 5% allocated to IBE Participation.

The Technical Proposal accounts for 60% of the final evaluation. The remaining components consist of the Scripted Demonstration / Oral Presentation (25%) and the 10-Year Total Cost of Ownership (15%), resulting in a combined evaluation weighting of 100%

22.10 Scoring Matrix

For each assigned requirement, the evaluator will assign a score of 0-5 based on the Vendor's response, supporting evidence, acceptance criteria, implementation approach, and associated risk. The Vendor's stated Compliance Status is a claim and does not automatically determine the evaluator score. Scores must be supported by verifiable evidence; marketing statements or unsupported claims will not receive full credit.

Requirement scores will be priority-weighted using the following multipliers: Must Have = 3; Should Have = 2; Could Have = 1; Won't Have (This Time) = 0 and excluded from scoring. For each scored requirement, Weighted Result = Evaluator Score x Priority Weight. The Calculated Category Score = Sum of Weighted Results / Sum of applicable Priority Weights. The calculated category score remains on the 0-5 scale and feeds the Technical Proposal evaluation model.

Evidence and Must-Gap Controls. If evidence expressly required for a scored requirement is missing or materially inadequate, that requirement score is capped at 2 unless the solicitation expressly provides a stricter consequence. An unresolved material Must Have gap generally caps the affected final category score at 3.0 unless the TEC documents why the gap is not material to that category or why a different published consequence applies.

Consensus Control. Evaluator worksheets will show the calculated category score and the final TEC consensus score. The calculated score is the default final score. Any adjustment by the TEC must be based on a

documented scoring error, application of a published cap, or a material cross-cutting risk not adequately captured by the line-item calculation. The adjustment rationale and supporting evidence must be recorded in the evaluation record.

Score	Label	Definition
0	Non-Compliant	Vendor did not respond or explicitly stated they cannot meet the requirement
1	Major Gaps / High Risk	Vendor claims compliance, but approach is unclear, relies heavily on unproven third-party workarounds, or contradicts other parts of the proposal
2	Partial Fit / Moderate Risk	Vendor meets the intent but requires significant manual workarounds, custom development, or complex configuration
3	Meets Requirement / Acceptable Risk	Vendor clearly meets the requirement using standard, out-of-the-box functionality or standard configuration. Evidence directly supports the claim
4	Exceeds Requirement / Low Risk	Vendor meets the requirement elegantly and provides additional value (e.g., automation, superior usability) without added cost. Strong, specific evidence provided
5	Best in Class / Proven	Vendor provides an exceptional solution that is proven in similar public-sector environments. Verifiable evidence, including references or case studies showing successful deployment of this specific feature in a capital-intensive public agency

22.11 Scoring Guidance for Capital Projects (Category 1)

Engineering & Capital Projects evaluators will score each assigned requirement using Section 22.10. Because this domain is complex and mission-critical, the following differentiators must inform the requirement-level scores, evidence review, risk notes, and TEC consensus for Category 1:

- The ability to manage a 10-year capital program, including cost escalation and Commissioner-level approval workflows, is a key differentiator. Vendors scoring a 4 or 5 must demonstrate this capability with evidence from a comparable public works agency.
- The PMIS requirement (CAP-028) is critical. Vendors must provide evidence of a proven, integrated PMIS; solutions relying on third-party bolt-ons will receive lower scores.
- The e-procurement capabilities (CAP-039 through CAP-047) must include vendor self-registration, electronic bid submission, and award conversion. Proposals limited to basic PO-based procurement will be scored lower.
- The depth of job costing — the ability to track costs simultaneously at the project, contract, cost category, and task line levels — is a fundamental requirement that distinguishes enterprise capital project solutions from basic financial systems.
- Demonstrated success implementing and operating the proposed ERP, and the proposed ERP/PMIS combination where applicable, for transportation agencies, public authorities, utilities, or comparable public-works organizations managing complex, multi-year capital programs is a key differentiator. Evaluators shall consider the relevance of the client's operating environment, implementation scope, measurable outcomes, and completed Exhibit H references.

These differentiators do not create a second, separate holistic Engineering score. They are applied through requirement-level scoring, evidence assessment, published caps, and documented TEC consensus.

22.12 Tie-Break Rules

If two or more Vendors receive identical total scores after the Phase 4 consensus session, ties will be broken by the following criteria in order of precedence:

1. Highest Final Technical Proposal Score.
2. Highest score in Category 1 (Functional Fit: Engineering & Capital Projects).
3. Highest score in Category 8 (Integration & Data Movement).
4. Highest Final Demonstration / Oral Score.
5. Highest score in Category 9 (IT Security, BCDR & Data Residency).
6. Lowest 10-Year Total Cost of Ownership.

22.13 Evaluation Committee Composition

The Evaluation Committee will consist of the following members. Each member will score only the categories relevant to their domain expertise.

Role	Scoring Responsibility
Engineering / Capital Projects SME	Categories 1, 7, 8
Purchasing / Finance SME	Categories 2, 7,8

Fleet & Maintenance SME	Categories 3, 7, 8
Electronic Security Systems SME	Category 4
Contract Compliance / Insurance SME	Categories 5 and 10 (IBE Participation specialist score)
Training SME	Category 6,7
IT Director / Infrastructure SME	Categories 8, 9
Procurement Officer	10-Year TCO (15% overall component), Pass/Fail Gate validation, and pricing separation control
Executive Sponsor (tie-break authority)	All categories and overall components (advisory), final consensus and tie-break authority

All designated TEC members participating in finalist demonstrations will use the same DRJTBC-defined scripts, time limits, and 0-5 scoring scale. Demo scores are recorded separately from Technical Proposal scores.

22.14 Finalist Demonstration Scenarios

Finalist demonstrations must include the following controlled DRJTBC-defined scenarios. Vendors should not substitute generic slideware for these scenarios. Each scenario will receive a 0-5 evaluator score using the Section 22.10 scale. The weighted scenario results will produce a Final Demonstration / Oral Score on a 0-5 scale, which represents 25% of the final overall evaluation.

Scenario ID	Scenario	What the Vendor Must Show	Success Criteria	Demo Internal Weight
DEMO-SC-01	Capital Project Lifecycle	Complete capital planning through closeout	Required relationships, controls, and audit trail demonstrated	25%
DEMO-SC-02	Procure-to-Pay	Complete requisition through payment	Approvals, 3-way match and controls demonstrated	15%
DEMO-SC-03	Fleet & Maintenance	Complete corrective and preventive maintenance flow	Asset, labor, parts, and reports update correctly	15%
DEMO-SC-04	Integration & Data Movement	Show integration monitoring and exception handling	Retry, alerting, idempotency and auditability demonstrated	10%

DEMO-SC-05	Reporting & Analytics	Create, secure, schedule and export reports	Drill-down and governed access demonstrated	10%
DEMO-SC-06	Security, Access & Audit	Show identity, MFA, RBAC, logs and BCDR evidence	Access controls and audit evidence demonstrated	10%
DEMO-SC-07	External Collaboration Portal	Complete secure external submission and workflow	Isolation, scanning, routing and ERP sync demonstrated	10%
DEMO-SC-08	Data Migration	Run sample conversion and reconciliation	Errors, duplicates, rollback and audit log demonstrated	5%

Demonstration scores validate observed finalist performance but do not automatically replace or rescore the written Technical Proposal. Any technical-score change based on a demonstration must meet the documented adjustment rule in Section 22.6 and Section 22.10.

22.15 Mandatory Finalist Demonstration Requirement

Shortlisted Vendors must participate in controlled, scenario-based demonstrations using DRJTBC-provided data, scripts, and evaluation criteria. Demonstrations must use the solution and components proposed in the Vendor's written response. Substitution of generic demonstrations, slideware, mockups, or materially different products is not acceptable. Failure to participate or failure to demonstrate a required mandatory capability may materially reduce the Demonstration / Oral score and may also trigger review of any related written-proposal representation.

Req ID	Priority	Requirement Statement	Acceptance Criteria	Evidence Required
DEMO-01	Must Have	The vendor shall demonstrate the proposed approach for capital data mapping, relationship preservation, and repeatable import processing using a Commission-defined scenario during finalist demonstrations.	During the finalist demo, using the Commission-supplied capital data file and mapping template, the vendor configures mappings with delivered tools and runs an import via the system's staging area into target capital modules that completes within 15 minutes; the system displays an audit log with start/end time and counts	Proposal-stage scenario response and assumptions register; live system demonstration by shortlisted Vendors using the DRJTBC-provided data file, mapping template, test

			of total, created, updated, and failed records. After import, the system shows preservation of relationships by verifying that, for five Commission-designated source projects, their associated assets, components, and funding sources exist with matching keys/IDs and no orphaned records in either UI and query outputs. Re-running the same job with the same file is idempotent (no new records are created, and the same keys are updated), and three intentional bad rows are rejected with row-level error messages and an exportable error file while all other rows load successfully.	conditions, and demonstration script; resulting import audit log, relationship-validation results, and exportable error report
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22.16 Finalist Best and Final Offer (BAFO)

Following the completion of finalist demonstrations and reference checks, DRJTBC reserves the right, at its sole discretion, to request a Best and Final Offer (BAFO) from one or more Finalists prior to contract award. DRJTBC may use the BAFO process to request revisions to pricing, scope, implementation approach, staffing, or any other element of the Vendor's proposal.

If DRJTBC requests a BAFO, it will issue written instructions specifying the elements to be revised and the submission deadline. Vendors invited to submit a BAFO must do so in writing by the stated deadline. Failure to submit a BAFO by the stated deadline may result in DRJTBC evaluating the Vendor's original proposal as submitted. DRJTBC is not obligated to request a BAFO from all Finalists and may request a BAFO from only the highest-ranked Proposer.

DRJTBC reserves the right to negotiate any and all elements of a Proposal, including but not limited to price, scope, staffing, implementation timeline, and contract terms, at any point in the evaluation process. The right to negotiate does not obligate DRJTBC to enter into a contract with any Proposer.

23. Section 23: Pricing Proposal Instructions and Schedule

23.1 Pricing Proposal Instructions

Vendors must submit a detailed, itemized 10-year Total Cost of Ownership (TCO) proposal using the mandatory DRJTBC ERP Pricing Template. The pricing component table below follows the 13 cost categories in the workbook's 10-Year TCO Summary. Vendors must complete all required schedules and map each applicable cost exactly once into the Detailed Cost Breakdown:

Cost will be scored by Procurement using Cost Score (0-5) = Lowest Responsive 10-Year TCO / Vendor 10-Year TCO x 5. The Cost Score represents 15% of the final overall evaluation, so the weighted cost contribution equals Cost Score x 15%. Procurement will calculate and add the cost contribution only after Technical Proposal scoring is finalized and closed. For cost scoring, 10-Year TCO means the Evaluated 10-Year TCO excluding genuinely optional enhancements, subject to the normalization requirements below. Vendors shall separately disclose optional enhancement costs; the combined total including all quoted options is for visibility only and shall not be used for baseline cost scoring. All costs necessary to satisfy the required scope shall remain in the evaluated baseline regardless of a Vendor's optional designation. If DRJTBC elects to include options in the evaluated scope, it will issue common instructions identifying that scope to all affected Vendors before final pricing.

