



# **Request for Proposal (RFP) for a Timekeeping and Scheduling Software Solution**

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City of Durham Department of Technology  
Solutions

December 2012

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**10. Date of RFP:** December 2012

**20. Project Manager and Contact with City; Questions about this RFP.** Direct questions and concerns to:

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If you have concerns about this RFP that you believe are not being addressed by the project manager, please contact

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### **DESCRIPTION OF PROJECT AND NATURE OF RFP**

**30. Project.** The City of Durham desires to procure an “Automated Workforce Timekeeping and Scheduling” system that will allow for automation of timekeeping and integration of timekeeping data with the City’s current ERP MUNIS system.

The City’s functional objectives for a software solution include:

- Automate Time and Attendance
- Minimize compliance risks – consistent application of policies and procedures for timekeeping
- Improve workforce efficiencies in the utilization of staffing resources through automated “real-time” scheduling data
- Optimize time and attendance data collection and reduce the administrative burden on supervisors, Management, and the timekeeper of the department
- Improve accuracies in timekeeping; charge work to the correct resource accounts (ORG Codes) eliminating the need for journal entries after events and/or special programs are completed

#### **40. Scope of Work.**

**1. General Requirements** - Software solution will allow for the following general requirements:

- 1.1. System must support an industry standard SQL relational Database management system.
  - 1.2. Provide alternate means of recording data into the system other than PCs, such as a badge terminal
  - 1.3. All user interfaces must be designed for inexperienced computer users
  - 1.4. Allows for the creation of a test database to operate separate from the production database.  
What are the cost components?
  - 1.5. Have a messaging system that is compatible with Microsoft Exchange 2010 system or provide a comparable solution to notify participants of events
  - 1.6. Have easy to use tools for tailoring business processes. Minimal training and no development or vendor resources should be needed to update process templates when business rules or approval/routing requirements change.
  - 1.7. Have easy to use tools for tailoring forms used. Minimal training and no development or vendor resources should be needed to update forms when additional data fields are needed on a form.
  - 1.8. If a battery system is provided as the power source for the time clocks, is the battery backup option included with the clock, or is it a chargeable add-on?
  - 1.9. Must be accessible by the entire workforce – either locally or remotely using various platforms
  - 1.10. Must be flexible to accommodate pay rules and new FMLA or FLSA laws without customization or major consulting engagement
  - 1.11. Must have ability to promote business rules from a test system to production and indicate when they should take effect
  - 1.12. Provide an audit trail that details and stores edits to an employee's time, attendance, and schedule information
  - 1.13. Software vendor should have a dedicated consulting team that can help analyze our business processes, develop change management programs, and establish industry best practice benchmarks?
  - 1.14. System collects data from Time Clock devices in real time.
  - 1.15. System enables inventory items to be attached to personnel, shifts and units.
  - 1.16. System must be capable of allowing users to electronically submit requests for use of accrued leave including anticipated accruals for vacation and holiday as well as notice of availability of special assignment and overtime availability. The system must enable users to submit these requests through the Internet, workstation and telephone.
2. **System Access/Data Security** – Software solution will allow for the following system access and data security:

- 2.1. System must not be cloud based
  - 2.2. Must be capable of performing audits of entered data
  - 2.3. Must protect the database from illegal access
  - 2.4. Must restrict access to employee data through application security at various levels (e.g. Manager/Supervisor or Payroll Technician or Employee, etc.)
  - 2.5. Provide password encryption for employee access
  - 2.6. Provide the ability to change security access when an employee is transferred from one entity to another and those changes must be effective immediately
  - 2.7. Support function-level security access privileges (some functions may be available to specific user-groups), including field level for sensitive data
  - 2.8. System must enable the City to designate under appropriate security authorization, application administrators and sub administrators to enable assignments and approve schedules and exceptions.
  - 2.9. System roster must enable authorized users to fill vacancies in accordance to department policy and procedures.
  - 2.10. System should be accessible on a daily basis at any time of the day
  - 2.11. The system must allow temporary duty assignments for administrators allowing individuals to have a higher security access for a specific time period.
  - 2.12. The system must provide comprehensive security system including layered security, limiting individuals control over specific units and /or function as specified and controlled by the administrator.
  - 2.13. The system security must require both a User ID and password for access.
  - 2.14. Transmissions from the web-based application are kept secure
3. **Pay Rules** – Software solution will allow for the following pay rules:
- 3.1. Any retro pay due because of late appraisals being submitted to designee.
  - 3.2. Merit date will be keyed with pay period ending date; (i.e. merit date May 28, pay period ending June 1, should calculate retro to be paid for 5 days)

- 3.3. Assignments must be definable based on skills, job classification, rank, seniority, seniority within a set of skills or within a job classification, or based on an override of criteria for which an exception needs to be marked on the record
- 3.4. Business rules engine that delivers on-demand real-time calculations
- 3.5. Compute pay (overtime, break rules, etc) in accordance with federal, state, and local laws
- 3.6. Have a calendar function to maintain holidays - can be different by state/region, etc.
- 3.7. How does the system handle multiple OT pay categories and calculations?
- 3.8. Include configurable periods by shift for meal and breaks in accordance with City policy (clock in and out multiple times during shift i.e. breaks, lunch)
- 3.9. Include for hourly wage and overtime information
- 3.10. Must be flexible to easily adapt to changing local, state and federal laws (legal requirements) without custom code
- 3.11. Must support daylight savings time
- 3.12. Pay rules must be parameter driven and easy to set-up, change, and track
- 3.13. Prevent overlapping punches from occurring
- 3.14. Provide a role-based system to manage user's ability to read, add, edit, and delete information in the system (e.g. some groups may be able to view a particular report, whereas other groups may not be privileged to view the report)
- 3.15. Provide alerts to notify system administrator of server problems or problems with scheduled events.
- 3.16. Provide support for a system administrator to turn features on and off (such as report writing, updating rules, etc.) for different users
- 3.17. Provide support to manage user accounts to Add, Edit, Suspend, and Delete visibility to certain functions
- 3.18. Provide the ability to apply rules online at the point of entry such as activity based pay rules
- 3.19. Provide the ability to define rules at the employee, or group level. Rules should be restricted for those not eligible such as employees within a probation period
- 3.20. Provide the ability to enter both hours and amounts

- 3.21. Provide the ability to perform multiple complex overtime calculations based on rules built into the system. Overtime calculations will take into account start and stop times, scheduled hours, type of duty performed
- 3.22. Provide the ability to update user-defined rules and have the changes reflected immediately for time entry and processing
- 3.23. Provide the ability to view immediately the outcome of the rules processing on the time entry web based time card
- 3.24. Send all employees payroll punches for the current pay period to the employee's home labor accounts and/or locations that the employee has recorded time punches
- 3.25. System allows company to easily maintain and modify any and all complex pay rules with or without vendor intervention at no cost?
- 3.26. System allows for the calculation and management of multiple Paid Time Off plan entitlements
- 3.27. System automatically calculates merit increases. Calculate education incentives for those who have earned a Bachelors (5%) or Associates (2.5%) degree when appraisal is processed.
- 3.28. System must accommodate multiple, user-defined shift definitions
- 3.29. System must accommodate user-defined simple and complex rotational assignments comprised of differing start times and working days
- 3.30. System must be capable of determining when an employee should receive City Comp, FSLA Comp, ST/BS Pay, or OT Pay by utilizing information within MUNIS and business rules.
- 3.31. System must prevent too many people taking leave on any day or shift.
- 3.32. System must record exceptions to work schedules after a user enters their exception by telephone, internet or intranet.
- 3.33. System Roster reflects customizable color-coding by position, person, rank, group and specialty
- 3.34. The system must administer and track overtime in accordance to organization scheduling policies. Specifically, describe how the system supports the determination of the appropriate order in which employees should be called to be offered overtime and the drafting of staff when voluntary overtime does not suffice. Also, explain the system's capabilities to track the resulting overtime worked.
- 3.35. The system must allow an unlimited number of user-defined working and non-working codes



- 3.36. The system must allow detailed constraints for each code such as advance notice or supervisor approval
- 3.37. The system must allow the City to create and edit business rules at any time to accommodate City and Departmental policies along with the FSLA laws for accrued/used leave & OT.
- 3.38. The system must allow the City to create and edit business rules to govern all scheduling and leave issues applicable to full and part-time personnel in multiple collective bargaining contracts.
- 3.39. The system must allow user-defined and editable business rules to govern leave policies, set schedules, set staffing levels, fill vacancies, handle off-duty work schedules, call out for specialty units, and other types of circumstances that govern scheduling.
- 3.40. The system must ensure employees cannot work more hours than allowed by law. For example, describe how an employee who worked over 18 hours in a day (both regular and overtime) can be flagged and denied from additional work.
- 3.41. The system must provide a means to update and modify existing business rules, collective bargaining rules, and operating protocols and to schedule its implementation based on a date and time and set of criteria.

