



City of Rochester, New Hampshire
31 Wakefield St. Rochester, NH 03867

<http://www.rochesternh.net/>

Request for Proposal & Quotation

City of Rochester, NH is seeking proposals and quotation for a

Employee Time and Attendance System

BID # 16-34

Proposals must be submitted in a sealed envelope plainly marked: Sealed RFP. Employee Time and Attendance System. **Bid#16-34.**

City of Rochester, New Hampshire
31 Wakefield St. Rochester, NH 03867

Attn: Purchasing Agent.

All bids must be received no later than **Thursday, April 28, 2016 by 2:15p.m.**

Actual RFP opening will begin at **2:30 p.m.** Proposal specifications may be obtained from the City of Rochester's website Purchasing link, www.rochesternh.net, contacting the purchasing agent via email at purchasing@rochesternh.net, calling the Purchasing Agent at 603-335-7602, or visiting the City Hall Business Office, 31 Wakefield Street, Rochester, NH 03867. Bidders should periodically check our purchasing website for addendums related to this RFP.

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- I. **PURPOSE:** The purpose of this Request for Proposal is to solicit sealed proposals for a vendor hosted/cloud based comprehensive Employee Time and Attendance Payroll System, including support services for the selected application(s) that will interface with current Payroll, Human Resources, Financial Munis systems for the City of Rochester NH.
- II. **BACKGROUND:** The City of Rochester NH is located in southeast New Hampshire, and has a population of approximately 30,000 and employs approximately 280 regular employees and 180 seasonal employees, totaling 460 employees. Employees are paid on a bi-weekly basis, and are considered either hourly (non-exempt) or salaried (exempt). Several different work schedules are utilized depending on the city department. Overtime is paid in accordance with Fair Labor Standards Act and as otherwise permitted through city policy, bargaining unit and union contracts. Employees currently report to work at 14 facilities throughout the city.

SCOPE OF WORK: The City of Rochester is seeking to automate its Employee Time and Attendance Payroll System and seeking proposals from qualified vendors (companies) to provide a centralized, simple to use, capable and cost effective system that will be used for recording and tracking time and attendance for an estimated 280 regular employees and 180 seasonal employees, totaling 460 employees, across approximately 14 physical locations and several off-site locations. The current system software is housed at client site on a Windows SQL 2008R2 64bit database system.

The selected system will replace a current paper and/or spreadsheet time recording and attendance system and seeking to automate. Implementation is targeted for prior to **July 1st 2016**.

The project scope shall include, but will not be limited to, the following:

- a) Hardware/Software installation and set up.
- b) Ability to report time in and out, computer entry/web browser and mobile applications/devices via a vendor/cloud based solutions environment.
- c) Integration services.
- d) Testing, including acceptance testing.
- e) Training for support staff, end users, and administrators.
- f) Associated vendor project management.
- g) Hardware/Software maintenance and warranty services.

- I. **PROPOSAL SPECIFICS:** Proposals will include the following key components;

- a) **SOFTWARE-** Must include detail costs for all required software and system needs.

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b) **LICENSES-** Proposals should include a detailed licensing structure (concurrent user, named user, server CPU's and costs). Shortlisted vendors may be asked to provide a formal software licensing agreement. At the time of this RFP the majority of employees will be computer entry/web browser desktop users with an undetermined number of employees using mobile application/device options. Approximately 62 will have management and supervisory review and approval authority. However, this number may be subject to adjustment, and some of the mobile users could also be desktop users. If proposers allow a single user to be both a desktop user and mobile user please identify that detail in the proposal. Also, see time clock(s) and advanced scheduling, and customer hosted options, section XVII Pricing Schedule.

c) **INSTALLATION & TRAINING-** Complete training documentation for users, administrators, and technical support staff must be included. In addition Vendor must offer and provide instructor-led onsite training to end users and system administrators on the use of the software system. Vendor shall include documentation for procedures on regular maintenance of the hardware and software system. Vendor shall provide documentation of the system that includes identification of all physical configuration, parameters, written installation instructions, user manuals, and system administrator manuals.

