

Request for Proposal
For an
Employee Time and Attendance System
Issued by the City of Unalaska, AK

Patricia Soule, CPA
Finance Director
PO Box 824
Unalaska, AK 99685

December 12, 2015

Submittal Deadline:

January 13, 2016

Questions: Patricia Soule, CPA 907-581-1251 x3111 or psoule@ci.unalaska.ak.us

Table of Contents

I. DESCRIPTION OF THE REPORTING ENTITY	3
II. FORMAL SUBMISSION REQUIRMENTS	3
IV. EVALUATION CRITERIA	4
V. OTHER ITEMS.....	6

I. DESCRIPTION OF THE REPORTING ENTITY

The City of Unalaska (City) was incorporated March 3, 1942 as a First Class City. The City is not part of an organized borough. The City operates as a manager-council form of government.

Unalaska is an island community of 4,388 people and is almost 800 air miles from Anchorage. The local economy is based on the seafood industry.

The reporting entity includes the City of Unalaska as the primary government and the Unalaska City School District (District) as a component unit. The District is audited independently from the City. The City does support a number of non-profits in the community. Although some non-profits do rely heavily on financial assistance from the City, they have not met the definition of a component unit in the past.

The City has approximately 160 full and part-time employees who include non-represented employees and employees represented by three labor organizations. There are also between 80 volunteers that will be paid stipends periodically. The City is split into nine general fund departments (Mayor & Council, City Manager, Administration, City Clerk, Finance & IS, Planning, Public Safety, Public Works, and Parks, Culture & Recreation) and seven proprietary funds (Electric, Water, Wastewater, Solid Waste, Port & Harbors, Airport, and Housing).

Employees are paid on a semi-monthly basis on the 10th and 25th, and are considered either hourly or salaried (note: not all salaried employees are exempt under the Fair Labor Standards Act.) Several different work schedules and pay codes are utilized depending on the department. We have multiple pay codes than are at times mixed but not limited to: regular, overtime, acting, multiple types of shift differential, field training, relief shift, callout, and TWIC pay codes. The city's policy has the following days that are paid as if worked: holidays, personal leave, bereavement, and jury duty.

The City has a Financial ERP system, *Munis*, supported by Tyler Technologies. If a database is required our preference would be Microsoft SQL. For a vendor to be considered, the product must show proven ability to integrate with *Munis* for accurate payroll processes and financial records. The vendor will be required to work closely with the City's Information Systems staff in assuring the hardware and software proposed will in no way compromise the security of the City's systems.

II. FORMAL SUBMISSION REQUIREMENTS

- A. Proposals shall be submitted by **Wednesday, January 13, 2016**, at 5:00 PM Alaska Time to:

Grace Magpantay
e-mail: purchase@ci.unalaska.ak.us
Purchasing Agent
PO Box 610
Unalaska, AK 99685
Phone (907) 581-1251 x3112

****Proposals may be submitted electronically, subject in e-mail must read "Employee Time and Attendance Proposal", as long as the hard copy is sent also.**

****Envelopes must be clearly marked on the outside as "Employee Time and Attendance Proposal."**

The proposal will address your proposed technical approach to furnishing an Employee Time and Attendance system to the City of Unalaska and will address all informational, functional and general requirements of the RFP document. The proposal shall include an itemized cost proposal for the scope of the services and deliverables required by this RFP. At a minimum, the cost proposal will include itemized cost data for employee time and attendance software (by feature with cost if an add-on or enhancement), computer software license, installation, on-site training, support, and cost by type of time capturing devices.

Any cost not accounted for in these categories that would be part of your solution must be included in your cost proposal. The cost proposal should itemize any expenses related to airfare, lodging and per-diem. Payment terms will be negotiated and be based upon performance. Under no condition will payments be made prior to delivery of any services or products to be furnished.

- B. The proposal must be signed and dated by an individual authorized to enter into a binding agreement in the name of the vendor. Late proposal will not be accepted unless circumstances were beyond the control of the vendor. Not allowing sufficient delivery time is not an acceptable excuse.
- C. The proposal should be presented in a format that can easily be incorporated into a contract between the Proposer and the City of Unalaska encompassing the guidelines detailed in the RFP.
- D. The proposal must include answers to Attachment #1 and any comments that you feel would be necessary for our evaluation of the RFP.
- E. The City of Unalaska reserves the right to reject any and all proposals, waive any informality in the proposals received, and accept any proposal that is in the City's best interest. The City is using a rating system and may choose a vendor that is not the lowest price.
- F. Indicate when work will begin (assuming contract signed in February 2016) and anticipated time to install and have the testing phase available for departments and full implementation expected date.

III. FORMAT OF THE SUBMITTED PROPOSAL

A. The Technical Proposal

1. The Firm

- a. Name and address of firm.
- b. The name of the contact person that the City should contact for questions and clarifications concerning your company's proposal. Include phone number, fax number, and e-mail address.
- c. A brief history of the firm to include the total number of years your firm has been in the business supplying the product being requested in the RFP.
- d. The firm's current DUN and Bradstreet (or equivalent) rating.
- e. Organizational structure of the firm including subsidiaries, partnership, or parent firm. Include the total number of full-time employees and number staff that will be supporting this

product with your submission. Include the qualifications of the staff that will be supporting this product with qualifications and experience.