4. **Special Pay Rules** – Software solution will allow for the following special pay rules:

- 4.1. Apply City Comp accruals based on multiple classification of employees (if exempt - no; if non-exempt and 37.5 hour/week employee v if non-exempt and 40 hour/week employee)..
- 4.2. Apply FLSA Comp based on multiple classification of employees.
- 4.3. Apply overtime rules to Comp accruals.
- 4.4. Automatic tracking of non-active employees and sends alerts to Supervisors/Manager/Timekeeper if employee inactive for 45 consecutive days. Sends alert at 30 days of inactivity.
- 4.5. Automatic tracking of requirements for qualifications for part-time benefit enrollment - average 30 hours/week for 1 year then maintain average of 30 hours per week. System sends alerts to Supervisor/Manager/Timekeeper if position not budgeted for benefits is approaching an average of 30 hours per week so that necessary schedule adjustments may be made. This does not "re-set" with position classification changes or with multiple job charge codes.

- 4.6. Automatic tracking of requirements for qualifications for part-time staff enrollment in retirement system - work 1,000 hours within 52 weeks. This "resets" with position classification changes.
  - 4.7. Establish maximum amounts for Comp accruals; send alerts to employee, Supervisor, Manager, and Timekeeper if employee approaching maximum accrual.
  - 4.8. Must physically work over 40 hours to qualify for overtime at 1.5x. Apply straight/regular pay for hours over 40 if not physically worked over 40.
  - 4.9. Recognize 37.5 hour/week employees v 40.0 hour/week employees.
  - 4.10. Recognize and apply special rules for exempt v non-exempt employees.
  - 4.11. Shift Differential; apply \$1.50 per hour for 4 pm - 5 pm work; Night Sweepers and Custodians only; minimum 5 hours/day to qualify; must be "regular" schedule; shift pay is only applied to hours worked
5. **Integration/Interface** – Software solution will allow for the following:
- 5.1. Integrate/Interface with the Tyler Technologies MUNIS payroll/HR system - transferring pay time, leave used and accrued, automatically to and from the MUNIS system based on the City's business unit requirements and comply with the City's ERP system (MUNIS) standards for integration and/or interface solution.
  - 5.2. System must update City's ERP (MUNIS) HR, Accounting, and Budget modules automatically upon change to budgeted positions (Budget Position Control) based on the City's business unit requirements and comply with the City's ERP system (MUNIS) standards for integration and/or interface solution.
  - 5.3. System should provide an integrated telephony system that accommodates inbound and outbound communication that includes: user leave requests and overtime signup, messaging, overtime offers, and the ability for supervisors to approve leave requests.
  - 5.4. Telephony must be integrated in the system for data entry and inquiry
  - 5.5. The system should be able to determine employees schedule & exempt status by pulling information from MUNIS. We have exempt, non-exempt, and part-time employee(s) who work either a 75 or 80 hour bi-weekly schedule.
6. **Data management/Analysis**– Software solution will allow for the following data management and analysis:
- 6.1. Allow editing of data imported

- 6.2. Automatically combine data from time and labor systems, payroll systems and MUNIS to create a single-view and actionable productivity reports for front-line managers
  - 6.3. Department should be able to track time by categories, subcategories and tasks as needed (i.e. cat 'Department Review'/sub-cat 'Site Plans'/task 'Administrative Site Plan Review').
  - 6.4. Have the ability to combine labor usage data with financial data to provide managers the ability to track their actual labor utilization vs. plan
  - 6.5. Provide a management exceptions desktop view for managers to clearly see any deviation of their organization staffing goals. The managers should be able to clearly identify the areas of concern without having to look at all the data. The managers should also be able to roll up or drill down into the details for root cause analysis and resolution. The management exceptions desktop view should be permission-based and configurable by the managers.
  - 6.6. Provide data to help managers track and demonstrate compliance with established City and Departmental policies (i.e. staffing ratios)
  - 6.7. Provide front-line managers with information that gives them the ability to easily track where their people have been working, based on skill mix and pay type
  - 6.8. Provide the information for management and timekeeper to compare performance of one work unit, location, etc. vs. others (i.e., internal benchmarking)
  - 6.9. Provide information for managers to create a standard labor utilization plan that balances costs with quality, customer satisfaction, regulatory compliance and employee morale. This plan would focus on controlling variable labor (e.g., overtime, more hours for part-timers, temporary labor)
  - 6.10. Provide information for managers to document actions taken to remedy labor-related issues, track the impact, and evaluate whether the actions were effective. System should also be used to maintain accountability
  - 6.11. Provide information for managers to track the actual utilization of variable labor and compare it to plan. If there are deviations, provide the ability to analyze the deviations and resolve the labor issues which cause it
7. **Attendance Management**– Software solution will allow for the following attendance management:
    - 7.1. Alert supervisors of required actions, such as medical certification or disciplinary notices due
    - 7.2. Allow posting to update all leave accruals; sick, vacation, management leave, compensatory time, etc...
    - 7.3. Automate attendance and leave policy administration

- 7.4. Automate complex company attendance rules
- 7.5. Calculate leave time used and available
- 7.6. Cascade deduction of multiple leave policies and cascade deductions from multiple leave balances
- 7.7. Consider attendance policies in managing leave requirements
- 7.8. Describe how employees can bid for leave in the upcoming year.
- 7.9. Generate graphical representations of our attendance policy records, including peak days and overall usage for employee sick time taken, vacation time taken, etc. or tracking absenteeism rates by type (sick, vacation, comp, etc.) and by department, supervisor, etc.
- 7.10. Notify us when employees exceed the limits of our attendance policy
- 7.11. Provide the ability for managers/supervisors to approve leave as entered by employees
- 7.12. Provide the ability to enforce leave balances at time of request.
- 7.13. Provide the ability to update leave balances based on leave entered in the time entry system
- 7.14. System accommodates multiple holiday types
- 7.15. System has ability to calculate the FLSA requirement for paying Weighted Average Overtime
- 7.16. System offers a single screen that can show managers in real time any employees that have punch exceptions, are absent, and employee IN/OUT status
- 7.17. System provides the ability to manage assignment bidding using a consistent method based upon union rules / compensation contracts
- 7.18. System provides the ability to manage vacation bidding using a consistent method based upon union rules / compensation contracts
- 7.19. The system must administer user-defined leave policies that restrict employees from calling in for leave just before their shift. Describe how the system denies a user from calling in sick 2 hours before their shift, but enables them to call in sick if they call more than two hours before their shift.
- 7.20. The system must generate rosters that correctly reflects staffing that is based on user assignments, exceptions, and deployments. Describe how the system will generate and maintain roster schedules. How does the system manage minimum staffing levels?
- 7.21. Track disability entitlements for particular employees