Pricing Component	Vendor Instruction	Expected Response	Related Requirements
SaaS Subscription / Licensing	Itemize proposed ERP, PMIS, portal and other mandatory software subscriptions by publisher/product, SKU, license metric, user or capacity quantity, unit rate, contract/price-protection period, and annual cost. Identify publisher-controlled charges separately from vendor-controlled charges.	Annual costs for Years 1-10; included/bundled amounts explained	Exhibit A; Section 23.2; Pricing Template
Implementation & Configuration Services	Price end-to-end implementation, functional configuration, project management, workflows, security, testing, go-live, and required deployment services, including ERP payroll processing.	One-time and any applicable recurring charges; milestone alignment	Exhibit A; Sections 3, 20, 23.3

	Identify fixed-fee deliverables and milestone payments.		
Data Migration (Active/Open Data - Day 1)	Price vendor-executed migration of current/open data from agreed legacy sources, including extraction, mapping, cleansing, conversion, test cycles, reconciliation and go-live load.	Required baseline implementation charges	DM-01, DM-02, DM-04; Section 20
Historical Data Import Templates & Process	Price design, build, test, documentation, and handover of repeatable historical import templates and the validated post-go-live process. Identify optional vendor-assisted execution separately.	Required template/process cost; optional execution shown separately	DM-01 through DM-04; IMP-03
Document/Attachment Migration Templates	Price required document/attachment mappings, import templates, reference/link preservation, and associated validation. Distinguish required migration capability from optional extended migration services.	Mandatory baseline components separately identified	Exhibit A; Data Migration Pricing tab
External Collaboration Portal (Setup, Licensing, Integration)	Identify setup, configuration, security, integrations, user licensing, storage, support, maintenance and third-party costs. Provide the required 50/200/500 external-user pricing scenarios	One-time and annual recurring costs; user tiers identified	PORT-01 through PORT-07

	and architecture disclosure.		
BI/Reporting Interoperability	Price required reporting interfaces, APIs/extracts/views, metadata, reporting access, security configuration and any necessary third-party BI licensing.	One-time and recurring amounts or documented inclusion	REP-01, REP-02; Exhibit A
Integration Build & Monitoring (see Integration Pricing tab)	Price implementation, testing, deployment, error handling, monitoring setup and documentation for each of the 21 required interfaces in Exhibit C. Identify interface ID, prerequisites and any bundled or zero-cost treatment.	Per-interface build/setup breakdown; map to TCO once	Sections 3.12, 16; Exhibit C (21 interfaces)
Organizational Change Management & Training	Price change management, role-based training, documentation, administrator enablement, train-the-trainer, and required training delivery.	One-time and recurring charges where applicable	Section 20; Training requirements
Ongoing Support & Maintenance	Price vendor-controlled support, application administration, service management, enhancements included in base support, and any recurring support services outside SaaS subscription.	Annual Years 1-10 charges; support scope and service levels	Sections 20, 23.2, 24.9

Hosting & Cloud Infrastructure (incl. DR)	Price required hosting, capacity, storage, environments, backup, disaster recovery and other cloud infrastructure components, including third-party recurring charges if not bundled.	Annual Years 1-10 charges or documented inclusion	Sections 18-19; Section 23.2
Integration Maintenance (all Exhibit C interfaces)	Price annual support, monitoring, maintenance and third-party recurring costs for every Exhibit C interface. Separate recurring maintenance from one-time integration build; explain included/bundled or zero charges.	Per-interface recurring Years 2-10 pricing; map to TCO once	Section 16; Exhibit C; Integration Pricing tab
Optional: Additional Modules / Future Enhancements	Separately identify genuinely optional enhancements and future capabilities that are not necessary to satisfy mandatory RFP scope. Do not classify required solutions, integrations or support as optional to lower evaluated price.	Separate optional total; excluded from evaluated baseline unless DRJTBC directs otherwise	Section 22; Section 23.1; Pricing Template

Pricing schedules and completeness. The Detailed Cost Breakdown is the primary source for annual TCO calculations. The Integration Pricing and Data Migration Pricing worksheets are supporting schedules and must reconcile to the corresponding Detailed Cost Breakdown lines, not add costs a second time. Price all 21 Exhibit C interfaces, showing implementation and ongoing maintenance separately, including explicit numeric zero and documented bundled/included treatment where applicable. Required Exhibit A/Exhibit B capabilities and all associated recurring charges belong in the evaluated baseline. Optional enhancement pricing must be segregated and is excluded from baseline cost scoring unless DRJTBC issues common revised instructions. Vendors must complete the Rate Card, Escalation Inputs, and Assumptions Register in accordance with the workbook instructions. Publisher-controlled and vendor-controlled escalation must comply with Section 23.2.

23.2 Publisher-Controlled and Vendor-Controlled Recurring Pricing

For purposes of the Pricing Proposal and 10-Year Total Cost of Ownership, Vendors shall distinguish between Vendor-Controlled recurring fees and Publisher-Controlled or Third-Party recurring fees.

Vendor-Controlled Fees. Vendor-Controlled fees include implementation-provider support, managed services, administration fees, maintenance fees, integration support, Vendor-provided hosting, and other recurring charges whose pricing is established or controlled by the Vendor. Annual increases to Vendor-Controlled recurring fees shall not exceed the lesser of: (a) the Consumer Price Index (CPI-U, U.S. City Average) for the preceding 12 months, or (b) 3.0% per annum, unless otherwise expressly approved by DRJTBC in writing.

Publisher-Controlled / Third-Party Fees. Publisher-Controlled or Third-Party fees include SaaS subscriptions, software licenses, cloud services, capacity charges, and other recurring charges whose pricing is established by Microsoft or another disclosed third-party publisher or provider and is not controlled by the Vendor.

For each Publisher-Controlled or Third-Party recurring charge, the Vendor shall identify the publisher or provider, product or SKU, licensing metric, quantity, current unit price, applicable contractual or price-protection period, and any known publisher pricing terms or restrictions.

For purposes of evaluating and normalizing the 10-Year TCO, DRJTBC will apply a uniform Publisher Escalation Assumption of 5.0% annually, as identified in the Pricing Template, to Publisher-Controlled and Third-Party recurring charges only for years in which documented binding future pricing is not available. This evaluation assumption is not a contractual escalation cap. This evaluation assumption is used solely to provide a consistent basis for comparing proposals and does not constitute a representation or guarantee of future publisher pricing.

Actual post-award increases to Publisher-Controlled or Third-Party fees may be passed through only to the extent imposed by the applicable publisher or provider and supported by written documentation. The Vendor shall provide DRJTBC written notice and supporting documentation at least ninety (90) days before the applicable renewal or price change, when commercially practicable. No additional Vendor markup may be applied to a publisher-imposed increase unless the markup or administrative fee was expressly identified in the accepted Pricing Proposal.

Vendor-Controlled fees associated with the administration, support, implementation, or management of Publisher-Controlled products remain subject to the Vendor-Controlled escalation limits stated above.

23.3 Implementation Milestone and Payment Schedule

All implementation services shall be proposed on a fixed-fee, milestone-based basis. This requirement applies to implementation services and does not apply to separately identified SaaS subscription fees, approved usage-based charges, or third-party pass-through costs.

The Vendor shall include a proposed Implementation Milestone and Payment Schedule that identifies, for each milestone:

1. Milestone name and description;
2. Associated deliverables;
3. Objective acceptance criteria;

4. Planned completion date;
5. Fixed payment amount;
6. Percentage of the total implementation fee;
7. Vendor and DRJTBC responsibilities and dependencies; and
8. Any assumptions affecting completion or acceptance.

Milestones must represent completed and usable project outcomes. Milestones may not be based solely on the passage of time, percentage of effort expended, staffing levels, meetings conducted, or documents submitted without acceptance.

The Vendor may invoice DRJTBC for a milestone only after:

1. All associated deliverables have been submitted;
2. The applicable acceptance criteria have been satisfied; and
3. DRJTBC has provided written acceptance of the milestone.

DRJTBC shall review each submitted milestone within ten business days (10). DRJTBC may:

1. Accept the milestone;
2. Accept the milestone subject to correction of minor deficiencies that do not prevent its intended use; or
3. Reject the milestone by identifying the material deficiencies that must be corrected.

If a milestone is rejected, the Vendor shall correct and resubmit the deficient deliverables without additional charge when the deficiency results from the Vendor's failure to satisfy the Agreement, approved requirements, acceptance criteria, or applicable professional standards. The review period shall restart when the corrected milestone is resubmitted.

DRJTBC shall not be required to pay for an incomplete, rejected, or unaccepted milestone. Payment of an invoice does not constitute acceptance, waive unresolved deficiencies, or limit DRJTBC's warranty, correction, audit, or other contractual rights.

At least ten percent (10%) of the total implementation fee shall be allocated to final production Go-Live, completion of post-Go-Live stabilization, delivery of required documentation and knowledge transfer, resolution of critical and high-priority defects, and DRJTBC's final implementation acceptance.

Any change to a milestone, deliverable, acceptance criterion, payment amount, or scheduled completion date must be approved through the Agreement's formal change-control process before the Vendor performs or invoices for the changed work.

24. Section 24: Standard Terms & Conditions

24.1 Contract Term

The initial term of the contract resulting from this RFP shall be two (2) years, commencing on the date of contract execution. DRJTBC reserves the right to renew the contract for up to eight (8) additional one-year terms, at DRJTBC's sole discretion, for a maximum total contract duration of ten (10) years.

24.2 Data Ownership, Access, Portability, and Deletion

24.2.1 Data Ownership

DRJTBC shall retain sole and exclusive ownership of all DRJTBC Data. "DRJTBC Data" includes all data, records, documents, attachments, images, transactions, audit records, reference data, metadata, and other information supplied by or collected, created, processed, or stored on behalf of DRJTBC through the Services.

DRJTBC Data does not include the Vendor's or SaaS publisher's pre-existing software, generic tools, proprietary algorithms, or aggregated and de-identified operational information that cannot reasonably be used to identify DRJTBC, its personnel, its vendors, or its operations.

The Vendor acquires no ownership interest in DRJTBC Data and may use DRJTBC Data only to provide the Services, comply with applicable law, and fulfill its obligations under the Agreement.

24.2.2 Continuing Access and Export Rights

DRJTBC shall have the right to access and export DRJTBC Data at any time during the Agreement and throughout any transition period.

The Vendor shall provide complete exports in documented, commonly used, machine-readable, non-proprietary formats. Exports shall include, where applicable:

1. Transactional and master data;
2. Documents and attachments;
3. Audit histories and system logs relating to DRJTBC activity;
4. Data relationships, identifiers, and referential links;
5. Reference data and code tables;
6. Data dictionaries, schemas, and field definitions;
7. Customer-specific configurations;
8. Workflow definitions;
9. Security-role and permission mappings;
10. Integration mappings and interface configurations;
11. Report definitions and customer-created analytics; and

12. Other metadata reasonably necessary to interpret, migrate, or reconstruct DRJTBC Data.

The Vendor shall not provide flat files without the documentation, relationships, and metadata reasonably necessary to use and migrate the exported data.

