



Request For Proposals For Time and Attendance System

FOR THE Town of Vernon, CT and the Board of Education

Contract# 1000 – 03/16/12

1. General Provisions, Terms, Conditions

a) Scope

The Town of Vernon, Connecticut (Town) and the Board of Education (The Board) seek to purchase and install a Time and Attendance System to meet the needs of the Town and the Board. Functions the system shall perform include, but are not limited to: time reporting, leave accruals, payroll preparation, general reporting, records retention, and access to the system for all staff.

This request for proposal (RFP) is for an integrated system to meet the immediate and long range needs of the Town and the Board as outlined in the general and detailed system requirements that follow. By integrated system, we mean that all software and hardware delivered from a vendor should be facilitated from a common organization-wide database permitting the total sharing of information within and across other systems.

The Town and the Board propose implementation of a time and attendance system immediately after a contract is signed. The timeline proposed is to have all proposals from vendors on March 16th at 12:00 on the 3rd Floor of 14 Park Place. The Town and Board will have a committee to review the proposals and select vendor. The Town and Board are proposing a completion date of July 1st, 2012. This shall include the installation of the software, hardware (time clocks), building of business rules, testing of the system, and employee training.

In considering options for software, the Town and the Board are most interested in a web client, this will ensure the capability of different operating systems and eliminate most technical requirements of a local client installation. This RFP is purposely detailed so various proposals can be measured against our business requirements.

b) Background

The Town has 12 municipal locations including Town Hall. There are a mix of full-time, part-time, and seasonal employees. The Town has 7 local union contracts as well as non-union employees. The Town estimates a total of 320 full and part time, and an additional 100 seasonal.

The Board has a total of 9 locations including the Board's Central Office building. The Board has a total of approximately 850 employees, which is comprised of 9 unions with a mix of salaried and hourly employees.

Presently the Town does not have an enterprise time and attendance system, employee information is logged on a paper timesheet and submitted yearly to the Finance department for processing. Sick and vacation accruals are recorded on the time sheet. Weekly timesheets are submitted to payroll for processing. Payroll is processed in MUNIS, which is the Town's financial system.

Presently the Board does not have an integrated time and attendance system, as they follow the same workflow that the town has adopted. They also use AESOP as a time and attendance system to manage time off requests and substitute teacher's placement for all of its employees.

The current system is timely, labor intensive, and complex. Having multiple unions, and personnel policies further complicates the system. The Town and Board rely heavily on its Finance Department and Business office "respectively" to ensure that policies and procedures are followed.

c) Qualifications of Vendors

Bidders need to prove they have the ability to provide a comprehensive system to serve the needs of the Town and the Board. The Town and the Board will work together and collaboratively selected a successful bidder. The bidder must provide a proven product and must be fully experienced installing, training, and supporting its installation. They must have the ability to provide prompt and reliable support and customer service over the life of the system or an agreed upon maintenance duration.

d) Proposals

The Town and the Board request 5 hard copies of the vendor's proposal be submitted to the third floor of Town Hall by 12:00 PM on the 16th of March. All questions about the proposals should be directed to Aaron Nash, GIS Coordinator by email at anash@vernon-ct.gov; no later than 1:00 PM on Monday, March 12, 2012. Answers to all so received questions will be posted on the Town's website under the bid section at <http://www.vernon-ct.gov/legal-notices> with the **Contract # 1000- 03/16/12** by March 13, 2012.

1) Proprietary Information

The Town and the Board recognize that in responding to this request for proposal, vendors may submit proprietary information. To the extent submitted by law, The Town and the Board, will keep confidential such proprietary information provided that the conditions as described in the following paragraph are met.

Proprietary information is submitted separately and must be clearly identified as containing proprietary information. Reference to the proprietary information must be clearly made in the detailed response, and conversely the section in the proprietary information packet shall be clearly labeled as to the location in the detailed response it references. Labeling a complete proposal proprietary, that is general in nature may cause for rejection of the proposal.

