



TOWN OF OLD SAYBROOK, CONNECTICUT
REQUEST FOR PROPOSAL: Time and Attendance Software Solution

TIME AND ATTENDANCE SOFTWARE PROVIDER

For the period January 1, 2019 – December 31, 2022 with possible renewals for an additional three (3) years.

The Town of Old Saybrook (“Town”) invites proposals for software provider services. Six (6) copies of each proposal shall be placed in a sealed envelope and identified as “Proposal for Time and Attendance Software”:

Proposals shall be addressed to:

Town of Old Saybrook, Connecticut
Ms. Lee Ann Palladino, Finance Director
302 Main Street
Old Saybrook, CT 06475

The deadline for submission of proposals is September 7, 2018 at 12:00 p.m. Proposals received after the specified time and date shall not be considered.

Questions about this RFP may be directed to Lee Ann Palladino, Finance Director, by email leeann.palladino@oldsaybrookct.gov no later than 14 days prior to the date proposals are due. All information given by the Town except by written addenda shall be informal and shall not be binding upon the Town nor shall it furnish a basis for legal action against the Town.

Answers to these questions will be addressed in an addendum which will be issued on the Town of Old Saybrook website. **It shall be the responsibility of the bidder to download this information. The response shall be posted no less than 7 days prior the RFP proposal due date of ~~August 20, 2018~~. (August 20, 2018 Correction: As stated above, due date is September 7, 2018.)**

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I. PURPOSE

The purpose of this request is to solicit proposals from firms interested in serving as the Time and Attendance software provide for the Town of Old Saybrook (“Town”) and potentially the Board of Education. A complete description of required services is included in Section VI, Scope of Services.

II. GENERAL INFORMATION

The Town of Old Saybrook has over 20 departments for which time and attendance is required. Further it has needs for employees that work in the field, departments that are open 24/7 and individual employees that are paid under various payroll codes. The Town is interested in using biometric time punches and taking advantage of technology that will help to account for and protect employee time. The Town employs seasonal crews and the number of employees may reach over 200 during the summer and close to 150 regular employee.

Both the Town and BoE use the same financial accounting system, PowerSchool E-Finance plus and operate under the same contractual terms. However, the database for the Town and BoE are separate. The contract and use of time and attendance software would operate similarly. The Town would be implemented during a first phase and the BoE will make a decision subsequently whether to use the same provider as the Town.

At present the Town’s timesheets are prepared on paper and manually loaded into the accounting system.

III. LENGTH OF CONTRACT

The contract for time and attendance services will cover a period of three (3) fiscal years with the option to extend the contract for an additional three-year period under the same terms and conditions. The contract will provide for early termination by either party upon sixty (60) days written notification of the intention to do so.

IV. SELECTION OF TIME AND ATTENDANCE PROVIDER

A. Timetable

The following is a timetable for selection of the Consulting Actuary.

1. August 6, 2018 – Request for proposals available.
2. September 7, 2018, 12:00 p.m. submission deadline.
3. Award anticipated no later than January 1, 2019.
4. Initial contractual award period begins with successful implementation completed no later than June 2019.

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B. General Selection Criteria

The following criteria will be used to evaluate proposal responses and select a short list of responders that may be requested to make oral presentations:

1. Quality of written proposal and completeness of response to all questionnaire items.
2. Ability to meet service requirements.
3. Experience in providing similar services to other public entities.
4. Commitment by the firm and individual consultants to be assigned to this account.
5. Qualifications and experience of individuals assigned to this account.
6. Aggregate service cost.

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C. Terms and Conditions

1. The Town reserves the right to reject any and all proposals and has the right to waive any irregularities and informalities in a proposal at anytime during the proposal process until a contract has been executed.
2. The award of the contract will be to the firm whose proposal, in the opinion of the Town, is the best proposal taking into consideration all aspects of the proposer's response, as well as the total net cost.
3. The Town will not be responsible for any expenses incurred in the preparation of proposals or presentation or costs incurred during contract negotiations.
4. The Town will consider proposals from parties who are able to provide services on a timely basis, and are free from any obligation and interests which might conflict with the interests of the Town of Old Saybrook.
5. All proposers, in order for their proposal to be considered, must not be delinquent on any property tax issued by the Town. Proposers shall certify that neither they nor any business or corporation fully or partially owned by the proposer is not delinquent on Town property taxes.