d) **SUPPORT & MAINTENANCE-** Pricing on first year support costs should be identified and listed separately from the main hardware, software, licensing and training expenses. Multi- year pricing should be identified in the additional costs section in the Pricing Schedule. Multi-year pricing should also identify any yearly cost escalators. In addition, please identify the days and hours support is available. If proposer has multiple support tiers please explain. Please include details regarding regular updates, new releases, as well as technical consultation support. Shortlisted vendors may be asked to provide a support and maintenance agreement.

e) **PROJECT PLAN-**Proposers should include a detailed project plan identifying all major tasks, milestones, and estimated durations. Please include a description of quality assurance methods to be used to guarantee successful outcome.

f) **VENDOR HOSTED HARDWARE ARCHITECTURE & SECURITY-** Proposers should include a detailed description of vendor hosted cloud environment, including FEMA rating, firewall security and system redundancy.

TECHNICAL SPECIFICATIONS- The ideal system shall provide the following functionality:

- a) Ability to report time in and out by computer entry/web browser and mobile applications/devices via a cloud based vendor hosted solutions environment.
- b) Ability to interface with Tyler Technologies Munis Financial/HR Software system, v10.5
- c) Ability to distribute payroll wages/benefits from and to multiple funds, including grants or projects.
- d) Ability to process multiple payroll cycles (i.e. weekly, bi weekly).
- e) Ability process multiple user defined payroll codes.
- f) Ability to manage multiple unions/bargaining payroll processing needs.
- g) Ability to use mobile access technology, including smart phone and tablets.

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- h) Ability to use geo-fencing technology.
- i) Ability to process multiple checks for one employee in a given pay period.
- j) Ability for security between payroll and personnel modules.
- k) Ability to process for hourly, salary, shifts and other defined pay types.
- l) Ability to recognize and process shift trades and shift swaps.
- m) Ability to track and view employee hours, attendance (who's here,) and overtime in real-time.
- n) Ability to view employee information by employee (i.e. leave balances, schedules, etc.) from both a computer, mobile and from the clock terminals.
- o) Ability to allow multiple approval levels. System must allow supervisor to assign temporary timekeeping responsibility to another employee/supervisor.
- p) Ability for employees to have multiple positions at different rates and hours.
- q) Ability to comply with all Fair Labor Standards Act and the city's payroll policies and procedures.
- r) Ability to provide time and attendance related email notifications, including alerts and reminders.
- s) Ability to provide a reporting functionality that will contain a useful number of generic and custom reports and the ability to generate those reports through multiple criteria filters.
- t) Ability to provide approximately 62 managers and supervisors review and approval authority.
- u) Ability to provide basic scheduling functions, included/packaged in the Employee Time and Attendance System and separate from an Advanced Scheduling product/system.

SIMULATION ENVIRONMENT: In order to evaluate the functionality, usability, intuitiveness and supportability of the proposed software, shortlisted vendors shall provide an initial vendor-hosted Simulation Environment to be used by city employees in order to get a direct hands-on exposure to the software. In addition, the final award winner shall maintain a simulation environment with updated data based on the city's actual workflow processes. The Simulation Environment with updated data and workflows will be available for at least one complete month prior to the Go Live target date (to be determined by the city.) City employees will be allowed to update data and confirm functional testing. The Simulation Environment should allow city employees to experience the various system processes and functionality. Employee will also be supplied with a quick start guide for reference.

VI. PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS:

A. GENERAL INSTRUCTIONS:

1. **RFP Response:** In order to be considered for selection, vendors must submit a complete response to this RFP. Please submit one (1) original hard document, (1) hard copy, and (1) electronic copy on either a CD, or USB storage drive. No other distribution of the proposal shall be made by the vendor.