2) Warranties

Complete warranties applying to any system purchased, as a result of this RFP must be clearly specified. The location or agent responsible for servicing this account must be clearly stated. In addition, the vendor must provide complete information and pricing on maintenance agreements available and recommended for this system after the warranty period. The vendor's policy on software upgrades, enhancements, and on-going software support shall also be addressed. Warranty and maintenance terms and cost will be taken into consideration in the award.

3) Taxes

We are tax exempt and will provide appropriate documentation if needed

4) Additional Information and Pricing, Negotiation

In the event that information or pricing submitted by the vendor is unclear, the Town or the Board may request further explanation and/or pricing breakdowns from the vendor for the purpose of evaluation and decisions. The vendor shall answer requests for additional information or clarification in writing, and these responses will become part of the vendor's proposal. Vendors failing to provide adequate information on any issue in a timely manner to allow a comprehensive evaluation by the Town and the Board shall be considered unresponsive, and their proposal may be subject to rejection.

5) Presentations

After the proposals have been received and studied, one or more potential vendors may be requested to make a formal presentation/demonstration to the Town and the Board. The vendor will be responsible for all cost incurred for making such a presentation. Vendors will be required to demonstrate existing product functionality in each area detailed in Section 2 of this document.

6) Award

The time and attendance project award will be based on a best value solution approach. We will be evaluating both quality of the solution and its cost. Additional information found in section 3.

2. Mandatory Requirements

The system must be capable of all the items listed in this section. Failure to respond to any of the mandatory items will eliminate your proposal from any further consideration.

1) System Basics

- a. Provide the basic functions associated with an Employee Time and Attendance system. Specifically, capturing employee time, integration into the MUNIS Payroll system, and generation of reports.
- b. Be easily accessible to the Town and the Board through LAN/WAN.
- c. Support:
 - i. Multiple pay periods: weekly and biweekly.
 - ii. Hourly and salary compensation.
 - iii. Fixed and rotated work schedules.
 - iv. Compliance with overtime requirements.

- v. Ability to separate the Town and the Board - both have their own payroll department.
 - d. Unlimited different pay and attendance rules and policies to support each department and bargaining unit within the same system.
 - e. Configurable, automated overtime.
 - f. A way to record compensatory time for salaried employees.
 - g. Supervisory ability to review and act upon on-line leave requests.
 - h. Global time entry to clock in/out some or all employees at once by payroll, timekeeper, or manager.
 - i. Global schedule changes by manager/timekeeper for employee/workgroup.
 - j. Support unlimited different pay codes and accruals including codes for vacation, sick leave, leave without pay, bereavement leave, workers' compensation, military leave, FMLA, jury duty, etc.
 - k. Message system for employee/manager exchange (ex. messages displayed on the time capturing device and web interface).
 - l. Support different early and late clock in/out rounding or no rounding as may be required.
 - m. All employees must be able to view sick and vacation leave balances, absences and late statuses within their security access.
 - n. Must allow for the entry of forecasted time when the time must be submitted to Payroll, before the time is actually worked.
 - o. Must have the ability to charge back/dock hours.
- 2) System and Integration**
- a. We require that the proposed system support Microsoft SQL Server for a relational database, we can provide license if additional cost. Please specify in proposal.
 - b. The proposed system must work in a virtual server environment (specifically VM Ware or Hyper-V).
 - c. Integrate with the Town and the Board's MUNIS financial system. Direct import/export will work.
 - d. Provide World Wide Web (WWW) access to all employees.
 - e. Be able to authenticate with the Town and the Board's existing active directory, and have the ability to add users not in active directory.
 - f. Automatically adjust to time and data changes due to the number of days in a month, daylight savings time, leap year, etc.
- 3) Data Integrity and Backups**
- a. The system must allow for punching, editing, calculating, reporting, and system backups without going offline or suffering noticeable degradation of performance.
 - b. The Town and the Board will utilize their existing backup system to back up the server and database. Offsite replication or external hosting will NOT be required in the proposal.
- 4) Reporting**
- a. All reports available in the most common user selected formats: Word, PDF, Excel, CSV, etc.
 - b. The system must produce customizable up-to-the-minute data reports that could be customized by the user. Predefined common reports must be included.
 - c. Reports must be available containing history of various data, including user access times.
- 5) Capturing Time**
- a. Time capturing devices must be Ethernet based and be capable of holding at least 72 hours of employee data
 - b. Time capturing devices must not have to be polled.