- 7.22. What attendance exception tracking and reporting features are built into your base product without purchasing additional modules?
  - 7.23. When awarding vacation and holiday time off, the system must be capable of taking into consideration variables such as: seniority rules, employee's specialty and/or rank, maximum allowable number off in each specialty, maximum allowable employees off each shift
8. **Leave Management**– Software solution will allow for the following leave management:
- 8.1. Ability for employees to generate their own leave of absence request online
  - 8.2. Ability for users to enter future paid leave
  - 8.3. Add, edit, or delete leave events in current or prior pay periods
  - 8.4. Alert for Supervisor and Timekeeper if extended leave is taken for those receiving cell phone reimbursement.
  - 8.5. Alert managers to leave usage exceptions
  - 8.6. Enforce a probation period (for example, accrue but prevent the use of leave within first 90 days)
  - 8.7. Enforce the minimum number of leave hours that can be taken (e.g., time is only allowed in .25 hour increments)
  - 8.8. Ensure that leave codes are generated and transmitted to payroll to ensure accurate pay while an employee is on leave
  - 8.9. Include standard reports showing leave time taken and available for our employees
  - 8.10. Notify managers when an employee has exhausted their available leave
  - 8.11. Notify managers when employees are due to return from leave
  - 8.12. Notify the administrator when employees are due to progress to the next leave type (e.g. paid to unpaid)
  - 8.13. Prohibit overdraft of leave time.
  - 8.14. Provide daily balances in real-time via the data collection terminals, telephony, Web
  - 8.15. Provide manager reports on leave usage
  - 8.16. Provide the ability to validate leave balances real-time at the point of entry.
  - 8.17. Provide tools to resolve disputes of leave balances and review employee leave events

- 8.18. Recognize probation periods
  - 8.19. Reveal leave patterns, for example, abusing sick leave for long weekends
  - 8.20. Set carryover limits to restrict the amount of time that can be carried from year to year
  - 8.21. Set limits and qualifying conditions on the earning and taking of leave time
  - 8.22. System has ability to calculate the FLSA requirement for paying Weighted Average Overtime
  - 8.23. Track paid and unpaid hours for exempt/ non-exempt employees in an intermittent and consecutive FMLA status
  - 8.24. Track the hours an employee has worked toward the 1250 hours required for FMLA eligibility
  - 8.25. Would also like to set up leave requests and reporting of leave taken through MUNIS ESS, approvable by supervisor or alternate.
9. **Schedule management**– Software solution will allow for the following schedule management:
- 9.1. Alert managers when employee certifications expire
  - 9.2. Allow schedule shift patterns to be automatically repeated, or rolled forward to future weeks
  - 9.3. Assess coverage to determine over and understaffing
  - 9.4. Automate business processes of shift signup, leave requests, and shift swapping including functionality for employee initiation and manager review and approval
  - 9.5. Automatically apply schedule quality rules, such as minimums and maximums per employee, per day, per period
  - 9.6. Calculate open shifts that require coverage
  - 9.7. Display schedule assignments at the time and labor terminal
  - 9.8. Enforce real-time leave balances and usage rules at the time they are scheduled
  - 9.9. Manage baseline staffing requirements
  - 9.10. Provide real-time sharing of actuals from the time and attendance application and the planned start/stop times from scheduler
  - 9.11. Provide the ability for a payroll administrator or manager/supervisor to enter or create schedules for employees.
  - 9.12. Provide the ability to accommodate unlimited schedule changes and adjustments on demand.

- 9.13. Provide the ability to advance book and view schedules in the future.
- 9.14. Provide the ability to assign skills and certifications to employees as well as expiration dates
- 9.15. Provide the ability to attach employees to shifts at any point in the rotation.
- 9.16. Provide the ability to create schedule patterns that can repeat every 3 or 4 weeks.
- 9.17. Provide the ability to create user-defined shifts - specify the maximum number of shifts allowed in the system.
- 9.18. Provide the ability to define company policy and flag any schedules that do not comply with company policy.
- 9.19. Provide the ability to define schedules with varying lengths (e.g. 4 hours per day, 8 hours per day, etc.).
- 9.20. Provide the ability to define shift start and stop times using a 24-hour clock.
- 9.21. Provide the ability to define split shift rotations.
- 9.22. Provide the ability to manage staffing workload of employees needed for each department or job by shift.
- 9.23. Provide the ability to schedule shifts that cross multiple days (e.g. start at 6:00 p.m. on day one and complete at 2:00 a.m. on day two).
- 9.24. Provide the ability to show employees most suited to open shifts based on employee skills, certification, and availability.
- 9.25. Provide the ability to view online, an employee's complete work history from the date of go-live.
- 9.26. Provide the ability to view online, employees' complete future (projected) work schedule.
- 9.27. Save "templates" of the most commonly used shifts so that these can be used for ease of editing
- 9.28. Schedule meals and breaks, as well as start and end times
- 9.29. Schedule transfers to other departments, as well as to automatically assign a higher rate of pay when that transfer is worked
- 9.30. Schedules can be of any making including straight tours, variable hours, differing on/off by time period, and any blend or form
- 9.31. System automatically calculates and indefinitely manages holidays (New Year's Eve/Day, Birth Day for Martin Luther King, Memorial Day, Easter, etc.)

- 9.32. System directly and seamlessly updates the results of the bidding process into the schedules and rosters of the system.
- 9.33. System must allow each employee to query their current schedule, their most recent past schedule, and any future schedule.
- 9.34. System must also be easily flexible to manually change vacation/holiday schedule as year progresses
- 9.35. System must have the functionality to apply user-defined scheduling policies to daily staffing rosters. Explain how the system organizes and administers user-defined overtime scheduling policies and procedures based on union-influenced scheduling policies.
- 9.36. System must provide a daily staffing roster that accommodates: staffing by shift, 6 organizational levels, deployments, staffing by organization policies and procedures, track vacancies.
- 9.37. System provides customized views of schedules.
- 9.38. System roster must enable the emergency deployment and scheduling of units with qualified personnel in accordance to department scheduling rules and procedures.
- 9.39. System should create customizable working assignments and schedules up to a year in advance or more
- 9.40. System should provide each employee a user friendly calendar that reflects: work schedule, time off, paydays, shift trades (time trades), holidays, FLSA, and overtime opportunities
- 9.41. The system must automatically manage assignment rotations and future changes in assignments. Describe specifically how the system can automatically change an employee's assignment should they change shifts. For example, John Smith works Shift 1 but will work Shift 2 in two months time. Can the system manage this change automatically without user intervention? If not, describe what is expected to manage changes in assignments for employees.
- 9.42. The system must be able to accommodate varying scheduling comprised of multiple start times and rotation. Describe how to set up schedules with varying hours per day and rotational patterns to include rule based schedules.
- 9.43. The system must record exceptions to work schedules promptly after a user enters their exception through the Internet, workstation, or telephone.
- 9.44. Track employee preferences and availability
- 9.45. Track employee seniority by job



10. **Shift Differential**– Software solution will allow for the following shift differentials:
  - 10.1. Provide the ability to calculate Shift Differential automatically based on rules built into the system. Users should be required to make minimal entries with the system automatically calculating the premium
  - 10.2. Provide the ability to define a day outside the boundaries of the 24-hour clock (e.g. all employees work day does not start at midnight)
  - 10.3. Provide the ability to handle special bonus pay and automatic calculations
11. **Labor Costing** – Software solution will allow for the following labor costing (projects/grants) ability:
  - 11.1. Provide network based data entry (from any City terminal)
  - 11.2. Provide reconciliation with time and attendance
  - 11.3. Provide the ability to charge time to multiple job/project codes
  - 11.4. Provide the ability to define default labor costing to minimize time entry requirements
  - 11.5. Provide the ability to validate job/project codes at the point of entry
  - 11.6. Provide the ability to validate labor costing at point of entry to ensure accuracy
12. **Telephone Time Entry** – Software solution will allow for the following telephone time entry ability:
  - 12.1. Allow administrators to measure efficiency and prevent busy signals
  - 12.2. Allow configurable prompting levels to let employees perform their transactions via abbreviated prompts and responses
  - 12.3. Allow employees to access up-to-the-second information, such as scheduled shift times, accrual balances, and messages, as soon as changes are made anywhere in the system
  - 12.4. Allow users to “type ahead” and enter their transactions without having to wait for the prompting script to complete
  - 12.5. Allow users to perform several tasks during the same session
  - 12.6. Describe how the system performs an outbound call and the options the employee has in accepting work.
  - 12.7. Describe the options the employee has when calling into the system.
  - 12.8. Must accommodate the delivery of messages from an administrator to any employee via touch-tone phone.