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2. Proposal Preparation:

- a. Proposals shall be signed by an authorized representative of the vendor. All information requested should be submitted. Failure to submit all information requested may result in the purchasing agency requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the purchasing agency. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
- b. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.
- c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, sub-letter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and sub-letter should be repeated at the top of the next page. The proposal should contain a table of contents which cross-references the RFP requirements. Information which the vendor desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.
- d. As used in this RFP, the terms "must", "shall", "should" and "may" identify the criticality of requirements. "Must" and "shall" identify requirements whose absence will have a major negative impact on the suitability of the proposed solution. Items labeled as "should" or "may" are highly desirable, although their absence will not have a large impact and would be useful, but are not necessary. Depending on the overall response to the RFP, some individual "must" and "shall" items may not be fully satisfied, but it is the intent to satisfy most, if not all, "must" and "shall" requirements. The inability of a Vendor to satisfy a "must" or "shall" requirement does not automatically remove that Vendor from consideration; however, it may seriously affect the overall rating of the Vendors' proposal.
- e. Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.

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- f. Ownership of all data, materials, and documentation originated and prepared for the City of Rochester pursuant to the RFP shall belong exclusively to the city and be subject to public inspection in accordance with the *New Hampshire Right to Know Law*. Trade secrets or proprietary information submitted by a vendor shall not be subject to public disclosure under the *New Hampshire Right to Know Law*; however, the vendor must invoke the protections of RSA 91-A:5 of the *NH RSA's*, in writing, either before or at the time the data or other material is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable and will result in rejection of the proposal.
 3. Oral Presentations- Demonstrations: Vendors who submit a proposal in response to this RFP may be required to give an oral presentation-demonstration of their proposal to the city. This provides an opportunity for the vendor to clarify and/or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. The City of Rochester will schedule presentations at a time and date to be determined. Personal presentations are desired. However, Web-based presentations demonstrations will be considered.
- B. SPECIFIC PROPOSAL INSTRUCTIONS:
- Proposals should be as thorough and detailed as possible so that the city may properly evaluate your capabilities to provide the required goods/services. Vendors are required to submit the following items as a complete proposal:
1. Return the RFP cover sheet with addendum acknowledgments, if any, signed and filled out as required.
 2. Vendor Data Sheet and Pricing Schedule shall be included as an attachment to the RFP, as well as any other specific items or data requested in the RFP.
 3. A written narrative statement to include:
 - a. Experience in providing the goods/services described herein.
 - b. Names, qualifications and experience of personnel to be assigned to the project.
 - c. Resumes of staff to be assigned to the project.
 4. Specific plans for providing the proposed goods/services including:
 - a. List of proposed equipment/goods/etc. including operating parameters, illustrations, etc.
 - b. What, when and how the service will be performed.
 - c. Provide for on-site training.
 - d. **Schedule for completion on or before July 1st, 2016. An agreed upon extended completion date can be discussed.**
 5. Proposed Price. Indicate in the pricing schedule, Section XVIII of the RFP.

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VII. ADDITIONAL PREPARATION DETAILS

- a. The Bidder shall submit their proposal in a layout described in section VI General Instructions, paragraph (2) above. In addition the bidder should attach the furnished city forms related to the Section XVIII Pricing Schedule, XIX Vendor Data Sheet, and XX Technical Requirements Form.
- b. If an amount entered by the bidder on the proposal form is to be altered it should be crossed out with ink, the new unit price or lump sum bid entered above or below it, and initialed by the bidder, also with ink. In a case of discrepancy between the prices written in words and those written in figures, the prices written in words shall govern.
- c. The Bidder's proposal must be signed with ink by the individual, by one or more members of the partnership, by one or more members or officers of each firm representing a joint venture, by one or more officers of a corporation, or by an agent of the contractor legally qualified and acceptable to the owner. If the proposal is made by an individual, his name and post office address must be shown; as a joint venture, the name and post office address of each must be shown; by a corporation, the name of the corporation and its business address must be shown, together with the name of the state in which it is incorporated, and the names, titles, and business address of the President, Secretary, Treasurer.
- d. All questions shall be submitted in writing to the Purchasing Agent, no less than seven (7) days prior to the bid opening date. The Purchasing Agent will then forward both the question and the city's response to the question to all prospective bidders.