24.2.3 Export Testing

At least once annually, and again before expiration or termination of the Agreement, the Vendor shall demonstrate the successful export of a representative set of DRJTBC Data, including associated attachments, relationships, and metadata.

The Vendor shall correct any failure identified through export testing at no additional charge when the failure results from the Vendor's configuration, integration, documentation, or export process.

24.2.4 Export Costs

DRJTBC shall receive no additional charge:

1. Standard self-service exports available through the SaaS platform;
2. One complete export of DRJTBC Data during each contract year;
3. One complete export upon expiration or termination; and
4. Documentation reasonably necessary to interpret and migrate the exported data.

Additional transformation, migration, or successor-system implementation services requested by DRJTBC may be charged only at rates established in the Agreement or an approved Statement of Work.

24.2.5 Data Retention and Deletion

The Vendor shall not delete DRJTBC Data during the Agreement or transition period without DRJTBC's prior written authorization.

After DRJTBC confirms in writing that the final export and transition activities are complete, the Vendor shall securely delete remaining DRJTBC Data in accordance with applicable retention requirements and provide written certification of deletion.

24.3 Limitation of Liability

24.4 General Cap

Except as provided in the Carve-Outs below, each Party's total cumulative liability to the other Party for any and all claims arising out of or related to this Agreement, whether in contract, tort (including negligence), strict liability, or otherwise, shall not exceed the greater of (a) three (3) times the total fees actually paid or payable by DRJTBC to the Vendor during the twelve (12) calendar months immediately preceding the event giving rise to the claim, or (b) the total fees actually paid or payable by DRJTBC to the Vendor under this Agreement (the "Liability Cap"). For the avoidance of doubt, the Vendor's liability for breach of its confidentiality or data security obligations under this Agreement falls within the Carve-Outs below and is not subject to the Liability Cap.

Mutual Exclusion of Consequential Damages

Except as provided in the Carve-Outs below, neither Party shall be liable to the other for any indirect, incidental, special, punitive, or consequential damages, including but not limited to loss of revenue, loss of profits, loss of business, or loss of data, even if such Party has been advised of the possibility of such damages.

Carve-Outs — The Liability Cap and Consequential Damages Exclusion Shall NOT apply to:

(a) *Data Breach, Data Security, and Confidentiality Violations*

Any liability arising from the Vendor's failure to maintain adequate security controls, or from any breach of the Vendor's confidentiality or data security obligations under this Agreement, resulting in unauthorized access to, disclosure of, or destruction of DRJTBC data, including but not limited to costs of breach notification, credit monitoring, regulatory fines, and third-party claims;

(b) *Intellectual Property Infringement*

Any liability arising from the Vendor's infringement of a third party's patent, copyright, trademark, or trade secret;

(c) *Indemnification Obligations*

Any obligation of the Vendor to indemnify, defend, and hold harmless the Indemnified Parties as set forth in the Indemnification clause of this Agreement;

(d) *Willful Misconduct or Fraud*

Any liability arising from a Party's willful misconduct, gross negligence, or fraudulent acts or omissions;

(e) *DRJTBC Data Return Obligation*

The Vendor's obligation to return, export, or destroy DRJTBC data upon termination or expiration of this Agreement.

24.5 Insurance Does Not Limit Liability

The amount of insurance maintained by the Vendor shall not be construed as a limitation of the Vendor's liability under this Agreement. The carrying of insurance required herein shall in no way relieve the Vendor of any responsibility or liability under this Agreement.

24.6 Survival

The limitations and exclusions set forth in this section shall survive the expiration or termination of this Agreement.

24.7 Indemnification

To the fullest extent permitted by law, the Vendor agrees to indemnify, defend and hold the DRJTBC, the Commonwealth of Pennsylvania, the State of New Jersey and their respective commissioners, servants, employees, agents, assigns and affiliates (collectively, the "Indemnified Parties") harmless from and against, any and all liabilities, losses, claims, damages, and expenses including, without limitation, costs of investigation and defense, expert witness fees, legal fees (e.g., fees of attorneys, paralegals and other legal professionals), expenses and diminution of value, whether or not involving a third party claim, arising out of or in any manner connected with the work or services to be performed for the Indemnified Parties, including, but

not limited to, work or services performed under this Agreement or under any Change Order, or any such other work or services performed for the Indemnified Parties, even for and if caused in whole or in part by any act, omission or negligence of the Indemnified Parties.

It is expressly agreed that the indemnification contained in this Agreement covers claims against the Indemnified Parties made by employees of Vendor.

If there are any liabilities, losses, claims, damages or expenses of any kind or nature unsettled when the Agreement has been fulfilled or completed, any unpaid amounts owed by the DRJTBC to the Vendor shall be deferred until all such liabilities, losses, claims, damages or expenses are: (1) settled; (2) evidence of insurance coverage acceptable to the DRJTBC or indemnification acceptable to the DRJTBC is provided by the Vendor's insurance carrier; or (3) a bond acceptable to the DRJTBC is provided by the Vendor to secure payment of all liabilities, losses, claims, damages and expenses owed by the Vendor to the DRJTBC.

The terms and conditions of this indemnity agreement shall survive any cancellation, expiration or termination of the Agreement. The laws of the Commonwealth of Pennsylvania shall apply to the construction of the indemnification set forth above without regard to any conflicts of laws provisions.

24.8 SaaS Platform, Publisher, and Subprocessor Responsibility

24.8.1 Solution Responsibility

The Vendor shall identify the SaaS publisher, cloud hosting provider, implementation entities, support providers, subprocessors, and third-party components included in the proposed solution.

The Vendor shall remain responsible for all implementation, configuration, integration, migration, support, documentation, and transition obligations assigned to the Vendor under the Agreement.

The use of a SaaS publisher, subcontractor, subprocessor, or other third party shall not relieve the Vendor of obligations within the Vendor's responsibility or control

24.8.2 Publisher Terms

The Vendor shall provide all publisher subscription terms, service-level commitments, data-processing terms, support policies, and material use restrictions applicable to DRJTBC.

No click-through agreement, online term, publisher policy, or other third-party term shall modify the Agreement or impose additional obligations on DRJTBC unless DRJTBC expressly accepts that term in writing.

The Vendor shall identify any conflict between the Agreement and applicable publisher terms before contract execution.

No publisher, cloud provider, subprocessor, subcontractor, licensing, click-through, order-form, online, hyperlink-referenced, or other third-party term shall reduce, conflict with, supersede, or modify the Vendor's obligations to DRJTBC unless the specific conflicting term has been expressly disclosed to and accepted by DRJTBC in the executed Agreement.

24.8.3 Platform and Service Responsibilities

The Vendor shall clearly distinguish:

1. Service levels provided by the SaaS publisher
2. Service levels provided by the Vendor
3. Responsibilities shared between the Vendor and publisher
4. Responsibilities retained by DRJTBC.

The Vendor shall act as DRJTBC's primary coordination and escalation point unless the Agreement expressly establishes a direct publisher-support relationship.

24.8.4 Material Platform Changes

The Vendor shall promptly notify DRJTBC of any announced:

1. Product discontinuation or end of support
2. Material reduction in functionality
3. Material change in hosting location or data residency
4. Material change in publisher ownership or control
5. Material change in applicable publisher terms
6. Material change in a critical subprocessor
7. Event reasonably expected to impair service continuity

The Vendor shall provide notice within five business days after receiving such information and shall propose a mitigation or transition plan when the change may materially affect DRJTBC.

24.8.5 Continued Subscription Access

Subject to DRJTBC's payment of undisputed fees, the Vendor shall maintain or arrange continued access to the SaaS platform through the effective termination date and any authorized transition period.

24.9 Service Level Agreements (SLAs), Service Credits, and Remedial Plans

24.9.1 SaaS Platform Availability

The production SaaS platform shall provide monthly availability of at least 99.9 percent, excluding:

1. Scheduled maintenance disclosed at least seven calendar days in advance;
2. Emergency maintenance reasonably necessary to address an active security or operational threat;
3. Outages caused solely by DRJTBC systems or personnel; and
4. Force Majeure Events that could not have been prevented through the required business-continuity and disaster-recovery controls.

The Vendor shall disclose how availability is calculated, the systems included in the calculation, excluded maintenance, measurement sources, and the process for challenging availability reports.

24.9.2 Support and Escalation Commitments

The Vendor shall provide documented incident-severity definitions, response targets, restoration or workaround targets, escalation procedures, support hours, communication intervals, and executive-escalation contacts.

The final service-level schedule shall distinguish publisher-controlled incidents from Vendor-controlled implementation, configuration, integration, and support incidents.

24.9.3 Service Level Credits for SLA Failures

DRJTBC shall be entitled to the following service credits for the Publisher's failure to meet the service levels and milestones set forth in this Agreement.

When the Publisher controls the platform credit, the Vendor shall submit the credit claim on DRJTBC's behalf and pass through the full credit received. The Vendor remains responsible for credits and remedies arising from Vendor-controlled services.

Such service credits are not liquidated damages and shall not be DRJTBC's sole or exclusive remedy; they are in addition to, and not in lieu of, all other rights and remedies available to DRJTBC at law, in equity, or under this Agreement. In the event of significant acute or chronic service failures, DRJTBC may declare a material breach of this Agreement and, at its election, terminate this Agreement and/or pursue any other remedy available to it, including an action for breach. The available service credits are as follows:

- Uptime Failure: For each calendar month where system uptime falls below 99.9%, DRJTBC shall be entitled to a credit equal to ten percent (10%) of the monthly SaaS subscription fee. If uptime falls below 99.0%, the credit shall increase to twenty-five percent (25%) of the monthly fee.

24.9.4 Implementation Milestone Delay

If the Vendor fails to achieve the agreed Go-Live Date for reasons within the Vendor's control, DRJTBC may assess liquidated damages of \$2,500 per calendar day, up to ten percent (10%) of the implementation fee.

The Parties acknowledge that these damages are intended as a reasonable estimate of delay-related loss and not as a penalty.

24.9.5 Service Delivery Improvement Plan

If the Vendor fails to meet the 99.9% uptime SLA for two (2) consecutive months, or three (3) times in any rolling twelve (12) month period, the Vendor must submit a formal "Service Delivery Improvement Plan" to DRJTBC within ten (10) business days.

This plan must detail the root cause of the failures, the technical and operational steps the Vendor will take to resolve the issues, and a timeline for implementation. Failure to successfully execute the Improvement Plan within thirty (30) days of DRJTBC approval shall constitute a material breach of the contract.

24.10 Default, Cure, Termination, Transition, and Continuity

24.10.1 Events of Default

An Event of Default includes:

1. Material breach of the Agreement;
2. Failure to meet a material implementation or service obligation;
3. Chronic or repeated service-level failure;
4. Material breach of security, confidentiality, or data-residency obligations;
5. Failure to provide required data exports or Transition Services;
6. Abandonment or discontinuation of a Vendor-controlled material component;
7. Insolvency or cessation of business that materially threatens performance; or
8. Failure to comply with an approved Remedial Plan.

24.10.2 Notice and Remedial Plan

Except where immediate action is permitted below, DRJTBC shall provide written notice describing the Event of Default.

The Vendor shall provide a proposed Remedial Plan within seven calendar days. Within five business days after receiving the plan, the Parties shall meet in good faith to review the proposed corrective actions.