- 12.9. Permit assignment of descriptive names instead of numerical values
- 12.10. Provide on-demand reports concerning employee profiles, access privileges, line usage, sessions and transactions.
- 12.11. Provide the ability for supervisor-to-employee voice messaging or broadcast messaging
- 12.12. Provide the ability to accommodate customized voice prompts
- 12.13. Provide the ability to restart an employee's access to the IVR system by phone, line, time, and password
- 12.14. Restrict inquiry-only functions during periods of heavy traffic
- 12.15. Support the ability for supervisors to add, edit, or delete punches, perform work rule transfers, and review punches on behalf of employees
- 12.16. System must allow department-recorded messages to be sent over the telephone.
- 12.17. System must be able to deliver messages to the individual, group, or entire department with positive message receipt confirmation.
- 12.18. System must be flexible to allow for an individual to call staff personally.
- 12.19. System must call out for overtime to fill vacant positions through the telephone.
- 12.20. System must call qualified employees for vacant positions over the telephone without human intervention.
- 12.21. System must enable employees to obtain work status information over the telephone.
- 12.22. System must have the functionality to send recorded schedule work exceptions through the telephone.
- 12.23. System must keep an audit trail of who was called, the purpose of the call, and the outcome of the call.
- 12.24. The system must be able to track and use employee refusals for overtime for future callback. Describe any functionality the system has to factor in refusals and no contacts into the overtime call order.
- 12.25. The system must be able to track the time, date and shift called for, the employee called, the supervisor calling and the result of the call (accept, no contact, refusal, etc.).
- 12.26. The system must be capable of notifying personnel of open positions and be able to be stopped to allow an individual to call candidates personally

12.27. The system must be capable of sending notification to personnel by telephone, voicemail, or pager (including alphanumeric capability), cellular phone, electronic fax, or electronic mail

12.28. The telephone application will allow employees to change their phone numbers.

12.29. The telephone application will allow employees to send recorded schedule work exceptions.

**13. Terminal Time Entry** – Software solution will allow for the following terminal time entry ability:

13.1. Allow employees the ability to initiate requests – request for time off, for example - and view the status of these requests right at the terminal.

13.2. Allow employees to access up-to-the-second information, such as scheduled shift times, accrual balances and messages, as soon as changes are made anywhere in the system.

13.3. Allow one-step punching – No IN or OUT keypunch required

13.4. Allow onscreen labels to be reprogrammed for each terminal if necessary

13.5. Allow override restrictions at the terminal, either individually or globally for a group of employees. For example, if overtime is authorized for an entire unit, the supervisor can override the restriction for the whole group

13.6. Allow terminal software upgrades by means of downloading firmware from a network or over modem to minimize the time and effort involved in upgrading to new revisions of the firmware

13.7. Allow the employees to pick values from a list of valid values to eliminate a user errors

13.8. Allows employees to view and inquire about personal information such as accrual balance, remaining Paid Time Off balances, schedule, and hours worked.

13.9. Approval can be required or optional by employee group

13.10. Automatically support daylight saving changes

13.11. Can use existing badges (barcode, magnetic, or proximity) or offers flexibility of no badges

13.12. Communications with server should be performed at regularly scheduled intervals or preset times, or on an “on demand” or “when available” basis.

13.13. Display the correct time for the time zone in which the terminal is installed (in order to correctly calculate actual time worked when punches span time zones)

13.14. Employee punch data is not lost in the event of a power outage or loss of network connection

13.15. Employees can see their current and historical punch Exceptions on line

- 13.16. Employees can view both current and historical timesheets online
- 13.17. Must be fully operational when network communications or power is interrupted
- 13.18. Must be parameter-driven software that allows easy customization of the terminal's functions
- 13.19. Must have programmable soft keys with onscreen labels to provide an intuitive user experience and eliminate the need to memorize function key sequences
- 13.20. Prevent employees from punching-in before their scheduled shift unless there is a manager's override. This feature must be able to be turned on and off
- 13.21. Provide a large user-friendly, intuitive ATM-like display with scrollable messages
- 13.22. Provide messaging functionality that allows you to communicate confidentially and electronically with employees without having to rely on a corporate email system or paper.
- 13.23. Provide the ability to add or delete punches, as well as enter simple, holiday, and non-productive time (i.e. Sick, Jury) transactions at the terminal
- 13.24. Provide the ability to configure and manage multiple geographically dispersed terminals from a central desktop application without custom programming
- 13.25. Provide the ability to track time and attendance information at the terminal
- 13.26. Provide visual and audio feedback to display messages and confirm correct entries
- 13.27. Should be able to mount terminal over an AC outlet (on drywall) or can have an internal AC outlet installed (on masonry) to secure all power and other connections inside the unit thereby eliminating malicious or accidental disruption of power
- 13.28. Should function in off-line mode, and send a batch once connectivity is re-established (employees must be able to punch-in/out for shift or break off line) if the time clock has lost communication with the Timekeeping System
- 13.29. Support a programmable "no re-punch" feature which prevents employees from entering several punches in the same minute
- 13.30. Support the ability for supervisors to add, edit, or delete punches, display on/off premise employees, biometric enroll/un-enroll, cancel automatic meal deductions, enter monetary amounts, perform work rule transfers, and review punches at the terminal
- 13.31. The system must have time clock functionality for record keeping purposes only. All of our employees are exempt or non-exempt (no hourly employees). Employees work a set schedule, only exceptions would be uploaded to MUNIS such as accruals used (vacation, sick), shift differential worked, OT worked, comp time worked, etc.

- 13.32. Time entry devices and installation of the devices must be compliant with the American Disability Act (ADA)
- 13.33. Vendor support includes next day delivery of a new terminal to replace a malfunctioning terminal
- 14. **Web Time Entry** – Software solution will allow for the following web time entry ability:
  - 14.1. Ability to enter and track actual tasks from our work program daily and within each pay period for each employee, without affecting payroll. This is not to get paid, but to track how employees are using their time. The smallest reporting interval would be 0.25 hours. The work program currently consists of 6 main categories with multiple sub-categories that change over time.
  - 14.2. Allow employees to access up-to-the-second information, such as scheduled shift times, accrual balances, and messages, as soon as changes are made anywhere in the system
  - 14.3. Control the display or non-display of accrual codes
  - 14.4. Display employee accrual balances on time entry screen to consolidate and simplify time entry
  - 14.5. Initiate common requests with online forms such as time-off requests, address changes, shift swapping, etc
  - 14.6. Pre-populate timecard from scheduled hours
  - 14.7. Provide access profiles to define how a user can access the system and what the user can see and use: logon profiles, data access, and display profiles
  - 14.8. Provide for leave approval and balances in real-time
  - 14.9. Provide the ability to attach and remove comments to punches, pay code edits, and historical amounts.
  - 14.10. Provide the ability to record employee's approval of a timesheet
  - 14.11. Provide the ability to record labor information as start-stop times or durations of time
  - 14.12. Provide the ability to report both paid and unpaid time.
  - 14.13. Provide the ability to report future exceptions (e.g. vacation or other leaves of absence).
  - 14.14. Provide the ability to report time on an exception basis (system generates scheduled time and exceptions are reported where the time is not worked as scheduled).