VIII. IRREGULAR PROPOSALS

Bid proposals will be considered irregular and may be rejected for any of the following reasons:

- a. If the proposal is on a form other than furnished by the Owner, or if the form is altered or any thereof is detached.
- b. If there are unauthorized additions, conditional or alternated bids, or irregularities of any kind which may tend to make the proposal incomplete, indefinite, or ambiguous as to its meaning.
- c. If the bidder adds any provisions reserving the right to accept or reject an award, or to enter into a contract pursuant to an award.
- d. If the proposal does not contain a unit price for each pay item listed, except in the case of authorized alter pay items.

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IX. INTERPRETATIONS

No oral interpretations will be made to any vendor as to the meaning of the specifications or terms and conditions of this sealed proposal invitation. Any such interpretations will be in writing by the purchasing agent of the city.

X. WITHDRAWAL OF BID PROPOSALS

Bidder will be permitted to withdraw his proposal unopened after it has been deposited if such request is received in writing prior to the time specified for opening the proposals.

No bid may be withdrawn, for a period of (60) sixty days subsequent to the opening of bids, without express written consent of the City of Rochester, NH.

XI. PUBLIC OPENING OF PROPOSALS

Proposals will be opened and read publicly at the time and place indicated in the invitation for bids. Bidders, their authorized agents, and other interested parties are invited to be present.

XII. DISQUALIFICATION OF PROPOSALS

The following reason may be considered as being sufficient for the disqualification of a bidder and the rejection of his proposal of proposals:

- a. Evidence of collusion among bidders.
- b. Failure to supply complete information as requested by bid specifications.

XIII. CONSIDERATION OF PROPOSALS

- c. Bids will be made public at the time of opening and may be reviewed only after they have been properly recorded. In case of discrepancy between the prices written in words and those written figures, the written in words shall govern. In case of discrepancy between the total shown in the proposal and that obtained by adding the products of the quantities of items and bid prices, the latter shall govern.
- d. The right is reserved to reject any or all proposals, to waive technicalities or to advertise for new proposals, if in the judgment of the city; the best interest of the City of Rochester will be promoted thereby.

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XIV. AWARD OF CONTRACT & TERMS

If a contract is to be awarded, the award will be made to the lowest responsible and qualified bidder whose proposal complies with all the requirements prescribed as soon as practical after the bid opening. No bid shall be withdrawn for a period of (60) sixty days subsequent to the opening of bids, without the consent of the City of Rochester. The successful bidder will be notified, by being mailed to the address on his proposal, that his bid has been accepted and that he has been awarded the contract. The City of Rochester reserves the right to award multiple firms if in the best interest of the city. Upon completion of the city's approval process the contract will proceed through the implementation, installation and support of the system.

XV. INSURANCE REQUIREMENTS

Winning bidder will be required to present to the city a certificate of insurance, with a minimum of Five Million Dollars (\$5,000,000) General Liability, One Million Dollars (\$1,000,000) Workmen's Compensation, and Five Hundred Thousand (\$500,000) Automobile Liability.

XVI. CANCELLATION OF AWARD

The city reserves the right to cancel the award of any contract at any time before the execution of such contract by all parties without any liability against the city.

The city also reserves the right to cancel the award as a result of non performance by winning bidder related to any of the terms, conditions, and specifications identified in the bid. Notice of intent to cancel due to non performance issues will be delivered in writing.

XVII. BID EVALUATION

In addition to the bid amount, additional factors will be considered as an integral part of the bid evaluation process including, but not limited to:

- a. The bidder's ability, capacity, and skill to perform within specified time limits.
- b. The bidder's experience, reputation, efficiency, judgment, and integrity.
- c. The quality, availability and adaptability of the supplies and materials sold.
- d. Bidder's last performance.
- e. Sufficiency of bidder's financial resources to fulfill the contract.
- f. Bidder's ability to provide future maintenance and/or services.
- g. Other applicable factors as the city determines necessary or appropriate (such as compatibility with existing equipment).