DRJTBC may accept the plan, reject it with stated reasons, or require revisions. If revisions are required, the Vendor shall submit a revised plan within five business days.

An accepted Remedial Plan shall include enforceable actions, milestones, dates, responsible parties, reporting requirements, and any agreed service credits, fee reductions, re-performance obligations, staffing changes, or other corrective remedies.

24.10.3 Immediate Protective Action

DRJTBC may suspend access, require immediate containment, exercise step-in rights, or terminate for cause without completing the ordinary cure process when reasonably necessary to address:

1. An active security incident;
2. Unauthorized access to or disclosure of DRJTBC Data;
3. Fraud or willful misconduct;
4. An immediate material threat to public operations or data integrity; or
5. A breach that cannot reasonably be cured.

24.10.4 Termination for Cause

DRJTBC may terminate the Agreement for cause if the Vendor:

1. Fails to submit an acceptable Remedial Plan;
2. Fails to perform an approved Remedial Plan;
3. Fails to cure an Event of Default within the approved period; or
4. Commits a breach for which immediate termination is permitted.

Termination for cause does not limit DRJTBC's right to damages, credits, refunds, transition assistance, or other remedies.

Recovery of Default Costs. In addition to any other remedy available under the Agreement, if an Event of Default results in DRJTBC incurring reasonable incremental costs to complete, correct, re-perform, replace, stabilize, secure, migrate, or transition any affected Services, Deliverables, integrations, configurations, data,

or other Vendor-controlled obligations, the Vendor shall reimburse DRJTBC for such reasonable incremental costs to the extent caused by the Vendor's breach. DRJTBC may offset amounts recoverable under this provision against amounts otherwise payable to the Vendor. To the extent such amounts exceed amounts then payable to the Vendor, the Vendor shall pay the remaining deficiency following receipt of reasonable supporting documentation.

24.10.5 Termination for Convenience

DRJTBC may terminate the Agreement, in whole or in part, for convenience upon sixty days' written notice.

The Vendor shall not have a general right to terminate for convenience. The Vendor may terminate only if DRJTBC fails to pay an undisputed amount and does not cure that failure within sixty days after written notice.

Termination shall not relieve the Vendor of its Transition Services, data-return, confidentiality, security, indemnification, or other surviving obligations.

Payment upon Termination for Convenience. Upon termination for convenience, DRJTBC shall be responsible only for: (1) fees for Services properly performed and accepted through the effective date of termination; (2) approved reimbursable expenses properly incurred through the effective date of termination; and (3) unavoidable, non-cancelable third-party commitments expressly approved in writing by DRJTBC before they were incurred, to the extent the Vendor has used commercially reasonable efforts to mitigate or avoid such costs.

The Vendor shall not be entitled to any termination fee, acceleration charge, lost profit, anticipated profit, lost revenue, loss of opportunity, unabsorbed overhead attributable to unperformed work, or other compensation associated with Services not performed after the effective termination date, unless a specific charge was expressly identified and agreed to in the executed Agreement. Any prepaid recurring fees attributable to periods after the effective termination date shall be refunded to DRJTBC on a prorated basis, except to the extent such fees relate to requested Transition Services actually provided after termination.

Wind-Down Obligations. Upon receipt of a notice of termination for convenience, and except as otherwise directed by DRJTBC or as necessary to perform approved Transition Services, the Vendor shall:

- Discontinue the terminated Services on the effective termination date;

- Avoid entering into new commitments relating solely to the terminated Services unless reasonably required to preserve continuity or expressly approved by DRJTBC;

- Cancel, terminate, or, where legally permitted and requested by DRJTBC, assign or transfer Vendor-controlled subcontracts, orders, licenses, commitments, or other arrangements relating solely to the terminated Services;

- Preserve and protect DRJTBC Data, Deliverables, configurations, documentation, credentials, interfaces, records, and other property in the Vendor's possession or control;

- Deliver completed and work-in-progress Deliverables and other DRJTBC-owned materials as reasonably directed by DRJTBC; and

- Cooperate with DRJTBC to minimize service disruption, duplicated cost, and avoidable transition expense.

24.10.6 Step-In Rights

Following an uncured Event of Default, DRJTBC may perform or engage a third party to perform Vendor-controlled implementation, configuration, integration, data-management, support, or transition activities necessary to protect DRJTBC operations.

The Vendor shall provide reasonable access to Vendor-controlled documentation, tools, repositories, configurations, interfaces, and personnel necessary to exercise these rights.

Step-in rights do not require a third-party SaaS publisher to provide source code or operational control that the Vendor does not own or have the legal right to provide.

The Vendor shall reimburse DRJTBC for reasonable step-in costs caused by the Vendor's breach. DRJTBC may offset those costs against amounts otherwise payable to the Vendor.

24.10.7 Transition Services

Transition Services shall begin upon DRJTBC's notice of expiration, non-renewal, or termination and shall continue for up to 180 days after the effective termination date, if DRJTBC requests them.

Within fifteen business days after notice, the Vendor shall provide a written Transition Plan covering:

1. Continued SaaS access;
2. Data-export scope and schedule;
3. Documentation transfer;
4. Knowledge-transfer sessions;
5. Integration and interface transition;
6. Transfer of customer-specific configurations and solution packages;
7. Cooperation with DRJTBC and its successor provider;
8. Security and access management during transition;
9. Final reconciliation and validation; and
10. Secure deletion following DRJTBC acceptance.

The Vendor shall not withhold DRJTBC Data or required Transition Services because of a disputed amount, provided DRJTBC continues to pay undisputed fees.

The Vendor shall provide standard data exports and required documentation without additional charge. Additional transition labor may be charged only at rates established in the Agreement and may not exceed the rates charged for comparable services immediately before termination.

24.11 Intellectual Property and Bankruptcy Protections

24.11.1 Custom Deliverables and Background Intellectual Property

To the extent legally eligible, custom software, reports, interfaces, workflows, conversion utilities, documentation, and other deliverables created specifically and exclusively for DRJTBC shall be works made for hire.

To the extent a Custom Deliverable does not qualify as a work made for hire, the Vendor assigns to DRJTBC all right, title, and interest in that Custom Deliverable upon payment.

The Vendor and SaaS publisher retain ownership of their pre-existing software, generic tools, methodologies, templates, platform components, and other background intellectual property.

If Vendor or publisher background intellectual property is embedded in a Custom Deliverable, the Vendor grants or shall obtain for DRJTBC a perpetual, irrevocable, worldwide, royalty-free license to use that background intellectual property as necessary to use, maintain, modify, and transition the Custom Deliverable.

24.11.2 Custom Code Delivery and Escrow

The Vendor shall not be required to escrow source code for a SaaS platform or component that the Vendor does not own, control, or have the legal right to deposit.

For Vendor-owned custom code or components necessary to operate, maintain, or transition the solution, the Vendor shall either:

1. Deliver the source code and supporting materials to DRJTBC upon production acceptance; or
2. Deposit those materials with an independent escrow agent approved by DRJTBC.

Required materials shall include applicable source code, configuration files, build instructions, deployment procedures, dependency documentation, data schemas, integration mappings, and administrative documentation.

Escrowed materials shall be updated after each material release and at least annually. Release conditions shall include Vendor bankruptcy, insolvency, cessation of business, abandonment, discontinuation of support, or an uncured material breach of maintenance, support, or transition obligations.

If no Vendor-owned custom code requires escrow, the Vendor shall provide written certification explaining why escrow is not applicable and identifying the ownership and support model for each material solution component.

24.11.3 Bankruptcy and Product Discontinuation

To the extent the Agreement grants DRJTBC a license to intellectual property within the meaning of 11 U.S.C. § 101(35A), DRJTBC retains all rights and elections available under 11 U.S.C. § 365(n).

Nothing in this subsection shall be interpreted as a representation that continued access to a third-party SaaS service is guaranteed by Section 365(n).

The Vendor shall promptly notify DRJTBC of any bankruptcy, insolvency, product discontinuation, publisher termination, or similar event that may impair the Services. The Vendor shall immediately implement the applicable continuity and Transition Services obligations.

25. Vendor Eligibility, Personnel, and Compliance

25.1 Vendor Qualifications and Debarment Representation

By submitting a proposal and entering into this Agreement, the Vendor represents that it is a qualified business that is not suspended, debarred, or proposed for debarment by any federal, state, or local governmental or quasi-governmental entity. The Vendor represents that it is capable of performing the services described in the

Scope of Work. The Vendor will comply with all legal and regulatory requirements, including but not limited to personnel and business licensing qualifications and the payment of all tax obligations.

25.2 Key Personnel

The Vendor shall assign the Key Personnel identified in its proposal (including the Project Manager and Lead Architect) to the project. The Vendor shall not remove or reassign Key Personnel without DRJTBC's prior written consent, except in cases of the employee's resignation, termination for cause, or severe illness.

25.3 Removal of Personnel

DRJTBC reserves the right, in its sole discretion, to require the immediate removal of any Vendor employee, subcontractor, or agent assigned to the project. Upon receiving written notice from DRJTBC, the Vendor shall immediately remove the individual from the project and shall provide a qualified replacement of equal or greater experience within fourteen (14) calendar days at no additional cost or delay to DRJTBC.

25.4 Background Checks

The Vendor warrants that it conducts comprehensive criminal background checks on all employees and subcontractors who will have access to DRJTBC data or systems. DRJTBC reserves the right to require the Vendor to provide certification that specific individuals have passed these background checks prior to granting them system access.

25.5 Parent Company Guaranty

If the Vendor is a subsidiary, affiliate, limited liability entity, partnership, joint venture, special-purpose entity, or other entity whose performance is materially dependent upon one or more parent, member, partner, joint-venture participant, or affiliated entities, DRJTBC may require a guaranty from the entity or entities DRJTBC determines are necessary to assure full performance of the Agreement. Any required guaranty shall be unconditional, absolute, and irrevocable and shall guarantee the full and punctual performance of all obligations under the Agreement, including implementation services, service-level obligations, transition obligations, and payment of any damages or indemnification claims.

25.6 Governing Law and Venue

This Agreement and all disputes, claims, or controversies arising out of or relating to this Agreement, or the breach, termination, enforcement, interpretation, or validity thereof, shall be governed by and construed in accordance with the laws of either the Commonwealth of Pennsylvania or the State of New Jersey, as DRJTBC may elect in its sole discretion, without regard to the conflict of laws principles of the jurisdiction selected.

At DRJTBC's election, any legal action, suit, or proceeding arising out of or relating to this Agreement, or the breach thereof, shall be instituted in a court of competent jurisdiction in the Commonwealth of Pennsylvania or the State of New Jersey, including the United States District Court for the Eastern District of Pennsylvania or the United States District Court for the District of New Jersey where federal jurisdiction exists. The Vendor irrevocably submits to the personal jurisdiction of the court selected by DRJTBC and waives any objection to the laying of venue or any claim that such forum is inconvenient.

The Parties agree that, notwithstanding the foregoing, DRJTBC shall have the right to seek injunctive or other equitable relief in any court of competent jurisdiction to prevent or restrain any actual or threatened breach of this Agreement, including but not limited to any breach of the data residency, confidentiality, or intellectual property provisions of this Agreement.