- 14.15. Provide the ability to restrict the use of time entry codes by employee based on access privileges
  - 14.16. Provide the ability to secure the timesheet data from any updates or changes after a designated sign-off
  - 14.17. Provide the ability to Supervisors and/or the Timekeeper to enter time as back up for employees that are unable to enter their time (e.g. due to sick leave)
  - 14.18. Provide the option to restrict entries to inactive/terminated employees
  - 14.19. Support single sign-on per employee
  - 14.20. Support unlimited organizational locations and jobs
15. **Time Card Adjustments** – Software solution will allow for the following time card adjustments:
- 15.1. Allow historical edits by the payroll administrators
  - 15.2. Allow manager edit, add, and deletes of any previous pay period data collected up until a predetermined cut-off time
  - 15.3. Allow manager edits for the current pay period but prevent manager edits of the previous pay period after the final previous pay period transmittal has been sent to payroll
  - 15.4. Allow manager to make edits that impact a large group of employees (such as accrual balance payouts, retroactive pay calculation)
  - 15.5. Make adjustments to previous pay data that would be paid by current pay period processing
  - 15.6. Provide a report that details prior period adjustments and corrections
  - 15.7. Provide the ability to adjust or correct time entries captured in the current period, but not yet paid
  - 15.8. Provide the ability to adjust or correct time entries paid in previous pay periods.
  - 15.9. Provide the ability to easily navigate from the error report to the time card to make edits
  - 15.10. Recalculate all totals immediately after a value is changed.
  - 15.11. Track edits historically
16. **Reporting and Audits** – Software solution will allow for the following reports and audits:
- 16.1. Ability to set up a dashboard report of how much time was spent on each project in a given time period that management can select (usually monthly, quarterly, semi-annually and

annually) by task, category, subcategory, and also by staff member, work group, division and department-wide (very customizable). Report could be shared with other management staff.

- 16.2. Be able to easily configure or reconfigure other pay such as: , shift premiums, bonuses, , Overtime, Holiday, Vacation, Sick and all other identified pay codes
- 16.3. Create a report that displays all forecasted overtime that will occur based on the actual worked hours and the remaining scheduled hours
- 16.4. Produce reports required to analyze data imported
- 16.5. Provide a primary and secondary sort capability within the interactive views
- 16.6. Provide ad hoc reporting capabilities and the ability to create user-defined queries/reports
- 16.7. Provide an error and warning report, which list discrepancies with time punches for all employees for the pay period as defined by the Payroll Administrator
- 16.8. Provide an online dashboard to alert a manager when a location is performing outside of tolerable work standards
- 16.9. Provide interactive exception summary views for common tasks or processes with the capability to drill down on specific employees with exceptions
- 16.10. Provide real-time information to decision makers
- 16.11. Provide the ability for the user to configure the interactive views with user-defined columns
- 16.12. Provide the ability to customize interactive views by manager (for example, the ability to see timecard information, schedules, leave balances, and hours totals in a single view without having to move from screen to screen.
- 16.13. Provide the ability to determine the user that approved time entries
- 16.14. Provide the ability to determine the user that entered or adjusted time entries
- 16.15. Provide the ability to multi-select employees within the interactive view and perform group edits
- 16.16. Provide the ability to perform actions on employee data within the interactive views, such as edits to timecards and schedules
- 16.17. Provide the ability to schedule group edits on a specific date/time
- 16.18. Provide the ability to view the time that has been entered for audit purposes
- 16.19. Provides an audit trail for all overtime telephone calls made with the result of each call.

- 16.20. Standard reports can be exported to multiple file formats. Please identify all file formats standard reports can be exported to.
- 16.21. System allows for both current and archived employees to be included in a single Standard Report
- 16.22. System allows for creation of custom reports. Please explain the level of support for custom reports and any associated charges.
- 16.23. System allows for reporting across any or all levels of the company, within the defined data hierarchy
- 16.24. System allows for restricted report initiating/viewing rights based on user/group
- 16.25. System allows for restricted viewing by hierarchy, pay group, area, division, etc.
- 16.26. System allows for Saved reports to be modified and changed prior to viewing
- 16.27. System allows for scheduled reports to run automatically and be distributed to specific users/distribution lists, via email or other means of distribution
- 16.28. System allows for the reporting of hours worked AND dollars earned by employee by selected date range
- 16.29. System allows for the use of filters, groupings, and sort orders to define report criteria
- 16.30. System allows for viewing of employee historical and current information in a single Standard report. Information would include historical and current time entry data and historical leave balances, usage and accruals. The definition of historical data would include data converted from the legacy system in addition to data in the new system.
- 16.31. System allows the reporting of employee leave balance totals
- 16.32. System creates an audit trail when punches or totals are edited on the timesheet by authorized users
- 16.33. System creates an audit trail when schedules are changed by authorized users
- 16.34. System has password security (ex. Expiration, Alphanumeric characters)
- 16.35. System maintains a record of who worked each day, and what happened during that shift. This information must be able to be saved and accessed indefinitely.
- 16.36. System must produce and prioritize a list of qualified and available candidates according to the business rules when filling a vacancy.
- 16.37. System offers a Calendar view of attendance exceptions



- 16.38. System provides a full and un-editable audit trail
  - 16.39. System provides access to historical information
  - 16.40. System provides functionality to specify the view and edit rights for each field for each user
  - 16.41. The system has the functionality to perform time stamps on each and every data entry point initiated by a user, supervisor, manager, administrator and the application itself and provides a means to review each data entry point for evaluation and audit.
  - 16.42. The system must have the ability for full and random inspection of fair and equitable provisioning of overtime and special duty assignments based on rules within the organization.
  - 16.43. The system must maintain an audit trail of all rules used to fill vacancies.
17. **Workflow and Approval** – Software solution will allow for the following workflow and approval:
- 17.1. Alerts must be available to notify schedulers of shortages in specialties and rank.
  - 17.2. Approval process can block approval of timecard with missing punches
  - 17.3. Approval process supports level to level locking of the time card from further changes
  - 17.4. Attach comments to identify reasons for the manual change (i.e. duplicate, missed punch, etc)
  - 17.5. Automatically write approved time off, and other information to the schedule and/or timecard
  - 17.6. Provide an electronic signature for managers to approve time cards that will be sent to payroll when there are no errors and/or 'show stopper' warnings as defined by the System Administrator
  - 17.7. Provide the ability for a Manager to submit modified time cards without the employee's acknowledgement, however they must attach a reason from a pre-configured list
  - 17.8. Provide the ability for an employee to acknowledge their time card if a change has been made (i.e. added, edited, and deleted items. This feature can be turned on or off)
  - 17.9. Provide the ability for Managers/Supervisors to approve the employee's time (where required)
  - 17.10. Provide the ability for Managers/Supervisors to update the employee's time when approving (where required)

- 17.11. Provide the ability for Managers/Supervisors to view time entries that require approval (both summary and detailed level)
- 17.12. Provide the ability for view only capability to staff members other than the Manager/Supervisor.
- 17.13. Provide the ability to notify employees of their request status at the badge terminal/time clock
- 17.14. Provide the ability to provide an electronic notification to employees if their Manager/Supervisor has changed their time
- 17.15. Provide the ability to send an electronic notification to employees if their Manager/Supervisor has not approved (rejected) their time off request.
- 17.16. Provide the ability to send an electronic notification to Managers/Supervisors when an employee submits a timecard or another type of request for approval
- 17.17. Provide the ability to send time-based escalations or reminder notifications for a given task in a process
- 17.18. Provide workflow capabilities for common employee/manager communications (such as time approval, time off request or shift bidding); employee/HR communications (such as benefits enrollment); employee/employee communications (such as shift swapping); and manager/HR communications (such as salary/position change approvals)
- 17.19. System allows a configurable multi-level manager and payroll administrator approval process
- 17.20. System includes functionality with workflow for employees to make Time off Requests through an on-line browser.
- 17.21. System must notify supervisors to warn them of any unfilled/open positions.
- 17.22. System should allow Business rules to be edited to follow City's guidelines for Shift Differential, overtime pay, compensation pay, standby time.
- 17.23. The system must have an alert system that reacts to vacancies caused by work exceptions and identify the appropriate replacement personnel. The work exceptions should be based on user-defined and editable business rules.
- 17.24. The system should allow employees to request comp, straight time, overtime pay, shift differential as part of work flow. For example, an employee's set schedule is 6:30-3, the employee works 6:30-4. The employee should request the additional time from 3:30-4 and it be approved by supervisor/timekeeper as an exception so that it can be paid in MUNIS or rejected because this time is not approved by the supervisor. Or an employee receives an

after hours call, the employee should be able to request compensation in the form of comp time, straight time, or Overtime

- 17.25. The system should allow employees to request time off; this should be approved in a work flow. Supervisors approve the time off but timekeeper approves before it posts to MUNIS so that time posts in appropriate time period.