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XVIII. PRICING SCHEDULE ATTACHMENT A: Subtotal a, b & c, then all total a-e

Item	Quantity	Per Unit Price	\$ Total Amount-Numeric	\$ Total Amount Written	Comments
a) Software/System-Base Price		\$	\$		
b) User Licenses		\$	\$		
c) Installation-Training		\$	\$		
Sub-Total		\$	\$		
d) Yearly Maintenance/Support Year One (1)		\$	\$		
e) Other		\$	\$		
f) ALL TOTALS		\$	\$		
d) Yearly Maintenance/Support Year Two (2)		\$	\$		
Year Three (3)		\$	\$		

Optional Costs:

The current added costs of eleven (11) biometric time clocks, including 1(one) backup/shelf clock and itemized costs for additional clocks (to include corresponding support charges, if applicable), if the city were to decide to expand the proposed Time and Attendance System for this RFP or in the future. Please describe any functionality differences of time clocks and computer entry/web browser applications.

Item	Quantity	Per Unit Price	\$ Total Amount-Numeric	\$ Total Amount Written	Comments
a) Biometric Time Collection devices (Clocks)	11	\$	\$		
b) User Licenses		\$	\$		
c) Installation-Training		\$	\$		
Sub-Total		\$	\$		
d) Yearly Maintenance/Support Year One (1)		\$	\$		
e) Other		\$	\$		
f) ALL TOTALS		\$	\$		
d) Yearly Maintenance/Support Year Two (2)		\$	\$		
Year Three (3)		\$	\$		

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Optional Costs Continued:

Itemized current added costs for an Advanced Scheduling System, not already included/packaged with the Employee Time and Attendance System (to include corresponding support charges, if applicable), if the city were to decide to expand the proposed Time and Attendance System , to include advanced scheduling for the Fire and/or Police department for this RFP or in the future.

Item	Quantity	Per Unit Price	\$ Total Amount-Numeric	\$ Total Amount Written	Comments
a) Advanced Scheduling System Fire Department #37 Police Department #50 Total: 87		\$	\$		
b) User Licenses		\$	\$		
c) Installation-Training		\$	\$		
Sub-Total		\$	\$		
d) Yearly Maintenance/Support Year One (1)		\$	\$		
e) Other		\$	\$		
f) ALL TOTALS		\$	\$		
d) Yearly Maintenance/Support Year Two (2)		\$	\$		
Year Three (3)		\$	\$		

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Optional Costs Continued:

Itemized current costs for a Customer Hosted System Without Biometric Clocks, for a Employee Time and Attendance System (to include corresponding support charges, if applicable), with the same specifications/functions sought in this RFP. Please describe any functionality differences, customer vs. vendor responsibilities and additional city equipment needed for customer hosting.

Item	Quantity	Per Unit Price	\$ Total Amount-Numeric	\$ Total Amount Written	Comments
a) Software-Base Price		\$	\$		
b) User Licenses		\$	\$		
c) Installation-Training		\$	\$		
Sub-Total		\$	\$		
d) Yearly Maintenance/Support Year One (1)		\$	\$		
e) Other		\$	\$		
f) ALL TOTALS		\$	\$		
d) Yearly Maintenance/Support Year Two (2)		\$	\$		
Year Three (3)		\$	\$		

Itemized current added costs for a Customer Hosted System With 11 Biometric Clocks, including 1(one) backup/shelf clock for a Employee Time and Attendance System (to include corresponding support charges, if applicable), with the same specifications/functions sought in this RFP. Please describe any functionality differences, customer vs. vendor responsibilities and additional city equipment needed for customer hosting.

Item	Quantity	Per Unit Price	\$ Total Amount-Numeric	\$ Total Amount Written	Comments
a) Biometric Time Collection devices (Clocks)	11	\$	\$		
b) User Licenses		\$	\$		
c) Installation-Training		\$	\$		
Sub-Total		\$	\$		
d) Yearly Maintenance/Support Year One (1)		\$	\$		
e) Other		\$	\$		
f) ALL TOTALS		\$	\$		
d) Yearly Maintenance/Support Year Two (2)		\$	\$		
Year Three (3)		\$	\$		

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Use this area below to describe any other costs that require consideration.