25.7 Force Majeure

Neither Party shall be in default or liable to the other Party for any delay or failure to perform its obligations under this Agreement (other than payment obligations) to the extent such delay or failure is caused directly by a Force Majeure Event. A "Force Majeure Event" means any event or circumstance beyond the reasonable control of the affected Party and without its fault or negligence, including but not limited to: acts of God; fire, flood, earthquake, or other natural disasters; acts of terrorism or war; epidemics, pandemics, or public health emergencies declared by a federal, state, or local governmental authority; labor strikes or work stoppages not involving the affected Party's own employees; or actions, embargoes, or regulations imposed by a governmental authority after the date of this Agreement.

The following shall NOT constitute a Force Majeure Event: (a) economic hardship, increased costs, or loss of revenue; (b) changes in market conditions; (c) the failure of a subcontractor to perform unless such failure is itself caused by a Force Majeure Event; or (d) any event that was reasonably foreseeable at the time of contract execution.

A Party seeking to invoke Force Majeure must provide written notice to the other Party as soon as reasonably practicable, but in no event later than five (5) business days after the occurrence of the Force Majeure Event. The notice must describe the nature of the event, the anticipated duration of the delay, and the steps the affected Party is taking to mitigate the impact. The affected Party shall use commercially reasonable efforts to resume performance as soon as practicable.

If a Force Majeure Event prevents the Vendor from performing material obligations under this Agreement for a continuous period exceeding sixty (60) calendar days, DRJTBC shall have the right to terminate this Agreement for convenience upon written notice, without penalty, and the Vendor shall immediately provide all Transition Services as described in this Agreement.

25.8 Severability

If any provision of this Agreement is held by a court of competent jurisdiction to be invalid, illegal, or unenforceable under applicable law, such invalidity, illegality, or unenforceability shall not affect any other provision of this Agreement. The remaining provisions of this Agreement shall continue in full force and effect and shall be construed and enforced as if such invalid, illegal, or unenforceable provision had never been contained herein.

If any provision is held to be invalid, illegal, or unenforceable, the Parties agree to negotiate in good faith to replace such provision with a valid and enforceable provision that, to the greatest extent possible, achieves the original intent and economic effect of the provision being replaced.

Notwithstanding the foregoing, if the severance of any provision materially alters the fundamental balance of rights and obligations under this Agreement, either Party may terminate this Agreement upon sixty (60) days' written notice.

PART V: EXHIBITS

A. Exhibit A: Requirements Catalog

The full Requirements Catalog, containing 515 requirements across 9 departments, is provided as a separate attachment, DRJTBC ERP Exhibit A Requirements Catalog.pdf. The catalog is organized by functional sub-category and, for each requirement, lists the following fields: Req ID, Priority, Requirement Statement, Acceptance Criteria, and Evidence Required.

B. Exhibit B: Vendor Compliance Response Matrix

The Vendor Compliance Response Matrix is provided as a separate Excel attachment. DRJTBC ERP Exhibit B Vendor Compliance Matrix.xlsx. Vendors must complete the matrix and include it with their proposal.

For each requirement in Exhibit B, Vendors must complete the response fields shown in the Compliance Response Matrix. The RFP does not require separate row-level response columns beyond those contained in Exhibit B.

Response Field	Required Content
Compliance Status	Select Compliant, Partially Compliant, Not Compliant, or Not Applicable. Compliant means the proposed solution fully satisfies the Requirement Statement and all material Acceptance Criteria as proposed, with no material functional gap or recurring manual workaround. Partially Compliant means the proposed solution satisfies a material portion of the requirement but has a material gap, limitation, dependency, or recurring manual workaround. Not Compliant means the requirement applies, but the proposed solution does not satisfy it. Not

	Applicable may be used only when the requirement genuinely does not apply to the proposed solution architecture or scope. The Vendor must explain every Not Applicable response in the Vendor Narrative. Not Applicable may not be used to avoid or decline an otherwise applicable requirement. DRJTBC may reclassify an unsupported Not Applicable response as Not Compliant for evaluation purposes.
Cost Impact	Select Included, Additional, Optional, Unknown, or Not Applicable. Included means all licensing, implementation, configuration, integration, services, and recurring costs necessary to satisfy the requirement are already included in the Vendor's baseline proposed price. Additional means satisfying the requirement is required for the proposed solution but creates incremental cost beyond the baseline proposed price, such as an additional module, license, third-party product, separately priced integration, custom development, capacity charge, or services not included in the baseline implementation. Optional means the Vendor is offering a capability, enhancement, alternative, or value-added component that DRJTBC is not required to purchase for the baseline proposed solution to satisfy the applicable requirement. Unknown means cost cannot reasonably be determined because a specific DRJTBC-controlled quantity, volume, design decision, source-system characteristic, or other required input has not been provided. The Vendor must identify the missing input, pricing basis, assumption, and applicable Pricing Workbook reference. Unknown may not be used merely because implementation discovery has not yet occurred. Not Applicable means no cost classification applies because the requirement does not create a pricing impact for the Vendor's proposed solution.

	This may include requirements marked Not Applicable or Not Compliant in Compliance Status, requirements expressly identified as Won't Have / out of scope, or administrative requirements that do not require a separately identifiable cost. Not Applicable shall not be used where the requirement is satisfied through functionality, configuration, licensing, services, integration, custom development, or any other component that is included in or adds to the Vendor's proposed price.
Pricing Line Reference	Required for every requirement marked Additional, Optional, or Unknown in Cost Impact. Enter only the corresponding Pricing Workbook line identifier. Do not include dollar amounts in Exhibit B or the Technical Proposal. A single pricing line may support multiple requirement IDs when the cost is genuinely shared or bundled, provided the Pricing Workbook identifies all applicable requirement IDs.
Vendor Narrative	Provide a narrative for every Partially Compliant, Not Compliant, or Not Applicable response and for any response with Additional, Optional, or Unknown Cost Impact. Explain the material gap, dependency, workaround, assumption, or pricing basis as applicable. When functional evidence is required, identify the supporting evidence artifact and an exact page, section, figure, screenshot, or other locator in this field. Evidence may be reused across multiple requirement IDs and should not be duplicated solely because it supports more than one requirement.

Cost Impact Examples

- **Not Applicable:** The requirement is genuinely inapplicable to the proposed solution, or the Vendor has marked the requirement Not Compliant and is not proposing any functionality, service, license, integration, or other priced component to satisfy it. Do not use Not Applicable when the requirement is satisfied through functionality or services already included in the proposed price; in that case select Included.
- **Unknown:** The price depends on a DRJTBC-controlled transaction volume, record count, storage quantity, or other input that the RFP does not provide. The Vendor must identify the missing input and the pricing method that will apply.

- Optional: The Vendor offers an advanced analytics or other enhancement beyond what is required to satisfy the requirement.
- Additional: A requirement can be fully satisfied, but it requires a separately licensed reporting module, middleware product, connector, capacity tier, or other component not included in baseline pricing.
- Included: A standard report or workflow requires normal configuration during implementation, and that configuration effort is already included in the fixed implementation price.

C. Exhibit C: Integration Inventory

Identifier Convention. Requirement IDs beginning with INTR- identify general integration-platform and data-movement requirements contained in Exhibits A and B. Interface IDs beginning with INT- identify specific system-to-system interfaces contained in Exhibit C and the Integration Pricing tab. An interface may be subject to multiple INTR- requirements. Vendors must respond to the applicable INTR- requirements in Exhibit B and separately describe and price each INT- interface. INT-EZ-01 (Back Office) and INT-EZ-02 (In-Lane) are distinct logical financial interfaces and shall each be described and priced once. Their costs must not be duplicated across consuming ERP modules. The vendor shall address overlap, reconciliation, and controls against duplicate toll revenue recognition or loss accounting across the two feeds.

Interface ID	System A	System B	Data Object	Direction	Frequency	Method Allowed	Criticality	Owner
INT-01	ADP Workforce Manager	ERP	Labor hours	Inbound	Daily	API/File	High	HR/IT
INT-02	Active Directory	ERP	User identity	Bi-directional	Real-time	SAML/OIDC	High	IT
INT-03	Gas Boy	ERP	Fuel usage	Inbound	Daily	API/File	High	F&M
INT-05	Elations	ERP	Compliance data	Bi-directional	Daily	API	Medium	Contract Compliance
INT-06	Genetec	ERP	Access events	Inbound	Daily	API	Low	ESS
INT-07	Maximo (Legacy)	ERP	Historical assets	Inbound	One-time	File	High	F&M
INT-08	Tyler Munis (Legacy)	ERP	Historical financials	Inbound	One-time	File	High	Finance
INT-CAP-01	Legacy ERP / Munis export	ERP	GL, project, vendor, contract, invoice, historical capital data	Inbound	One-time conversion plus possible repeat loads	Vendor-proposed table, file, API, or equivalent governed process	High	Phil / Finance / IT

Delaware River Joint Toll Bridge Commission
Request for Proposals

Contract No. C-798A, Capital Project 2336A
Enterprise Resource Planning (ERP) System

INT-CAP-02	Engineering spreadsheets	ERP	Projects, budgets, capital plan, contracts, invoice/status fields, relationships	Inbound	One-time conversion; templates for post-go-live loads	Import template or a repeatable import process is required	High	Engineering / Phil
INT-PORT-01	External collaboration portal	ERP	Submitted invoices, contracts, proposals, design changes, status events, sign-offs	Portal to ERP; ERP to portal for authorized statuses	Transactional / workflow-triggered	API, secure file, workflow connector, or equivalent governed integration	High	Engineering with Purchasing input
INT-DOC-01	Document repository/content store	and reporting layer	Document references, extracted fields, metadata, source links	Repository to ERP/reporting; ERP to repository for reference IDs	Transactional / scheduled	Vendor-proposed governed method	High	Engineering / IT
INT-REP-01	ERP / data layer	Standard BI/reporting tools	Capital program, plan, project, contract, invoice, vendor, GL, compliance data	ERP/data layer to reporting	Scheduled and/or near real-time for operational dashboards	API, extract, secure views, or equivalent secure mechanism	High	Reporting lead / IT
INT-CC-01	ERP / reporting layer	Contract compliance system/process	Minority-owned, veteran-owned, vendor classification, contract award, invoice/spend data	ERP/reporting to compliance system and/or combined reporting	Transactional / scheduled	Vendor to state options and tradeoffs	Medium / High	Contract Compliance / Phil
INT-BID-01	Existing bid platforms	ERP or external portal	Awarded bid/project initiation metadata, if needed	Bi-directional	real-time and/or scheduled as determined during solution design	Vendor to state options and cost impact if proposed	Medium	Purchasing / Engineering
INT-CAP-03	Project Management Information System (PMIS)	ERP	Capital program, project, contract, cost, schedule/status, document-reference, and	Bi-directional	real-time and/or scheduled as determined during	Vendor-proposed governed integration; must document data mapping,	High	Engineering / IT

			project-control data		solution design	security, monitoring, error handling, and reconciliation		
INT-EZ-01	Existing EZPass Back Office	ERP (Accounts Receivable, Cash Management, General Ledger)	Toll-related financial transactions and adjustments, settlement/deposit information, accounting summaries, reconciliation statuses and identifiers as applicable; exact data objects and mappings subject to discovery	Inbound to ERP; return acknowledgments/status only where supported and required	Scheduled/daily baseline consistent with CM-004 and CM-014; any incremental or near-real-time feed to be confirmed in discovery	Vendor-proposed supported API, secure file transfer, middleware, or equivalent; method, access and data formats to be validated	High	Finance / IT, with incumbent EZ Pass provider coordination
INT-EZ-02	Existing E-ZPass In-Lane System	ERP (Accounts Receivable / General Ledger)	Bridge-level E-ZPass and Toll-by-Plate toll transaction files; rejected Toll-by-Plate summary files by toll plaza for missing/unusable images and associated revenue-loss amounts	Inbound to ERP	Scheduled/file-based; delivery frequency and cutoff to be confirmed by DRJTBC during discovery	Secure file transfer or other DRJTBC-approved governed file exchange; detailed formats, controls, and access to be confirmed	High	Finance / IT, with Toll Operations and incumbent In-Lane provider coordination
INT-FIN-01	Banking institutions/banking interface providers	ERP (AP / AR / Cash Management)	Payment files and acknowledgments; bank statement and transaction files; receipts, deposits, settlement and reconciliation data	ERP to bank for payments; bank to ERP for statement, transaction and acknowledgment data	Payment batches as initiated; statement/transaction imports daily baseline; final schedule to be confirmed	Bank-supported secure file exchange, API, or approved bank connectivity; identify bank-specific formats and controls	High	Finance / Treasury / IT, with banking-provider coordination