A. SCOPE OF SERVICES REQUESTED

The successful Provider shall provide all labor, materials, software, hardware and travel required to provide a comprehensive time and attendance solution with integrated biometrics to fulfill the time accounting, reporting and controlling needs of the Town of Old Saybrook. The Successful Provider must work with the Town of Old Saybrook Information Technology staff on each networked installation to ensure that all networked services are installed and functioning properly.

B. SOLUTION SPECIFICATIONS

The Successful Provider shall provide a Solution that meets the following specifications:

- 1) Integrates with the Town of Old Saybrook's current financial accounting system Power School E-Finance plus.
- 2) Supports proximity detection and allows for punches to be generated by telephone, computer, and/or biometric clock (to allow for mobility work such as field workers).
- 3) Solution that is cloud-based (SaaS) housed and secured within the United States.
- 4) Built-in import/export functionality for schedules, punches, reports and financial data both in real-time and on a scheduled basis, as defined by the Town of Old Saybrook.
- 5) Feeds specific information to the Town of Old Saybrook's financial system each pay period for each employee, including but not limited to time, attendance and budget distribution.

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- 6) Communicates, each pay period, back to the Town of Old Saybrook's financial system all approved time and attendance records which have been approved by both departmental supervisor and the accounting/finance department.
- 7) Provides a detailed audit trail whereby payroll staff may track attendance records and changes related to individual records.
- 8) Allows for multiple levels of supervisory approval via workflow which supports groups and sub-groups from the Town of Old Saybrook.
- 9) Allows authorized employees to roam punch (be able to punch in or out at more than one clock location).
- 10) Enables employees and supervisors to enter multiple pay or job codes during the work day. The pay or job codes must have a relation to the same or similar job codes in The Town of Old Saybrook's financial system. The Town of Old Saybrook prefers a system which can do so without remapping or cross referencing codes.
- 11) Allows for the scheduling of employees who have multiple shifts and support multiple shift codes including straight and overtime pay, workers compensation, and paid time off. Must be able to manage the complexities of the police department time and attendance schedules.
- 12) Allows for different rates of pay for each employee based on pay and job code.
- 13) Configured to allow for the following options:
 - a) Collect time clock data daily.
 - b) Perform nightly database backups.
 - c) Check/Update terminal times as necessary.
 - d) Archive then discard punch data weekly.
- 14) Comprehensive maintenance agreement covering system, end-user, and software support. Maintenance agreement must cover the Town of Old Saybrook for all future software upgrades so that it is not required to re-buy the product or pay an upcharge for a new version.
- 15) Complies with Town of Old Saybrook policies related to time and attendance, including the Fair Labor Standards Act (FLSA), and all applicable state and federal laws.
- 16) Must provide specifications for the Clock timekeeping devices and ensure on and off-line data collection.

C. SUPPORT AND MAINTENANCE

- 1) Successful Provider shall provide on-going support and maintenance to include the following:
 - a) Perform full-service support for all hardware and application software listed in the response during business hours (Monday through Friday, 7 a.m. to 6 p.m.) within the pricing proposed.
 - b) Provide telephone support for Town of Old Saybrook staff questions. This phone access must be available to the Town of Old Saybrook at no additional charge for as long as the Provider is maintaining the hardware and software.
 - c) Perform all preventative maintenance services on all hardware and application software, including upgrades, firmware updates, and security patches.
 - d) Provide a four-hour service response time, two-hour call-back response time, and four-hour on-site response time, when requested by the Town of Old Saybrook or a response time as mutually agreed upon by both parties.

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- e) Guarantee a loaner biometric clock anytime a Town of Old Saybrook biometric clock is inoperable for more than one business day and until a successful repair is in place.

D. NETWORK CONNECTIVITY

The Successful Provider shall work with the Town of Old Saybrook IT staff on each networked installation to ensure that all networked services are installed and functioning properly. Solution must be functional and operational a minimum of 98% of the available work time averaged over a consecutive three-month period.

E. INSTALLATION, INSPECTION, AND ACCEPTANCE

- a) The provider shall coordinate the installation phase with Town of Old Saybrook IT staff. Upon completion of installation by successful provider, the Town of Old Saybrook shall utilize the Solution for thirty (30) days to determine that all functions operate in the Town of Old Saybrook's environment without issue or failure.
- b) Prior to final acceptance, if any component of the Solution (which includes the biometric clocks) does not perform to the satisfaction of Town of Old Saybrook staff in accordance with the requirements stated in this RFP, the issue or failure shall be rectified at the provider's expense.