If necessary provide additional attachments-section XX, reference XVIII Pricing Schedule

[illegible]

XIX. VENDOR DATA SHEET ATTACHMENT-B

Years Months

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4. Vendor Information:

FIN or FEI Number: _____ If Company, Corporation,
or Partnership

Social Security Number: _____ If Individual

5. Indicate below a listing of at least three (3) current or recent accounts, either commercial or governmental, that your company is servicing, has serviced, or has provided similar goods. Include the length of service and the name, address, and telephone number of the point of contact.

A. Company: _____ Contact: _____

Phone: (____) _____ Fax (____) _____

Project: _____

Dates of Service: _____

\$ Value: _____

B. Company: _____ Contact: _____

Phone: (____) _____ Fax (____) _____

Project: _____

Dates of Service: _____

\$ Value: _____

C. Company: _____ Contact: _____

Phone: (____) _____ Fax (____) _____

Project: _____

Dates of Service: _____

\$ Value: _____

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XX. TECHNICAL REQUIREMENTS FORM. This is a detailed and mandatory form.

		Description	Yes	No	Will Modify No Cost	Will Modify w/ Cost (\$)
G. Payroll						
<i>Overall system</i>						
1		Ability to report time in and out for payroll purposes by computer entry/web browser and mobile applications/devices via a vendor/cloud based solutions environment.				
2		Ability to interface and report time in and out by biometric clocks via a vendor/cloud based solutions environment if desired. See "Optional Costs."				
3		Ability to use mobile access technology, including smart phone and tablets for payroll to report in and out for payroll purposes.				
4		Ability to interface with Tyler Technologies Munis Financial/HR Software system, v10.5				
5		System updates included free with system/support costs.				
6		Ability to distribute payroll wages/benefits from and to multiple funds, including grants or projects.				
7		Ability to provide for processing of multiple payroll cycles (i.e. weekly, bi weekly).				
8		Ability to process various frequencies of payrolls by group or individually.				
9		Ability to process for hourly, salary, shift and other user defined pay types.				
10		Ability to process multiple payroll labor distributions by percent and fixed dollar amounts.				
11		Ability to provide for multiple overtime rates including FLSA.				
12		Ability to process and manage multiple bargaining units for payroll purposes.				
13		Ability to process multiple pay codes and multiple period processing.				
14		Ability to process multiple checks for an employee in a given pay period.				
15		Ability to recognize and process shift trades and shift swaps.				
16		Ability to identify standard number of hours per week per person.				
17		Ability to use geo-fencing technology.				
18		Ability to secure access for transactional processing at different sites				

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19		Ability to provide time and attendance related email notifications, including alerts and reminders.				
20		Ability to interface with automated timesheet software.				
21		Ability to establish defaults for hours and cost centers.				
22		Ability for employee to have multiple positions at different rates and hours.				
23		Ability to access employee records from data input worksheet.				
24		Create departmental edits and electronic departmental approvals.				
25		Ability to distribute pay to multiple accounts, departments and funds including employer cost of benefits.				
26		Ability and capability to retain data for inactive or terminated employees.				
27		Ability to provide a reporting functionality that will contain a useful number of generic/"canned" and custom reports and the ability to generate those reports through multiple criteria filters.				
28		The ability to export reports and data to multiple data formats (Adobe (pdf), Microsoft Excel. (xls), and Text (txt).				
29		Ability to round at the 7-minute mark (intervals in tenths).				
30		Available to provide 24/7/365 customer service support, included with service/maintenance plan.				
31		Ability to track employee hours to specific cost centers to enable for accurate grant tracking and payouts.				
32		Ability to track and view employee hours, attendance (who's here,) and overtime in real-time.				
33		Ability to provide a basic scheduling function, separate from an advanced scheduling product/system.				

XXI. OTHER OPTIONAL ATTACHMENTS- Any other attachment or supplemental information proposer feels is necessary to include.