- f. Listing of office locations, specifically the office(s) that will be providing technical support. Please list the days and hours of availability for support purposes.
- g. Your approach to problem resolution and how your firm will deal with issues as they come up during the installation and after. Names of who would support any time capturing devices, if we decide to purchase them.
- h. List any outstanding litigation regarding the program being quoted on this RFP.

2. References and Clients

- a. A representative listing of references that the City of Unalaska can contact. Please include references where the firm has performed and completed engagements similar to this RFP, preferably using our Financial Software *Munis*. Please include at least three references and preferably five, including the length of the relationship and contact information for each reference.
- b. State of Alaska or State of Washington would be preferable.
- c. List the size of the employee base of the references using the product.

3. The Technical Proposal

- a. Please provide a specific response to each of the requirements set out in section IV of this RFP on Attachment #1. Failure to respond positively to any of the Mandatory items may eliminate your proposal from any further consideration.
4. Specify the minimum, recommended, and optimal server and storage hardware required to support the system, assuming current employment of 160 full and part-time employees which potentially over time could increase to 180, with 30-60 volunteers paid stipends. Specific list to include: information needed, space, equipment, staff, or other resources to complete this project and what the City of Unalaska will need to provide.
5. A signature and title of an officer or other individual of your firm authorized to enter into contracts on the firm's behalf.

B. The Cost proposal

- 1. A description of the services offered by the firm and the billing rates for these services in accordance with the requested services as described in the RFP.
 - a. A description of the software.
 - b. A description of the travel schedule and associated travel, lodging, per diem expenses for the firm's staff who will be onsite in Unalaska to install and customize the system for our successful installation. If multiple trips are necessary, please specify number and cost for each.

- c. A description of the training expenses, assuming all training and installation is held at the City.
- d. Cost of any specialized equipment called for in the proposal and length of the warranty on the equipment. If warranty exists on equipment, indicate what will void the warranty.
- e. If subcontractors are intended in the proposal, provide all details on them as asked from your firm in section III.A. (1). Also provide what part of the process they will be completing.
- f. A description of the licensing, maintenance, and support fees associated with the software proposed in the RFP. These fees should be listed as follows:
 - i. Total Fees for the first year.
 - ii. Total Fees for a 3 year period.
 - iii. Total Fees for a 5 year period.
 - iv. Total Fees for a 7 year period.

- 2. The City of Unalaska is not responsible for any costs a vendor incurs in responding to this RFP.

IV. REQUIRMENTS

Please provide a specific response to each of the requirements set out in section IV of this RFP on Attachment #1. Failure to respond positively to any of the Mandatory items may eliminate your proposal from any further consideration.

See Attachment #1, this must be filled out and returned as part of your response to the RFP.

V. EVALUATION CRITERIA

In making the selection, the City of Unalaska will not only consider cost but also the proposal with the best combination of attributes that provides the desired solution, in the opinion of the City.

As part of the evaluation process, vendor may be requested to demonstrate the system before a group of end users. Any information gained during the presentation(s) may be used in the evaluation of your proposal. The City is under no obligation or requirement to request vendor presentations or entertain vendor presentations.

Consideration will be given to the following criteria:

- 1. Vendors Qualifications and Experience
- 2. Does it merge seamlessly with our existing financial software
- 3. Client references
- 4. Information provided on Attachment #1
- 5. Cost proposal.

VI. OTHER ITEMS

The selection of a successful proposal shall be at the sole discretion of the City of Unalaska. No proposed agreement between the City and any proposer shall be effective until signed by the City Manager or appropriate City official.

In submitting a proposal, each proposer acknowledges that the City shall not be liable to any person for any costs incurred therewith or in connection with costs incurred by any proposer in anticipation of Council or City action approving or disapproving any agreement without limitation.

Nothing in this request for proposal or in subsequent negotiations creates any vested rights in any vendor.

Payment will be made upon receipt of detailed invoices listing specific activities for which the charge is being made.

Relationship of Parties: The vendor shall perform its obligations hereunder as an independent contractor of the City. The City may administer the contract and monitor the vendor's compliance with its obligations hereunder. The City shall not supervise or direct the vendor other than as provided in this section.

Nondiscrimination: The vendor will not discriminate against any employee or applicant for employment because of race, color, religion, national origin, ancestry, age, sex, or marital status or mental or physical handicap.

The vendor shall state, in all solicitations for employees to work on contract jobs, that all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, age, sex, marital status, and mental or physical handicap.

Permits, Laws and Taxes: The vendor shall acquire and maintain in good standing all permits, licenses and other entitlements necessary to its performance under this contract. Vendor should keep current all local and state licenses. All actions taken by the consulting firm under this contract shall comply with all applicable statutes, ordinances, rules and regulations. The vendor shall pay all taxes pertaining to its performance under this contract.