**18. Maintenance and Support** – Vendor’s proposal should provide the following information:

- 18.1. Are product updates and enhancements released on an annual schedule?
- 18.2. Are product updates and upgrades mandatory when a new version is released?
- 18.3. Are there charges for new version releases?
- 18.4. Do you have a customer website and newsletter that communicate product news and updates?
- 18.5. Do you have telephone, email, and internet based customer support? Please state your policy for Help Desk support of previous versions/releases.
- 18.6. How does vendor provide product support, training, and other customer communications? Please describe the services offered (i.e. website, etc.)
- 18.7. Please provide your service levels of support (i.e. 24/7, etc.)
- 18.8. List the last 3 versions of your product, their release date, and the date on which each was discontinued and the date on which each was no longer supported.
- 18.9. Solution must be designed to minimize vendor service hours required to maintain and upgrade system. Explain how.
- 18.10. What is the cost for Annual Maintenance and what does it include?
- 18.11. Do you provide remote support for this system when there are issues encountered?

**19. Implementation and Project Management** – Vendor’s proposal should provide the following information:

- 19.1. Vendor must adhere to best practice project management methodology.
- 19.2. Describe your process for collaborating with our organization on the project plan and the mechanism used to allow our organization to make final changes to that plan
- 19.3. Project management, configuration, technology consulting, testing, and training from single vendor

- 19.4. Provide evidence of phased implementation methodology
- 19.5. Provide training and reference materials (documentation)
- 19.6. Provide user support services
- 19.7. Vendor must provide flexible implementation options to accommodate customer timeline and desired support
- 19.8. What training comes delivered standard with your system?

**45. City IT Standards.** The City has Information Technology Standards for governance and regulatory compliance for applications within its portfolio. The datacenter requirements are outlined below:

- I. **Datacenter** - For applications/software that is provided to reside within the City's Datacenter, the City's Standards are:

Hardware	VM Ware Virtualized Servers
OS	Windows Server 2008 (64)
Database	SQL Server 2008 R2 (64)

**Please provide the following information on Server Configuration:**

Number of Servers (Application/Database)	
Security for Public Access	
Mobile Computing Requirements	
Antivirus Limitations	
Other or Specific Software Limitations	

**For each Server in the Configuration, please provide the following information:**

Server Description	
Software Requirements	
Recommended Number of Processors	
Recommended RAM	
Disk Storage Requirements	

**50. Compensation Amount and Schedule.**

The timing of the payment or payments will be determined by a contract based on the project scope of work and budget. Provide separate pricing for the following, regardless of whether the items will be bundled:

- Initial configuration and set-up

- Monthly Maintenance/user/hosting fees
- Training
- Ongoing technical support
- Additional requirements or services
- Data migration from Legacy System

Contractor will indicate which items are optional.

**60. Definitions in this RFP: City, RFP, Proposal, Candidate, Contractor, Should.** Unless the context indicates otherwise – (a) The expressions “RFP,” “this RFP,” and “the RFP” refer to this document as it may be amended or updated. (b) “City” and “city” mean the City of Durham. (c) The “proposal” is the response of a person, firm, or corporation proposing to provide the services sought by this RFP. (d) The word “Candidate” or “candidate” is the person, firm, or corporation that submits a proposal or that is considering submitting a proposal. (e) The word “Contractor” or “contractor” is the person, firm, or corporation with which the City enters into a contract to provide the services sought by this RFP. That is, “contractor” generally refers to a successful candidate that has obtained a fully executed contract with the City, while “candidate” is generally reserved to the stage before a contract has been signed. (f) The word “should” is used to tell candidates what the City thinks it wants and/or what the project manager thinks is best. Candidates that want to increase the likelihood of being selected will, in general, do what the RFP says candidates “should” do, but failure to comply with all “shoulds” will not necessarily and automatically result in rejection.

**70. Contract.** The City anticipates that the conclusion of the RFP process will be a contract between the City and the successful candidate under which the successful candidate will provide the goods and services generally described in this RFP.

**80. Trade Secrets and Confidentiality.** As a general rule, all submissions to the City are available to any member of the public. However, if materials qualify as provided in this section, the City will take reasonable steps to keep trade secrets confidential.

Definitions.

In this section (Trade Secrets and Confidentiality) –

The term “candidate” includes the candidate as contractor (that is, after it is a party to a contract with the City).

The term “trade secret” means business or technical information, including but not limited to a formula, pattern, program, device, compilation of information, method, technique, or process that:

- a. Derives independent actual or potential commercial value from not being generally known or readily ascertainable through independent development or reverse engineering by persons who can obtain economic value from its disclosure or use; and
- b. Is the subject of efforts that are reasonable under the circumstances to maintain its secrecy.

The existence of a trade secret shall not be negated merely because the information comprising the trade secret has also been developed, used, or owned independently by more than one person, or licensed to other persons.

The term "record" means all documents, papers, letters, maps, books, photographs, films, sound recordings, magnetic or other tapes, electronic data-processing records, artifacts, or other documentary material, regardless of physical form or characteristics, received by the City of Durham in connection with the candidate's proposal.

**(a) Designation of Confidential Records.** To the extent that the candidate wishes to maintain the confidentiality of trade secrets contained in materials provided to the City, the candidate shall prominently designate the material with the words "trade secrets" at the time of its initial disclosure to the City. The candidate shall not designate any material provided to the City as trade secrets unless the candidate has a reasonable and good-faith belief that the material contains a trade secret. When requested by the City, the candidate shall promptly disclose to the City the candidate's reasoning for designating material as trade secrets; the candidate may need to label parts of that reasoning as trade secrets. In providing materials to the City, the candidate shall make reasonable efforts to separate those designated as trade secrets from those not so designated, both to facilitate the City's use of the materials and to minimize the opportunity for accidental disclosure. For instance, if only a sentence or paragraph on a page is a trade secret, the page must be marked clearly to communicate that distinction. To avoid mistake or confusion, it is generally best to have only trade secret information on a page and nothing else on that page.

To the extent authorized by applicable state and federal law, the City shall maintain the confidentiality of records designated "trade secrets" in accordance with this section. Whenever the candidate ceases to have a good-faith belief that a particular record contains a trade secret, it shall promptly notify the City.

**(b) Request by Public for Access to Record.** When any person requests the City to provide access to a record designated as a trade secret in accordance with subsection (a) above, the City may

- (1) decline the request for access,
- (2) notify the candidate of the request and that the City has provided, or intends to provide, the person access to the record because applicable law requires that the access be granted, or
- (3) notify the candidate of the request and that the City intends to decline the request.

Before declining the request, the City may require the candidate to give further assurances so that the City can be certain that the candidate will comply with subsection (c) below.

**(c) Defense of City.** If the City declines the request for access to a record designated as trade secrets in accordance with subsection (a), then, in consideration of the promises in (b) above and for considering the candidate's proposal, the candidate agrees that it shall defend, indemnify, and save harmless Indemnities from and against all Charges that arise in any manner from, in connection with, or out of the City's non-disclosure of the records. In providing that defense, the candidate shall at its sole expense defend Indemnities with legal counsel. The legal counsel shall be limited to attorneys reasonably acceptable to the City Attorney.