- c. Time capturing devices must be capable of capturing a bar code off an ID card (sample card provided upon request). A secondary key code input option is required.
- d. Describe in all ways in which the proposed system can capture employee time.
- e. The system must have a PC based browser/web clock available for clock in/out and change cost center charge codes via the web.
- f. Supervisors must have an option to enter punches for an employee in the event a card is misplaced via the web or any time clock.
- g. Be synchronized for all time capturing devices based on server time.
- h. Card reader devices must have an audible sound that indicates a successful and unsuccessful punch and have a message that verifies by name that the punch registered.
- i. Be in compliance with all applicable ADA (Americans with Disabilities Act) requirements.

6) Security

- a. Must have robust levels of security for supervisors and employees. Some examples are:
 - i. An employee can only see certain data as defined by a supervisor such as time and leave accrual (read only).
 - ii. Some supervisors should have read only access to managerial tasks while other supervisors can have read and write access.
 - iii. If an employee has more than one supervisor, each supervisor should only be able to see/edit/approve the time that the employee worked for them and not the other supervisor.
- b. Individual functions can be turned on and off for individual employees/ managers.
- c. Unavailable functions and tabs removed from screen and drop down menus.
- d. Screen timeout/lockout when inactive for a predefined period of time.
- e. The system must maintain an audit trail that tracks data changed, hold original data and username of the person modifying or viewing an item.
- f. Please define security used to encrypt traffic from time clock to server.

7) Services

- a. Installation/Implementation
 - i. Vendor must provide an implementation plan and timeline, if on-site discovery is required vendor must cover all costs associated.
- b. Licensing and Maintenance
 - i. The Town and the Board must be entitled to all maintenance and new product upgrades as party of the annual maintenance agreement. Maintenance as state here should include updates, upgrades, training on these upgrades and support for the base product and the support for the upgrades and updates.
 - ii. A maintenance program must be available for time capturing devices. Discuss the warranty on time capturing devices and clarify situations where the warranty would not cover a damages device. Discuss warranty replacement issues.
 - iii. If a time capturing device has to be replaced/repaired, diagnostics must be performed within 24 hours of notification. If replacement is needed, vendor must ship or deliver within a negotiated time frame.
- c. Training
 - i. The implementation must include training both for system administrators and end users. Indicate the length of time each training session would last and the recommended number of attendees per session.
- d. Support

- i. Vendor must be able to provide support during normal business hours for the system.
- ii. Vendor must be able to provide support during normal business hours for the system administrators.
- iii. Vendor must have a dedicate support hotline that does not constantly go to voicemail, close for multiple days (excluding weekends and major holidays), or have a complex phone menu to reach a support representative.
- iv. Vendor must be accessible after normal business hours to work with the Town and/or the Board in response to emergency situations, which can include nights or weekend.

8) Additional (Not Required)

- a. The Town and the Board will evaluate additions to the system that can be included in the proposal as an extra cost.
 - i. Scheduling Software for the Town Emergency Services personnel.
 - ii. Mobile phone application for remote access.
 - iii. Scheduling for substitute teachers, utilize data from existing system.

3. Evaluation Criteria

In making its selection, the Town and the Board will consider costs and the proposal with the best combination of attributes that provides the best system. Consideration will be given to the following criteria:

- 1) Vendors Qualifications and Experience
- 2) Vendor's Technical Description
 - a. Reporting capabilities
 - b. User interaction with system (look and feel)
 - c. Security
 - d. Warranty and Support Services
 - e. Added value by vendor (consulting, development)
 - f. Platform and Licensing
 - g. Web-based capability
 - h. Seamless integration with Microsoft Active Directory
 - i. Other Considerations
 - j. Interoperability with existing financial system (MUNIS)
- 3) Client References