INT-FIN-02	P-Card provider	ERP (Accounts Payable / General Ledger)	Monthly P-Card transactions, merchant and card identifiers, transaction amounts, accounting distributions and import exceptions	Inbound to ERP	Monthly baseline; final availability and schedule to be confirmed	Provider-supported API, secured export or automated file transfer; identify required provider capabilities	High	Finance / Accounts Payable / IT, with P-Card provider coordination
INT-FIN-03	Investment management/reporting system	ERP (Cash Management / General Ledger)	Investment purchases, sales, interest, cash movements, holdings/valuations and reconciliation information required by GL-004 and CM requirements	Inbound to ERP; any return feeds only if confirmed during discovery	Daily baseline for applicable transaction data; statement/reporting cadence as supported by provider	Provider-supported API, secure file transfer, or governed import with validated mappings and controls	High	Finance / Treasury / IT, with investment-provider coordination
INT-ADP-02	ADP Workforce Now (retained HRIS)	ERP (employee master / payroll)	Employee master and organizational hierarchy; position, payroll-impacting personnel and benefit/deduction changes	Primarily ADP Workforce Now to ERP; any ERP-to-HRIS updates must be identified and approved	Event-driven or scheduled synchronization to support payroll; final frequency to be confirmed	ADP-supported API, connector, secure file exchange or equivalent governed method	High	HR / Payroll / IT, with ADP coordination

E-ZPass Interface Baseline (INT-EZ-01). This entry defines one logical financial integration obligation across Accounts Receivable, Cash Management, and General Ledger; it does not require three separate physical interfaces or three separate integration charges. The E-ZPass lane equipment and incumbent E-ZPass Back Office remain outside the ERP replacement and operating scope. The Vendor shall include in its base implementation price the discovery, design, configuration/development, mapping, validation, test execution, reconciliation controls, error handling, monitoring, and deployment needed to deliver the financial exchange described above. The Vendor shall coordinate DRJTBC and incumbent provider dependencies and explicitly state assumed source feeds, access prerequisites, format, timing, data volumes and division of responsibilities. Unspecified technical details are discovery inputs, not a basis to omit the integration from the base offer. Any material limitation or excluded third-party cost must be clearly disclosed and cross-referenced to the Pricing Template. The required interfaces may be realized through one feed with distribution to multiple ERP modules, provided all applicable requirements AR-005, AR-012, CM-004, CM-014, and GL-015 are met.

Finance Interface Implementation Baseline. INT-FIN-01, INT-FIN-02, INT-FIN-03, and INT-ADP-02 are mandatory scoped interfaces derived from existing Finance, AP, Cash Management, General Ledger, Payroll and HRIS requirements. The Vendor shall explicitly include interface design, implementation, secure transfer, mapping, validation, exception monitoring, reconciliation, testing and support in its proposal and price schedule. Any assumptions about incumbent provider access, supported file formats, APIs or frequency must be identified. INT-ADP-02 is distinct from the timekeeping integration INT-01. These records do not change the underlying functional requirement count or category weights.

E-ZPass In-Lane Financial Interface Baseline (INT-EZ-02). The Vendor shall include within its base implementation scope and separately identified interface pricing the automated receipt, validation, mapping, financial posting, exception handling, reconciliation, monitoring, and controlled reprocessing of (a) bridge-level E-ZPass and Toll-by-Plate toll transaction files and (b) plaza-level rejected Toll-by-Plate transaction summary files arising from missing or unusable images. Financial recognition and revenue-loss classification shall follow DRJTBC-approved accounting rules. The Vendor shall describe source files and technical assumptions, frequency, controls for missing/duplicate records and file reruns, and reconciliation with INT-EZ-01 to prevent duplicate revenue recognition. File specifications, actual delivery schedules, ownership, and treatment of subsequent adjustments/recoveries require DRJTBC confirmation during discovery. INT-EZ-02 is a required financial data integration and does not expand the ERP scope to operation or replacement of toll lane equipment.

D. Exhibit D: Vendor Evidence Checklist

Evidence Reuse: A single evidence artifact may support multiple requirement IDs when the Compliance Matrix identifies the filename and precise page or section reference. Marketing statements without verifiable evidence may receive reduced credit.

D.1 Overview and Recency Rules

DRJTBC requires Vendors to submit verifiable evidence supporting their proposal claims. Marketing brochures and generalized capability statements are not acceptable as evidence and will lower evaluation scores.

Recency Rules:

Unless otherwise specified, all security, compliance, and financial evidence documents must be dated within twelve (12) months of the proposal submission deadline. If the required report is older than twelve (12) months, the Vendor must provide a formal "Bridge Letter" from their auditor or from executive leadership that documents the reason for the delay and confirms that no material changes have occurred.

D.2 Mandatory Evidence Checklist (Required at Bid Time)

The following documents must be included in the Vendor's proposal submission. Failure to provide these documents may result in disqualification under Pass/Fail Gate PF-05.

Evidence Item	Description & Acceptable Alternatives	Scoring Guidance
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1. Data Residency Attestation	A signed letter from a Vendor executive guaranteeing that 100% of DRJTBC data (production, backups, DR, logs) will reside in the US. Must include a list of specific data center locations.	Pass/Fail. No alternatives accepted.
2. Third-Party Security Assurance	A current SOC 2 Type II report covering the proposed SaaS environment. Alternative: ISO 27001 certification + Statement of Applicability.	Scored in Category 9. Higher scores for reports with zero material exceptions and clear scope alignment.
3. Penetration Test Summary	An executive summary of a third-party network and application penetration test conducted within the last 12 months. Must show remediation of critical/high findings.	Scored in Category 9. Lower scores if testing was performed internally rather than by an independent firm.
4. BCDR SLA & Policy	The Vendor's contractual SLA or BCDR policy explicitly committing to an RTO of no more than four (4) hours and an RPO of no more than one (1) hour for the proposed production ERP solution.	Pass/Fail under PF-04. Both numeric thresholds must be met.
5. Subprocessor List	A complete list of all third-party subprocessors (e.g., AWS, Azure, implementation partners) that will have access to the host DRJTBC data.	Scored in Category 9. Evaluated for supply chain risk.
6. Implementation Project Plan	A sample Work Breakdown Structure (WBS) or Gantt chart from a similar public-sector ERP implementation, showing phases, milestones, and resource dependencies.	Scored in Category 10 (Viability). Higher scores for plans that clearly delineate Vendor vs. DRJTBC responsibilities.
7. Key Personnel Resumes	Resumes for the proposed Project Manager, Lead Architect, and Lead Functional Consultants.	Scored in Category 10. Higher scores for personnel with 5+ years of public-sector ERP experience.
8. PMIS Capital Program Integration Evidence	A demonstration or configuration narrative showing the proposed	Pass/Fail under PF-06. No marketing materials accepted.

	ERP/PMIS bi-directional data mapping, including data objects, synchronization timing, monitoring, error handling, and reconciliation; plus at least one comparable major public works reference demonstrating that the proposed ERP and PMIS have been successfully implemented and operated together.	
9. CAP-090 Specialty-System Interface Evidence	Complete the CAP-090 Interface Inventory for each CAP-055 through CAP-064 specialty system; provide a data-flow/architecture diagram, sample data mapping, system-of-record designation, direction/frequency/method, authentication/security and US-residency treatment, error handling, reconciliation, operational owner, dependencies, cost-impact reference, and comparable implementation evidence. Technical proposals must not contain pricing amounts.	Mandatory evidence for CAP-090. Weighted in Category 8: Integration & Data Movement. Score 0 for no/Not Compliant response; score no higher than 2 for incomplete inventory, unaddressed material dependency, or unsupported reconciliation approach; score 3–5 based on complete, verifiable evidence and comparable implementation proof.
10. Debarment Certification	A signed certification that the Vendor and any proposed subcontractors are not currently debarred, suspended, or otherwise prohibited from doing business with the Federal Government, the State of New Jersey, or the Commonwealth of Pennsylvania.	Pass/Fail under PF-10. No alternative accepted.
11. Parent Company Guaranty (if applicable)	If required by DRJTBC under Section 25.5, a signed guaranty executed by an authorized representative of the applicable guarantor entity covering the	Pass/Fail when required by DRJTBC. Not applicable when DRJTBC has not required a guaranty.

	Vendor's full and timely performance obligations.	
12. Conflict of Interest Disclosure Statement	A signed statement disclosing any current or prior business relationships between the Vendor or any proposed subcontractor and any DRJTBC Commissioner, officer, employee, or consultant. If no conflict exists, the Vendor shall affirmatively certify that no such relationship exists.	Pass/Fail administrative responsiveness requirement.
13. Insurance Compliance Confirmation	Broker/carrier confirmation for all revised Exhibit F insurance policies, limits, A.M. Best rating, required endorsements and retentions; sample/current COI. Five-day post-award COI and renewal requirements apply.	Pass/Fail administrative responsiveness requirement. Any disclosed limitation will be evaluated as a contractual exception and may affect responsiveness or award.

D.3 Functional Evidence (Required in Compliance Matrix)

In addition to the standalone documents listed above, the Vendor must provide sufficient functional evidence to substantiate claimed capabilities where evidence is requested. Vendors are not required to create a separate evidence file for every requirement. Evidence may be consolidated into a reasonable number of clearly organized artifacts and reused across multiple requirement IDs. In the Vendor Narrative field in Exhibit B, identify the supporting evidence artifact and the exact page, section, figure, screenshot, or other locator.

Acceptable Functional Evidence includes:

- Screenshots: Unaltered screenshots of the proposed system that clearly demonstrate the specific workflow, report, or configuration screen requested.
- Architecture Diagrams: Technical diagrams that show data flow, authentication paths, or integration patterns.
- Standard Documentation: Excerpts from the Vendor's standard user manual or implementation guide.