Definitions. As used in this subsection (c), "Charges" means claims, judgments, costs, damages, losses, demands, liabilities, fines, penalties, settlements, expenses, attorneys' fees, and interest. "Indemnities" means the City, and officers, officials, independent contractors, agents, and employees, of the City. "Indemnities" does not include the candidate. The City may require the candidate to provide proof of the candidate's ability to pay the amounts that may

reasonably be expected to become monetary obligations of the candidate pursuant to this section. If the candidate fails to provide that proof in a timely manner, the City shall not be required to keep confidential the records whose non-disclosure gives rise to the potential monetary obligation. Nothing in this agreement shall require the City to require any person (including the City itself) to be placed in substantial risk of imprisonment, of being found by a court to be in contempt, or of being in violation of a court order. This subsection (c) is separate from and is to be construed separately from any other indemnification and warranty provisions in the contract between the City and the candidate.

**Bonds.** *No fidelity bond, performance bond, or payment bond is required for this contract.*

**100. Insurance.** Depending on the nature of the approved project, the City of Durham Office of Risk Management may require the candidate to carry insurance for the project, with the City named as an “additional insured.” The project contract will include any necessary insurance requirements which shall be the responsibility of the candidate. It is recommended that candidates indicate in their proposal what insurance they have.

**Discretion of the City.**

- A. The City of Durham reserves the right to reject any or all proposals.
- B. NOTWITHSTANDING anything to the contrary in this document or in any addendums to this document, unless the contrary provision refers specifically to this provision, the City reserves the right (i) to negotiate changes of any nature with any candidate with respect to any term, condition, or provision in this document and/or in any proposals, whether or not something is stated to be mandatory and whether or not it is said that a proposal will be rejected if certain information or documentation is not submitted with it, and (ii) to enter into an agreement for some or all of the work with one or more persons, firms, or corporations that do not submit proposals. For example, all deadlines are for the administrative convenience or needs of the City and may be waived by the City in its discretion. This subparagraph B applies to the entire RFP, including the SDBE portions.
- C. Where the City asks or tells candidates to do stated things, such as that a proposal should follow a stated format or that the candidate should do stated things in seeking the contract, the City may reject a proposal because it does not comply with those requests, so the candidate is adding to its risk of rejection by non-compliance. Still, the City may, in its discretion, waive non-compliance. This subsection (C) does not limit subsections (A) and (B).
- D. Of course, once a contract is signed, the parties to the contract may enforce the contract according to its terms as allowed by applicable law.

**SCHEDULE**

**120. Schedule.**

<b>Task</b>	<b>Date</b>
Solicitation of proposals from Candidates by the City of Durham	December 2012
Pre-Bid Meeting	January 8, 2013 3:00 pm
RFP application deadline	February 28, 2013 5:00 pm
Selection process	March-May 2013
Negotiation of contract terms between City of Durham and	June 2013

Contractor	
City contract approval	August 2013
Contractor begins Implementation	TBD

This schedule is the City's best estimate of the schedule that will be followed. If a component of this schedule is delayed, the rest of the schedule will be shifted by the same number of days.

**130. Keeping Proposals Open.** All proposals will remain open and valid for the City to accept for a period of 14 days after the deadline for submission of proposals. The Project Manager may release candidates from this obligation by a written letter that specifically refers to this paragraph if he or she determines that the candidate and/or the proposal will not meet the City's needs.

**140. Deadline to Submit Proposals.** Candidates should see that their proposals are received at the following address by February 28, 2013 at 5:00 pm ET:

Attn: Timothy McEneny  
Technology Solutions Department  
101 City Hall – 4<sup>th</sup> Floor  
Durham, NC 27701

#### GETTING MORE INFORMATION ON THE PROJECT AND RFP PROCESS

**150. Questions.** Questions about the RFP and the RFP process should be submitted to the project manager identified at the beginning of this RFP.

**170. Updates and revisions to RFP.** If you have supplied the Project Manager with your preferred method of contact (email, fax, etc.), updates to this RFP (“addendums” or “addenda”) will be sent to you in that manner. This RFP and addendums are normally posted on the City’s website, on the Purchasing Division’s webpage, at <http://www.durhamnc.gov/departments/purchasing/bids.cfm>. Check that webpage to see that you have received all addenda.

#### EVALUATION CRITERIA

**180. Evaluation Criteria.** If an award is made, it is expected that the City’s award will be to the candidate that agrees to meet the needs of the City. A number of relevant matters will be considered, including qualifications and cost. Please complete the attached spreadsheet that will assist the City in evaluating your proposal.

#### CONTENTS OF PROPOSAL

**240. Contents of Proposal.**

The proposal should include sections, numbered as follows:



1. **Contact information.** Include the candidate's name and address, and the contact information (name, mailing address, email address, fax number, and telephone number) of the person whom the City should contact regarding the proposal.

2. **Legal Status of the Candidate and Signers.** State the full, exact name of the candidate. State whether the candidate is an individual, corporation, limited partnership, general partnership, limited liability company, professional corporation, professional association, etc. If it is anything other than an individual or a general partnership, specify the State under which the entity is organized. If the State under which the entity is organized is not North Carolina, specify whether the candidate has received a certificate of authority from the N. C. Secretary of State to transact business in North Carolina. State whether the entity is in existence at the time the proposal is submitted, and if not, whether and when the candidate intends to officially form the entity. State the names and titles of the individuals who will sign the contract with the City.

3. **Qualifications, References, and Licenses.** This part should include the candidate's experience on similar projects and include references and how to contact them.

List the candidate's current licenses that are pertinent to this project.

4. **Project Team, Location of Work, and Subcontracting.** State the names and qualifications of the individuals who will have responsibility for this project.

5. **Methods and Procedures.** Include the work break down structure for this project.

6. **Compensation.** Explain the entire compensation arrangement that you propose. Provide pricing broken out by:

- I. Initial configuration and set-up
- II. Monthly Maintenance/user/hosting fees
- III. Training
- IV. Ongoing technical support
- V. Additional requirements or services
- VI. Data migration from Legacy System

7. **Assumptions regarding City of Durham Actions and Participation.** If your proposal assumes that the City will take certain actions, provide facilities, or do anything else, you should state these assumptions explicitly.

8. **SDBE Participation.** See the statement with this RFP at the end of this RFP (Exhibit A) for SDBE participation information and instructions on which SDBE forms to fill in and return. For help, call the City's Department of Equal Opportunity/Equity Assurance (EO/EA) at (919) 560-4180.

You can print out the SDBE forms that are in the RFP and fill them in. Here's another option: after you have read the SDBE material in this RFP to learn which SDBE forms to fill in, you may, if

you like, go to the web to find versions that you can fill in online, print out, and submit. They're at <http://www.durhamnc.gov/forms/> Once there, scroll down until you see:

Equal Opportunity Equity Assurance (EOEA)

Small Disadvantage Business Enterprise (SDBE) Forms Under that title you will see:

\* \* \*

Procurement: [.pdf](#)

Professional Services: [.pdf](#)

9. **Financial Condition, Insurance, and Bonds.** The City may reject proposals from candidates that are overdue on City property taxes.

10. **Conflict of Interest.** If the candidate has any grounds to believe there could be a conflict of interest, such as that a City employee who is involved in awarding the contract has a connection with the candidate, please explain.

11. **Non-collusion.** This RFP constitutes an invitation to bid or propose. Sign the attached Non-Collusion Affidavit (Exhibit B) and include it with your response.

#### **COVER LETTER WITH PROPOSAL**

**250. Cover letter.** The proposal should contain a cover letter, signed by a principal of the candidate.

The cover letter should contain the following statement:

The undersigned, whose title and position with the candidate are stated next to or beneath his or her signature, has the authority to submit this proposal (including this cover letter) on behalf of the candidate in response to the City of Durham's Request for Proposals.

Unless otherwise clearly stated in this response to the RFP, our proposal accepts the terms and conditions stated in the RFP, including the description of services to be performed and the provisions of the contract to be signed.