F. USER TRAINING

Successful Provider shall provide a minimum of six , one-hour orientation and training session for end-user staff on all functionality for the biometric clocks deployed into service at the Town of Old Saybrook. A minimum two-day session will be provided to demonstrate and train the Finance/Payroll Department on how to leverage the Solution software to run reports, review punches and other functionality/capabilities. Training will be held at Town of Old Saybrook specified locations in Old Saybrook Connecticut. Upon request by the Town of Old Saybrook, successful provider shall provide additional staff training, up to ten (10) hours per year, at no cost to the Town of Old Saybrook.

G. DATA SECURITY

- a) Successful provider agrees to comply with and fully assist the Town of Old Saybrook with compliance requirements for local, state, and federal privacy statutes regarding data.
- b) Regardless of the method used, all clocks must come into the Town of Old Saybrook with some sort of security. In addition, the Town of Old Saybrook and network security standards require that all wireless devices have all security features turned on and device/machines fitted with wireless capabilities must be locked down to ensure the confidentiality of the data being transmitted to and from the machine and any data that may be in memory.

BACKGROUND AND EXPERIENCE

- 1) Submit a detailed narrative description documenting Provider's overall background and experience to include, but not limited to, the following:
 - (1) Number of years Provider has been in business.

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- (2) General background and experience of Provider.
- 2) Submit a detailed narrative description documenting Provider's specific experience including, but not limited to, the following:
 - (1) Experience with public sector time and attendance implementations.
 - (2) Experience with implementations for agencies with over 300 employees.
 - (3) Experience with implementation and on-going support for the specific hardware and software proposed for the Town of Old Saybrook, particularly projects that have been fully implemented and in production for at least one year.
 - (4) Experience specifically related to customer training for both systems administrators and users.
 - (5) Experience with implementation of time and attendance solutions that include requirements for municipal fire and police departments and civil service personnel.
- 3) Submit a detailed narrative description documenting the experience of the key personnel to be assigned to the Town of Old Saybrook including, but not limited to the following:
 - (1) General background and experience.
 - (2) Knowledge of the hardware and software proposed.
 - (3) Role within the provision of services.
 - (4) Experience in implementations, customer training, and support for the software proposed.

Submit 3 client references, preferably public sector references within Connecticut and with at least 300 employees, for whom Provider has implemented time and attendance solutions during the past six (6) years and who are agreeable to respond to a request from the Town of Old Saybrook regarding Provider's experience.

GENERAL APPROACH

- 1) Provide a detailed narrative description of Provider's approach for the provision of services.
- 2) Describe methodologies for engaging with Town of Old Saybrook representatives during the performance of the work.
- 3) Detail the number of man-hours anticipated by Provider's team to complete implementation.
- 4) Submit details of Provider's staffing resources, at the location that will provide services to the Town of Old Saybrook as well as corporately, by discipline and the number of personnel within each discipline.
- 5) If Provider's staffing resources includes sub-consultants, submit the name of the firm(s) who will perform each discipline. If more than one firm is listed for a discipline, then label which firm is the primary firm for that discipline.
- 6) Submit an organizational diagram clearly identifying key personnel as well as other staffing resources who will provide services to the Town of Old Saybrook.
- 7) Provide a written response clearly defining responsibilities, relationships and roles of all individuals in the organizational diagram in the provision of services.

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- 8) Detail Provider's current and projected time and attendance software implementations for the next 12 months. Provide a statement of commitment and availability of all key personnel for the Town of Old Saybrook project by providing a signed letter of commitment.
- 9) Provider shall thoroughly explain:
 - a) Its accessibility in the areas of availability for meetings, general communications, and project coordination.
 - b) How the provider plans on ensuring accessibility and availability of resources during the term of the Agreement.
- 10) **IMPLEMENTATION APPROACH**
 - a) Provider shall describe strategies and approach to the time and attendance hardware and software implementation and on-going support.
 - b) Submit a list of Provider's current projects and known future projects that will be occurring during the implementation of the Town of Old Saybrook's project to include project title, project start and end dates, project manager, and technical lead assigned.
 - c) Provider shall provide a proposed schedule and timeline to include the start date, completion date, deliverables, and implementation date(s).
 - d) Provider shall describe proposed training(s) during and after implementation, including cost(s) associated with those training(s).
 - e) Provider shall describe proposed Support during and after implementation, including cost(s) and level(s) of Support, if applicable.
- 11) **SUPPORT AND MAINTENANCE**
 - a) Provider shall include a copy of Providers Service Level Agreement (SLA).
 - b) Provider shall include a copy of the proposed software manufacturer's contract if required for software license and/or maintenance and support.