Where a requirement identifies "Demo or screenshot," the Vendor may provide a consolidated screenshot, documentation excerpt, or other reasonable bid-time evidence demonstrating the capability. DRJTBC reserves the right to require live demonstration of the capability if the Vendor is shortlisted.

Unacceptable Functional Evidence:

- Links to promotional videos or marketing websites.
- Generalized statements such as "Our system is highly configurable and can meet this need."
- Roadmaps for features that are not currently generally available (GA).

Note: The Evidence Required field identifies the type of proof DRJTBC may use to validate a requirement and does not necessarily require a unique bid-time artifact for each row. Where bid-time functional evidence is requested, the evaluator will consider the submitted evidence together with the Vendor response and acceptance criteria under Section 22.10. If evidence expressly required for a scored requirement is missing or materially inadequate, the evaluator score for that requirement is capped at 2 unless the solicitation states a stricter consequence. DRJTBC may validate additional requirements through finalist demonstrations, clarification requests, reference checks, or other evaluation activities described in this RFP.

E. Exhibit E: Glossary of Terms

The following terms and acronyms are used throughout this RFP and the accompanying requirements catalog. Vendors must apply these definitions consistently in their proposals and related documentation.

Term / Acronym	Definition
AD / Active Directory	Microsoft Active Directory, DRJTBC's authoritative system for user identity and authentication.
ADP eTime	DRJTBC's time and attendance tracking system, part of the broader ADP Workforce Now suite.
BCDR	Business Continuity and Disaster Recovery.
Blanket PO	A Purchase Order issued for a set dollar amount over a specific period (e.g., one year) against which multiple invoices can be drawn down until the balance is depleted.
Confirming PO	A Purchase Order created after an emergency or unexpected purchase has already been made, used to formalize the transaction in the financial system.
COI	Certificate of Insurance.
DRJTBC	Delaware River Joint Toll Bridge Commission.
EAM	Enterprise Asset Management.
ERP	Enterprise Resource Planning.
ESS	Electronic Security Systems department.
F&M	Fleet & Maintenance department.
Gas Boy	DRJTBC's legacy fuel management system is used to track fuel consumption and vehicle odometer readings.

IBE / SBE	Identified Business Enterprise / Small Business Enterprise. DRJTBC tracks vendor compliance with diversity and inclusion spending goals.
Maximo	IBM Maximo, DRJTBC's legacy asset management system (to be replaced by the new ERP).
Munis	Tyler Munis, DRJTBC's legacy financial and procurement system (to be replaced by the new ERP).
P-Card	Purchasing Card (corporate credit card) is used by authorized employees for specific types of purchases.
PR	Purchase Requisition.
RBAC	Role-Based Access Control.
RPO	Recovery Point Objective; the maximum acceptable amount of data loss measured in time.
RTO	Recovery Time Objective; the maximum acceptable amount of time to restore system functionality after an outage.
SaaS	Software-as-a-Service.
SIT	System Integration Testing.
SPOC	Single Point of Contact for procurement communications.
UAT	User Acceptance Testing.
UDF	User Defined Field; a custom data field created by an administrator without requiring code changes.
WBS	Work Breakdown Structure; a detailed project plan.
WO	Work Order.
Calculated Category Score	The 0-5 score automatically produced for a Technical Proposal category by dividing the sum of requirement-level Weighted Results by the sum of applicable Priority Weights, before any published category cap or documented TEC adjustment.
Evaluator Score	The DRJTBC-assigned score of 0 through 5 for an individual scored requirement, based on the Vendor

	response, acceptance criteria, supporting evidence, implementation approach, and associated risk.
Final TEC Consensus Score	The approved 0-5 category score used in the Technical Proposal model after TEC review. The calculated category score is the default final score. Any adjustment must comply with Section 22.10 and be documented.
Priority Weight	The scoring multiplier applied to an individual requirement: Must Have = 3; Should Have = 2; Could Have = 1; Won't Have (This Time) = 0 and excluded from scoring.
Weighted Result	For an individual requirement, the Evaluator Score multiplied by the applicable Priority Weight.

F. Exhibit F: Minimum Insurance Specifications

25.9 Insurance and Indemnity Requirements. Computer System Installation

Prior to the commencement of any work under the Agreement, and for the duration of the work (unless otherwise stated herein), Vendor (hereinafter the “Vendor”) shall, at its sole expense, maintain the following insurance on its own behalf, at the required limits outlined below, with an insurance company or companies having an A.M. Best Rating of A-: Class VIII or better, and furnish to DRJTBC Certificates of Insurance and endorsements evidencing same. 30 days notice of cancellation must be provided to DRJTBC, except 10 days notice in the event of cancellation for non-payment of premium.

25.10 Workers Compensation and Employers Liability:

Workers Compensation Coverage: Statutory

Employers Liability Limits not less than:

Bodily Injury by Accident: \$500,000 each accident

Bodily Injury by Disease: \$500,000 each employee

Bodily Injury by Disease: \$500,000 policy limit

No proprietor, partner, executive officer, or member may be excluded from coverage.

25.11 Commercial General Liability:

Including Premises – Operations, Products/Completed Operations, Contractual Liability (including Liability for Employee Injury assumed under a Contract), Personal and Advertising Injury,

Occurrence Form with the following minimum limits:

General Aggregate: \$2,000,000

Products/Completed Operations

Aggregate:	\$2,000,000
Each Occurrence:	\$1,000,000
Personal and Advertising Injury:	\$1,000,000
Medical Payments	\$5,000

Products/Completed Operations Coverage must be maintained for a period of at least three (3) years after final payment under the Contract.

25.12 Commercial Automobile Liability:

\$1,000,000 Per Accident Combined Single Limit

Coverage at a minimum for “Owned Autos”, “Hired Autos”, and “Non-owned Autos”. If Vendor has no “Owned Autos” documentation required.

Commission is not responsible for any property damage to the Vendor’s vehicles.

25.13 Commercial Excess/Umbrella Liability:

Occurrence Limit: \$5,000,000

Aggregate Limit (where applicable): \$5,000,000

Policy to apply excess of the Commercial General Liability, Commercial Automobile Liability and Employers Liability Coverages.

The Commercial Excess/Umbrella Liability Policy shall be at a minimum following form.

Occurrence and Aggregate Limits can be lower if the underlying coverage limits exceed the required limits and approved by DRJTBC

25.14 Professional Liability Coverage:

The following minimum limit of insurance shall be required:

\$5,000,000 Per Occurrence/Per Claim (maximum Self-Insured Retention - \$50,000)

25.15 Cyber Liability / Data Breach Insurance:

Minimum of \$5,000,000 per occurrence and in the aggregate.

Coverage must include costs for data recovery, breach notification, credit monitoring, regulatory fines, and third-party liability arising from unauthorized access or data loss.

25.16 Crime Insurance / Employee Dishonesty:

Minimum of \$1,000,000 per occurrence.

Must include a "Client Property Endorsement" covering theft or destruction of DRJTBC property or funds by Vendor employees.

25.17 Property of Vendor:

DRJTBC is not responsible for the loss, protection, maintenance, or repair of any property that the Vendor has at the job site or that is owned by the Vendor. All property that the Vendor has at the job site or is owned by the Vendor is the responsibility of the Vendor.

25.18 Additional Insureds:

The Commercial General Liability, Automobile Liability, and Cyber Liability policies shall be endorsed by the insurer to include DRJTBC, the Commonwealth of Pennsylvania, the State of New Jersey, and their respective commissioners, servants, employees, agents, assigns and affiliates as ADDITIONAL INSURED(S) on a primary and non-contributory basis. The Certificate of Insurance must confirm that, at a minimum, the Vendor's General Liability policy is endorsed with either ISO Form #CG 20 26, or both ISO Form #CG 20 10 and ISO Form #CG 20 37, or equivalent manuscript endorsement. The Vendor must attach a copy of its additional insured endorsement(s) to its Certificate of Insurance. Vendor shall continue to maintain DRJTBC, the Commonwealth of Pennsylvania, the State of New Jersey, and their respective commissioners, servants, employees, agents, assigns and affiliates as ADDITIONAL INSURED(S) at least three (3) years after final payment under the Contract.

25.19 Waiver of Rights of Subrogation:

All policies, including Workers' Compensation and Employers Liability (where permitted), shall be endorsed by the insurer to waive its rights and subrogation against DRJTBC and all Additional Insureds.

25.20 No Insured vs. Insured or "Cross Suits" Exclusion

Commercial General Liability and Umbrella/Excess policies must not contain an Insured vs Insured or "Cross Suits" Exclusion. If such exclusion is on the policy, it must apply only to "Named Insureds".

25.21 Certificate of Insurance:

Prior to commencement of the work under the Agreement and at each insurance renewal date during the term of the work, DRJTBC shall be provided with current certificates of insurance. These certificates or policies shall name DRJTBC, the Commonwealth of Pennsylvania, the State of New Jersey, and their respective commissioners, servants, employees, agents, assigns and affiliates as additional insureds. With the certificate, the Vendor shall provide policy endorsements for Additional Insured, Primary and Noncontributory Basis, and Waiver of Subrogation.

Failure by DRJTBC to obtain the certificates shall not be deemed a waiver of the obligation to obtain and furnish certificates. DRJTBC shall have the right to inspect the original insurance policies.

The Certificates of Insurance should be mailed to DRJTBC within five (5) days of receipt of the Notice of Award, to the attention of the Chief Engineer, at 1199 Woodside Road, Yardley, Pennsylvania 19067, regardless of when work commences.

The certificate must evidence, at a minimum:

All Deductibles and Self-Insured Retentions.

The Additional Insureds on a primary and non-contributory basis. The Additional Insured endorsement(s) must be included with the certificate

Waiver of Subrogation applies. Endorsements must be included.

No Cross-Suits Exclusions, or apply only to named insureds. Exclusion endorsement must be included, if applicable.

30 days notice of cancellation.

25.22 No Limitation of Liability

The amount of insurance maintained by the Vendor does not limit the Vendor's liability or indemnification obligation under this Agreement to that amount of insurance.

25.23 Regulatory Authority. DRJTBC Legal Review Required

LEGAL REVIEW FLAG: Client-directed inclusion of the following Regulatory Authority provision. DRJTBC Legal must review for consistency with mandatory regulatory reporting and applicable law before solicitation issuance.

The Vendor's insurance policies cannot contain any provision requiring compliance with any regulatory authority that pertains to its agreement with the DRJTBC or the DRJTBC's operations.

The Vendor shall not report any functions pertaining to its contract with the DRJTBC or results of such functions to any regulatory authority.

G. Exhibit G: Proposal Submission Checklist

Vendors must include all required documents listed below. Omission of any mandatory item may render a proposal non-responsive and remove it from further evaluation.

Proposal Submission Procedures

25.24 1. Submission Method

Vendors shall submit their proposals electronically to the official DRJTBC proposal submission email address: purchasingbids@drjtbc.org.

DRJTBC's preferred proposal submission method is a downloadable Microsoft OneDrive link to a single ZIP file containing the complete proposal submission package. Vendors may use other secure downloadable file-sharing services, provided they comply with the submission requirements outlined below.

