



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

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

RFI - Request for Information

City of Rochester, NH is seeking information for a

Employee Time and Attendance System

THIS IS NOT A BID

All questions and submissions, including requests for clarification or requests for additional information, must follow the schedule indicated below. Respondents may be directed to Time and Attendance System selection team members better capable of answering detailed questions. Oral responses by any City employee or agent of the City are not binding and shall not in any way be considered as a commitment by the City of Rochester. All Requests for Information inquiries and proposals should be directed to:

Diane Hoyt, Human Resource Director

Diane.Hoyt@RochesterNH.net

Posting

Posting of Request for Information (RFI) December 3th, 2015

Deadline for Questions

Deadline for questions, requests for clarification or requests for additional information December 21st, 2015, 5:00 PM
(Local Rochester Time)

Due Date

Submission Due Date December 31th, 2015, 5:00 PM
(Local Rochester Time)

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I. PURPOSE:

The purpose of this Request for Information is to solicit information and identify potential partners to provide a comprehensive employee time and attendance system, including support services for the selected application(s) and clock terminal hardware that will interface with current Payroll, Human Resources, and Financial Munis systems with the City of Rochester NH.

Goals:

- Better understand the current time data collection offerings in the marketplace and the capabilities and price point of those offerings
- Better understand the challenges faced by organizations comparable to the City of Rochester that have recently implemented time data collection solutions
- Better understand the business value of implementing modern time data collection solutions
- Learn about good and best practice approaches to implementing time collection solutions

II. COMMUNITY/EMPLOYER PROFILE:

The City of Rochester NH is located in southeast New Hampshire, and has a population of approximately 30,000. It is seeking a capable and cost effective system that will be used for recording and tracking time and attendance for an estimated 279 employees across 14 physical locations and employees, not including seasonal 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.

III. SCOPE OF WORK:

The City of Rochester is seeking to automate its employee time and attendance payroll system and requesting proposals from qualified vendors (companies) to provide a centralized, simple system for several off-site locations.

The selected system will replace a current paper and/or spreadsheet time recording and electronic punch card attendance system.

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

- a) Time clocks to be located in various facilities
- b) Hardware/Software installation and setup.
- c) Integration capability with Munis Financial Management Services.
- c) 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.

IV. PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS:

A. General Instructions:

- 1. RFI Response: In order to be considered for selection to present/participate, vendors must submit a response to this RFI.
- 2. Informational Presentation Demonstrations: Vendors who submit a request in response to this RFI may be expected to familiarize further with the City of Rochester's payroll system and may be sought to personally meet with members of the Time and Attendance System team to present and discuss recommendations. This provides an opportunity for the vendor to clarify and/or elaborate on the recommendation. This is a fact finding and explanation session only and does not include negotiation. The City of Rochester will schedule the time and location of these informational presentations on dates to be determined. Personal presentations are desired. However, Web-based informational demonstrations will be considered.

V. SUBMISSION REQUIREMENTS

The following are submission requirements for this RFI:

A. Understanding Your Solutions

1. List of Solutions

Provide a list of your potential solutions and include the following information for each:

- Describe how the solution addresses the challenges of Time and Attendance Management, particularly as it relates to time data collection
- Describe how the solution improves the business activities related to time data collection
- Describe other challenges addressed by the solution
- Describe key features of the solution
- Describe how the solution addresses mobility

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- Describe how the solution can leverage cloud technologies
- Pricing models and corresponding estimated costs, including but not limited to the following details, distinguishing essential/foundational from optional:
 - Descriptions of functions, features, and pricing/costs of appliances and other hardware, including annual support and maintenance
 - Descriptions of the functions, features, and pricing/cost estimates of software modules
 - Descriptions of the functions, features, benefits, and pricing/cost estimates of cloud components
 - Descriptions of purpose, benefits, and pricing/cost estimates of professional services including installation, configuration, staff training/support and enhancements
 - Description of purpose and pricing/cost estimates of licensing, including minimums, escalating tiers, etc.

2. Exemplary Case Study

Provide a case study that exemplifies the value of one or more of your time data collection solutions.

3. Solution Demonstrations

Respondents to the RFI may be invited to engage with stakeholders from the City and have the opportunity to demonstrate their products, services and solutions.

B. Understanding Your Company

1. Business History

Provide a brief history of your business including information regarding the founding of your business, acquisitions within the past 5 years, major shifts in direction, and changes in market position.

2. Firm Size and Locations

Provide the following information, at a minimum, regarding the size and distribution of your company.

- Total number of employees
- Total number of locations
- Location and size (number of employees) of main offices
- Location and size (number of employees) of offices within the Greater Rochester, NH Area

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3. Current Implementations

Provide information about installations of your solutions that best align with the following criteria:

- Three (3) of the largest (by number of employees served) installations of your time data collection solutions including at least one installation that uses currently supported products
- Three (3) of the most distributed (by number of physical locations) installations of your time data collection solutions including at least one installation that uses currently supported products
- At least one (1) installation of your time data collection solutions for a state or local government agency, if applicable

Information provided for each customer installation must include the following:

- Customer Industry
- Approximate Number of Employees
- Approximate Number of Physical Locations
- Implementation Approach
- Length of Customer Relationship
- Description of Support and Maintenance Provided
- Integrations with other Workforce Management and Human Resource Management systems

4. As a Solution Provider

Describe the challenges of Time and Attendance Management in detail and within the overall context of Workforce Management and explain how your company sees itself as a solution provider, helping customers address those challenges.

5. Range of Solutions Provided

Provide a description and/or listing of the range of products and services provided by your business.

C. Understanding Good and Best Practices

1. Implementation Approaches

Describe the implementation approaches typically used to implement your solutions.

2. Integrations

Describe your business' typical approaches to integration with other solutions, including examples of solutions your past and current products with which your solutions have been integrated.

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3. Support and Maintenance

Describe the types of support and maintenance arrangements your business offers and provide examples of customers that have taken advantage of each.

4. Performance Management

List the performance indicators your customers typically track and how your solutions help customers measure and manage those metrics.

V. CONSIDERATION OF PROPOSALS

The City of Rochester is not obligated to conduct subsequent discussions with any respondent to this RFI, and reserves the right to conduct discussions regarding its subject matter with vendors/firms that do not respond to this RFI. This RFI and the process it describes are proprietary to the City and are for the exclusive benefit of the City. No other party, including any respondent, is intended to be granted any rights hereunder. Upon submission, responses to this RFI shall become the property of the City, which shall have unrestricted use thereof. Responses may be subject to public disclosure under applicable law. By submitting a response, the respondent agrees to the terms and conditions of this RFI. Cost of preparing and/or submitting this information shall be borne solely by the vendor. The City does not intend to pay for the information solicited by this RFI.