G. FEE PROPOSAL

- 1) Please provide a comprehensive one-time, all-inclusive fee to provide hardware, supportive hardware (if applicable), software, implementation fees, and training fees required for the solution that encompasses Town of Old Saybrook in accordance with the requirements identified in this Scope of Work, and as set forth in this RFP document
 - a) Annual fee for on-going maintenance and support for the Solution for the first year.
 - b) Annual fee for on-going maintenance and support for the Solution in subsequent years.

V. FORMAT OF PROPOSAL

In order to facilitate the review process, it is required that proposals be organized in the following manner:

- A. Table of Contents
- B. Letter of Transmittal indicating interest and providing other information which would assist the Town in the selection process. This letter must be signed by a person legally authorized to bind the firm to a contract.
- C. A statement demonstrating understanding and capability of providing the services described in the Scope of Services.

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- D. Responses to Questionnaire (Exhibit A) in same order as listed in Exhibit A. The responder must note questions that they are unable or unwilling to provide.

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VI. CONTRACT REQUIREMENTS

- A. Any prospective firm must make an affirmative statement to the effect that its retention, if selected, shall not result in a conflict of interests or create an appearance of impropriety with any person or organization which may be affected under this program. Should any potential or existing conflict be known by a prospective firm, said prospective firm must specify the person or organization with which the conflict exists or might arise, the nature of the conflict and whether the prospective firm would or would not step aside or resign from that conflicting engagement or representation if selected by the town of Old Saybrook.
- B. The firm selected shall provide a certificate of insurance indicating the following minimum coverage:
- Workers' Compensation – As required by law (if participants are employees)
- Professional Liability – Minimum limits of \$2,000,000 per occurrence. If the policy is on a claim made basis, the policy shall be continually renewed for two years beyond the termination date of this contract and its renewals.
- All insurance coverage shall be primary.
- C. No assignment of the final contract can be made without the written consent of the Town of Old Saybrook.
- D. Please provide a copy of your proposed contract.

VII. NUMBER OF COPIES REQUIRED

It is requested that six (6) copies of the proposal be submitted in one package.

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VIII. EVALUATION OF PROPOSALS

Proposals will be evaluated by a subcommittee to ascertain which proposal best meets the needs of the Town. Evaluation consideration will include, but not be limited to, the following:

- A. Responsiveness of the proposal in clearly stating an understanding of the work to be performed.
- B. Experience and technical ability of the firm and project staff to perform time and attendance services.
- C. Reputation and experience of the firm.
- D. The fees and expenses, although a significant factor, may not be the dominant factor. However when all other service provided is equivalent, fees will be the determinant factor.
- E. Semi-finalists may be requested to present their proposal to the subcommittee.

IX. SELECTION OF PROPOSALS

The Town reserves the right to reject any or all proposals, waive any informality and to award the contract in the best interest of the Town of Old Saybrook.

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EXHIBIT A

QUESTIONNAIRE

I. IDENTIFYING INFORMATION

- A. Name of Firm
- B. Address of firm's office which will service this account
- C. Professionals who will service this account (may be attached on separate pages)

- 1. Name
- 2. Title
- 3. Credentials
- 4. Telephone Number
- 5. Address (if different from IB)
- 6. Brief summary of experience

- D. For the Project Manager/Leader who will service this account:

- 1. Years of employment with the firm
- 2. Brief description of education and professional experience, particularly as it relates to this mandate

II. FIRM DESCRIPTION

- A. Describe the resources the firm currently has for effective delivery of these services.
- B. What quality control and scheduling procedures does the firm employ to assure that the services provided clients are of acceptable quality and timely?

III. FEES

- A. How does the firm determine the fees to be charged for services rendered?

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- B. Indicate your proposed schedule of billing dates during each year for basic fees.
- C. Describe the process for updating and improving the software and the impact it will have on the Town/BoE.
- D. Describe any focus groups surrounding this product.

IV. OTHER OPTIONAL INFORMATION

Please feel free to include any other information in your proposal which will help the Town develop an understanding of the capabilities of your firm.

All proposals submitted and information included herein or attached hereto shall become public records upon their delivery to the Director of Finance.