The ZIP file must contain all applicable Technical Proposal, Mandatory Evidence Documents, and Pricing Proposal materials required by this Exhibit G.

Technical Proposal materials and Pricing Proposal materials must remain separate. Pricing information must not appear in the Technical Proposal except where expressly permitted by the RFP.

25.25 2. Email Attachment Size Limitation

DRJTBC's email system has a maximum message size limitation of 35 MB, including attachments.

DRJTBC prefers that vendors submit a downloadable link to the complete proposal ZIP file rather than attaching large proposal documents directly to an email.

Vendors electing to submit proposal files as email attachments must ensure that their submissions comply with the applicable email size limitation.

Multiple emails may be used, provided all required components are received before the proposal submission deadline and each email clearly identifies the Vendor name, RFP contract number, and submission sequence (e.g., Part 1 of 3).

25.26 3. Submission by Downloadable Link

Microsoft OneDrive is DRJTBC's preferred file-sharing platform. Other secure downloadable file-sharing services are acceptable, provided they meet the requirements below.

The Vendor shall submit an email containing a direct download link to a single ZIP file containing the complete proposal submission package.

The email containing the download link must be received by DRJTBC before the proposal submission deadline specified in Section 2.2.

Vendors are responsible for ensuring that:

- The ZIP file contains the complete proposal submission, including all required forms, supporting documentation, and pricing materials.
- The ZIP file is organized into three clearly labeled folders: Technical Proposal, Mandatory Evidence, and Pricing Proposal.
- All required Excel workbooks and Word forms remain in their prescribed, editable file formats within the ZIP file.
- The download link provides access to the complete ZIP file without requiring DRJTBC personnel to purchase software, obtain a paid subscription, or request additional access approval.
- The download link remains active and accessible for at least thirty (30) calendar days following the proposal submission deadline.
- Any passwords or access instructions necessary to download or open the ZIP file are supplied to DRJTBC before the submission deadline.
- The submitted ZIP file and its contents are not modified after the proposal submission deadline.

DRJTBC reserves the right to reject submissions that are incomplete, inaccessible, corrupted, or otherwise fail to comply with the submission requirements of this RFP.

Vendors shall organize the complete proposal ZIP file using the following folder structure. Additional subfolders may be included where appropriate, provided the three primary folders remain clearly identifiable.

VendorName_C-798A_ERP_Proposal.zip

01_Technical_Proposal/

02_Mandatory_Evidence/

03_Pricing_Proposal/

25.27 4. Submission Deadline

All proposal submissions, including emails containing downloadable links, must be received by DRJTBC no later than the date and time specified in Section 2.2.

For submissions sent in multiple emails, all required parts must be received before the proposal submission deadline.

Vendors are responsible for allowing sufficient time for email delivery and ensuring their submissions are complete and accessible.

25.28 5. Confirmation of Receipt

After submitting their proposal, vendors should send a separate email to purchasingbids@drjtbc.org requesting confirmation of receipt.

DRJTBC will make reasonable efforts to acknowledge receipt of the submission. However, an acknowledgment confirms only that a submission was received and does not constitute confirmation that the proposal is complete, compliant, responsive, or accepted for evaluation.

Vendors remain responsible for verifying that their proposal has been successfully delivered before the submission deadline.

25.29 6. Official Solicitation Updates

Vendors are responsible for monitoring the official DRJTBC solicitation posting for addenda, clarifications, schedule modifications, and other procurement communications.

Submitting a proposal or registering an Intent to Participate does not relieve vendors of this responsibility.

Part 1: Technical Proposal

Do not include any pricing information in the Technical Proposal.

- Cover Letter: Signed by an authorized executive and stating the proposal remains valid for a minimum of 180 days.
- Executive Summary: Concise overview of the proposed solution and vendor qualifications.
- Technical Narrative: Detailed responses that address Scope of Work (Section 3), Cross-Departmental Workflow and Approvals (Section 13), Reporting and Analytics (Section 14), IT Security and Data Residency (Section 18), and Implementation Approach (Section 20).
- Integration Narrative: Detailed responses that address the Integration Inventory (Exhibit C).
- Exhibit B - Compliance Response Matrix: Completed Excel workbook with all requirements answered using the prescribed Compliance Status and Cost Impact values, including Not Applicable where legitimately applicable, together with Pricing Line References, Vendor Narrative, and evidence references within the Vendor Narrative where required. DRJTBC will independently evaluate and score the submitted requirement responses under Section 22.10; the Vendor's Compliance Status does not itself determine the evaluator score.
- IBE Participation Submission: Identify each proposed IBE firm and the percentage of total contract value proposed for that firm, and submit the applicable Commission IBE participation forms and supporting documentation required with the proposal. Contract Compliance will evaluate IBE participation separately

using the Commission-approved methodology; the resulting specialist score is incorporated into the Technical Proposal as described in Section 22.8.

- **Client References:** At least three (3) completed Exhibit H Client Reference Forms meeting Section 21, including identification of the delivery entity for each reference and disclosure of material subcontractors and their proposed scope.
- **Exhibit I - Terms & Conditions Acceptance and Exceptions Certification:** Complete and return the separate Exhibit I Word form, signed by an authorized officer or representative. If the Vendor requests no exceptions, select “No Exceptions.” If exceptions are requested, complete Part B for every requested exception.
- **Exceptions Schedule:** If exceptions are requested, complete Part B of Exhibit I. Do not submit a separate or differently formatted exceptions schedule unless DRJTBC expressly authorizes it by addendum.

Part 2: Mandatory Evidence Documents (Exhibit D)

These documents are required to pass the Phase 1 Compliance Review.

- **Data Residency Attestation:** Signed letter guaranteeing 100% US data residency.
- **Debarment Certification:** Signed certification that the Vendor (and any proposed subcontractors) are not currently debarred, suspended, or otherwise prohibited from doing business with the Federal Government, the State of New Jersey, or the Commonwealth of Pennsylvania.
- **Parent Company Guaranty (if applicable):** If required by DRJTBC under Section 25.5, a signed guaranty executed by an authorized officer or other authorized representative of the applicable parent, member, partner, joint-venture participant, affiliate, or other guarantor entity, unconditionally and irrevocably guaranteeing the full and timely performance of all obligations under the Agreement, including implementation services, service-level obligations, transition obligations, and payment of any damages or indemnification claims owed to DRJTBC.
- **Conflict of Interest Disclosure Statement:** A signed statement disclosing any current or prior business relationships between the Vendor (or any proposed subcontractor) and any DRJTBC Commissioner, officer, employee, or consultant. If no conflict exists, the Vendor must submit a signed statement affirmatively certifying that no such relationship exists.
- **Third-Party Security Assurance:** Current SOC 2 Type II report or ISO 27001 certification.
- **Penetration Test Summary:** Executive summary of a third-party penetration test conducted within the past 12 months.
- **BCDR SLA & Policy:** Documentation that explicitly states the guaranteed RTO and RPO.
- **Subprocessor List:** Complete list of all third parties that host or access DRJTBC data.
- **Implementation Project Plan:** Draft WBS or Gantt chart showing phases, milestones, and resource allocation.
- **Key Personnel Resumes:** Resumes for the proposed Project Manager, Lead Architect, and Lead Functional Consultants.
- **Insurance Compliance Confirmation:** Broker or carrier letter confirming ability to obtain and maintain every Exhibit F coverage, including Workers Compensation/Employers Liability, Commercial General Liability, Automobile Liability, Excess/Umbrella Liability, Professional Liability, Cyber Liability and Crime Insurance; applicable A.M. Best A-: Class VIII rating; required additional insured, primary and non-contributory, waiver of subrogation and cross-suits endorsements; limits and retentions; and a current or sample Certificate of

Insurance. Confirm post-award certificates and endorsements will be submitted to the Chief Engineer within five (5) days after Notice of Award and at renewals. Disclose any limitation in Exhibit I.

Part 3: Pricing Proposal

Submit as a separate, clearly labeled document.

- Pricing Proposal: Completed per the instructions in Section 23, detailing the 10-Year Total Cost of Ownership (TCO). Procurement will normalize the 10-Year TCO separately after technical scoring is closed. The resulting Cost Score is a separate 15% component of the final evaluation and is not included in Technical Proposal scoring.

26. Exhibit H: Client Reference Form

Vendor must complete and submit one Exhibit H form per reference. At least three references are required, including two public-sector entities. Each form must identify whether the reference substantiates the prime proposer's or a named material subcontractor's performance and describe the referenced delivery scope. DRJTBC may contact references and other known clients of relevant delivery entities.

A. Vendor and Reference Identification

Field	Vendor Response
Vendor / Proposer Name	
Proposed ERP Product and Version	
Prime Implementation Entity	
Reference Organization Name	
Organization Type	Public Sector / Quasi-Governmental / Private Sector
Reference Contact Name and Title	
Telephone and Email	
Vendor Authorized DRJTBC to Contact Reference	Yes / No
Reference Delivery Entity (legal name)	
Entity Role in Reference Project (Prime / Subcontractor / Joint Delivery)	
Specific Services Performed by This Entity	
Role in Proposed DRJTBC Implementation	

B. Implementation Profile

Field	Vendor Response
Contract Execution Date	
Original Planned Go-Live Date	
Actual Go-Live Date	
Current Production Status	Live / Implementation / Other
Approximate User Count	
Modules Implemented	Financials / Procurement / Asset & Maintenance / Capital Projects / Other
Implementation Scope and Complexity	
Implementation Partner(s) / Subcontractor(s)	
Key Integrations Delivered	

Data Migration Scope

C. Comparable Experience

Field	Vendor Response
Public-Sector ERP Implementation Completed Within Last Five Years	Yes / No — completion date:
Financials, Procurement, and Asset Management Included	Yes / No — explain:
Multi-Year Capital Program / Project Functionality in Production	Yes / No — explain:
ERP and PMIS Combination Implemented and Operating Together	Yes / No / Not Applicable — identify PMIS and describe:
Comparable Major Public-Works Capital Program	Yes / No — describe program size and scope:
SaaS Solution and US Data Residency	Yes / No — describe hosting/data location:
Original Contract Value and Final Implementation Cost	
Material Schedule or Cost Variance	None / Describe cause and amount:

D. Reference Certification

Field	Vendor Response
Vendor Certification	Vendor certifies that the information above is complete and accurate and that the reference is authorized to discuss the engagement with DRJTBC.
Authorized Vendor Representative	
Title	
Signature	
Date	

27. Exhibit I: Terms & Conditions Acceptance and Exceptions Certification

Exhibit I is provided as a separate Word attachment: DRJTBC ERP Exhibit I Terms and Conditions Acceptance and Exceptions Certification.docx.

The Vendor must complete, sign, and return Exhibit I with the Technical Proposal. If the Vendor requests exceptions to Sections 24 or 25 or Exhibit F, every requested exception must be identified in Part B of Exhibit I.

Undisclosed exceptions, qualifications, incorporated terms, hyperlinks, click-through terms, publisher terms, and other Vendor or third-party terms shall have no effect except as expressly accepted by DRJTBC in writing in accordance with Section 2.5.