The cover letter should contain one of the following two paragraphs A or B. If (i) the cover letter lacks both paragraph A and paragraph B, or (ii) the cover letter contains paragraph A but fails to comply with the instructions in the section of the RFP titled "Trade Secrets and Confidentiality," the City may treat everything it receives from the candidate as NOT trade secret or confidential, and the City may disclose to the public everything it receives from the candidate.

A. With respect to all trade secrets that the candidate may submit to the City in connection with this proposal or the contract, if the contract is awarded to the candidate, the candidate shall comply with the section of the RFP titled "Trade Secrets and Confidentiality," including all of its subsections, including the subsection titled "Defense of City." The candidate acknowledges that the City will rely on the preceding sentence.

**-or-**

B. The candidate is not submitting any trade secrets to the City in connection with this proposal or the contract; if the contract is awarded to the candidate, the candidate will not submit any trade secrets to the City in connection with this proposal or the contract. The candidate acknowledges that the City will rely on the preceding sentence.

A. This proposal is an offer that cannot be revoked before 60 days. The City may allow the candidate to withdraw the offer by sending written withdrawal permission that refers specifically to this provision.

**-or-**

B. This proposal is not an offer, and the candidate retains the right to decline to enter into a contract with the City for this project.

**260. Addendums.** *The cover letter should list the last addendum that the City issues for this RFP, with a statement such as The undersigned candidate has read all the addendums issued by the City for this RFP, through and including Addendum No. \_\_\_\_\_. In that blank the candidate should list the number of the last addendum.*

## **HOW TO SUBMIT A PROPOSAL**

### **270. How to submit a proposal.**

Candidates should submit their proposals in a sealed envelope. The envelope should be addressed for delivery to the Project Manager at the address shown in the “Project Manager and Contact with City” section at the beginning of this RFP.

Write the following prominently on the outside of the envelope: Timekeeping and Scheduling Software RFP Submission

Proposals are to be received no later than February 28, 2013 at 5:00 pm ET. Proposals should not be made by email or fax.

**280. Format.** Please provide an original proposal and two copies. It is recommended that you also provide an electronic copy.

**290. Alternative Proposals.** If you wish to submit a proposal that does not comply with the City’s standards and expectations, consider submitting two proposals: a proposal that complies, plus a proposal that does not comply, so that your “non-compliant” version can be considered as an alternative if the City is interested. This will allow your compliant version to be considered if the City remains steadfast on applying the standards and expectations.

**300. Candidate to Bear Expense; No Claims against City.** No candidate will have any claims or rights against the City arising out of the participation by a candidate in the proposal process. No candidate will have any claims or rights against the City for the City’s failure to award a contract to it or for awarding a contract to another person, firm, or corporation, regardless of whether the other person, firm, or corporation participated in the RFP process or did not submit a proposal that complied with the RFP. A notice of award will not constitute acceptance by the City; the City’s only method of acceptance is the City’s execution of a formal contract in accordance with law.

**310. Privilege License.** The City’s practice is that if a City privilege license is required to perform the work under the contract, the candidate needs to obtain the license before the City will sign the contract. For information on this license, call (919) 560-4700 or see [http://www.durhamnc.gov/departments/finance/business\\_license.cfm](http://www.durhamnc.gov/departments/finance/business_license.cfm).

**320. Notice Under the Americans with Disabilities Act (ADA).** The City of Durham will not discriminate against qualified individuals with disabilities on the basis of disability in the City's services, programs, or activities. The City will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City's programs, services, and activities. The City will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all City programs, services, and activities. Anyone who requires an auxiliary aid or service for effective communications, or a modification of policies or procedures to participate in the City program, service, or activity, should contact Ms. Stacey Poston, ADA Coordinator, voice 919-560-4197, fax 560-4196, TTY 919-560-1200, or [Stacey.Poston@durhamnc.gov](mailto:Stacey.Poston@durhamnc.gov), as soon as possible but no later than 48 hours before the scheduled event.

---- End of RFP ---

Exhibit A



CITY OF DURHAM  
SMALL DISADVANTAGED BUSINESS  
ENTERPRISE PROGRAM

PROCUREMENT FORMS

Revised 06/08



Mailing Address:

101 City Hall Plaza  
Durham, North Carolina 27701  
Phone: 919-560-4180  
Facsimile: 919-560-4513

Street Address:

302 East Pettigrew Street, C-180  
Durham, North Carolina 27701

## **Small Disadvantaged Business Enterprise Ordinance SDBE Procurement Documentation**

**If applicable information is not submitted with your bid, your bid will be deemed non-responsive.**

**Declaration of Performance** must be completed and submitted with your bid.

**Managerial Profile** must be used to list the managerial persons in your work force who will be participating in this project.

**Equal Employment Opportunity Statement** for your company must be completed and submitted with your bid.

**Employee Breakdown** must be completed and submitted for the location providing the service/commodity. If the parent company will be involved in providing the service/commodity on the City contract, a consolidated employment breakdown must be submitted.

**COMPLETE THIS FORM**

**DECLARATION OF PERFORMANCE BY VENDOR/CONTRACTOR**

**Briefly address each of the following items:**

1. A brief synopsis of the company and the products/services it provides:
  
2. Describe the normal procedure used on a bid of this type, giving the flow of purchase from the company to the ultimate purchaser:
  
3. List anyone outside of your company with whom you will contract on this bid:

The undersigned vendor/contractor certifies that:

- (a) It is normal business practice of the vendor/contractor to perform all elements of the contract with its own work force without the use of subcontractors/vendors; and
  
- (b) That the above documentation demonstrates this firm's capabilities to perform all elements of the contract with its own work force or without the use of subcontractors/vendors.

\_\_\_\_\_

Date

\_\_\_\_\_

Authorized Signature

**COMPLETE THIS FORM**  
**Managerial Profile**

Name of Firm: \_\_\_\_\_

Contact person: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No.: \_\_\_\_\_

Date: \_\_\_\_\_

List the managerial persons in your work force who will be participating in this project, including name, position, and whether the individuals are minority or woman within the definition\* of the City of Durham's Minority and Women Business Enterprises Ordinance.

**Managerial Employees**

<u>NAME</u>	<u>POSITION</u>	<u>(YES/NO)</u> <u>MINORITY/WOMAN</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

\*"Minority" means an individual who is a citizen or lawful permanent resident of the United States and who is a "Black American", a person having origins in any of the Black racial groups of Africa. On building contracts, construction over \$100,000.00 or federally funded projects, the federal and/or state definitions apply.



**COMPLETE THIS FORM**  
**EQUAL OPPORTUNITY STATEMENT**

**COMPLETE THIS FORM OR ATTACH COMPUTERIZE FORM**

**EMPLOYEE BREAKDOWN**

**Part A – Employee Statistics for the Primary Location**

M-----a-----l-----e-----s

F-----e-----

m-----a-----l-----e-----s

Employment Category	Total Employees	Total Males	Total Females	White	Black	Hispanic	Asian or Pacific Islander	Indian or Alaskan Native	White	Black	Hispanic	Asian or Pacific Islander	Indian or Alaskan Native
Project Manger													
Professional													
Labor													
Clerical													
Totals													

**Part B – Employee Statistics for the Consolidated Company (See instructions for this form on whether this part is required.)**

M-----a-----l-----e-----s

F-----e-----

m-----a-----l-----e-----s

Employment Category	Total Employees	Total Males	Total Females	White	Black	Hispanic	Asian or Alaskan Islander	Indian or Alaskan Native	White	Black	Hispanic	Asian or Pacific Islander	Indian or Alaskan Native
Project Manger													
Professional													
Labor													
Clerical													
Totals													

**Exhibit B**  
**Non-Collusive Affidavit**

The City of Durham prohibits collusion, which is defined as a secret agreement for a deceitful or fraudulent purpose.

I, \_\_\_\_\_ affirm that I have not engaged in collusion with any City employee(s), other person, corporations or firms relating to this bid, proposals or quotations. I understand collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Name of Organization