Required Insurance: The vendor shall carry and maintain throughout the life of this contract, at its own expense, insurance not less than the amounts and coverage herein specified, and the City of Unalaska, its employees and agents shall be named as additional insured under the insurance coverage so specified and where allowed, with respect to the performance of the work. There shall be no right of subrogation against the City or its agents performing work in connection with the work, and this waiver of subrogation shall be endorsed upon the policies. Insurance shall be placed with companies acceptable to the City of Unalaska; and these policies providing coverage thereunder shall contain provisions that no cancellation or material changes in the policy relative to this project shall become effective except upon 30 days prior written notice thereof to the City of Unalaska.

Prior to commencement of the work, the vendor shall furnish certificates to the City of Unalaska, in duplicate, evidencing that the Insurance policy provisions required hereunder are in force. Acceptance by the City of Unalaska of deficient evidence does not constitute a waiver of contract requirements.

The vendor shall furnish the City of Unalaska with certified copies of policies upon request. The minimum coverages and limits required are as follows:

Workers' Compensation insurance in accordance with the statutory coverages required by

the State of Alaska and Employers Liability insurance with limits not less than \$1,000,000 and, where applicable, insurance in compliance with any other statutory obligations, whether State or Federal, pertaining to the compensation of injured employees assigned to the work, including but not limited to Voluntary Compensation, Federal Longshoremen and Harbor Workers Act, Maritime and the Outer Continental Shelf's Land Act.

Commercial General Liability with limits not less than \$1,000,000 per Occurrence and \$2,000,000 Aggregate for Bodily Injury and Property Damage, including coverage for Premises and Operations Liability, Products and Completed Operations Liability, Contractual Liability, Broad Form Property Damage Liability and Personal Injury Liability.

Commercial Automobile Liability on all owned, non-owned, hired and rented vehicles with limits of liability of not less than \$1,000,000 Combined Single Limit for Bodily Injury and Property Damage per each accident or loss.

Umbrella/Excess Liability insurance coverage of not less than \$1,000,000 per occurrence and annual aggregate providing coverage in excess of General Liability, Auto Liability, and Employers Liability.

If work involves use of aircraft, Aircraft Liability insurance covering all owned and non-owned aircraft with a per occurrence limit of not less than \$1,000,000.

If work involves use of watercraft, Protection and Indemnity insurance with limits not less than \$1,000,000 per occurrence.

Professional Liability insurance with limits of not less than \$1,000,000 per claim and \$1,000,000 aggregate, subject to a maximum deductible \$10,000 per claim. The City of Unalaska has the right to negotiate increase of deductibles subject to acceptable financial information of the policyholder.

Any deductibles or self-insured retentions must be declared to and approved by the City. At the option of the City, either: the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the City, its officers, officials, employees and volunteers; or the contractor shall provide a financial guarantee satisfactory to the City guaranteeing payment of losses and related investigations, claim administration and defense expense.

All insurance policies as described above are required to be written on an "occurrence" basis. In the event occurrence coverage is not available, the consulting firm agrees to maintain "claims made" coverage for a minimum of two years after project completion.

If the vendor employs second tier subcontractors to perform any work hereunder, the consulting firm agrees to require such subcontractors to obtain, carry, maintain, and keep in force during the time in which they are engaged in performing any work hereunder, policies of insurance which comply with the requirements as set forth in this section and to furnish copies thereof to the City of Unalaska. This requirement is applicable to subcontractors of any tier.

ATTACHMENT #1

Time and Attendance

The City of Unalaska seeks an electronic time tracking and attendance tool that facilitates the payroll process. The Time and Attendance module should:

Time and Attendance	Meets or Exceeds	Does not meet	Comments
MANDATORY REQUIREMENTS			
1. System is operated and stored on City server, not the Web. We do not have the internet bandwidth.			
2. System will interface seamlessly with Munis Financial System (operated by Tyler Technologies).			
3. Multiple user access (the city has 160 current employees and 60 volunteers).			
4. Customizable to specific union contracts and types of pay status and shift schedules.			
5. System provide for data integrity in the event of power outages or damage to all or part of the database platform.			
6. System must be operable 24 hours a day, 7 days a week, and 365 days a year.			
SYSTEM CAPABILITIES			
1. Support various methods of time card entry (i.e. online, time clock, workstation, etc.). The City does not plan on using time clocks at this time but wants a system that can support such an interface.			
2. Use electronic workflow for review and approval of timecards.			

Time and Attendance	Meets or Exceeds	Does not meet	Comments
3. Alert employees and supervisors of errors in timesheet entries such as charging to an incorrect account code, overages in leave balances, etc.			
4. Integrate with financial modules “MUNIS” for tracking and reporting purposes (i.e. Project and Grant accounting).			
5. Allow requests for time-off to be submitted electronically subject to workflow rules.			
6. Allow employees to enter comments/notes for each entry.			
7. Customizable user-interface (screens) to simplify time entry and reduce possible data entry errors.			
8. Support multiple pay codes regular, overtime, acting, shift differential, field training, relief shift, callout, TWIC, unpaid hours for tracking exempt employees project/grant time, and other pay codes as needed.			
9. Scheduling capabilities; plan and setup normal work shifts and only require employees to change with unanticipated overtime, shift change, callout, relief status, leave, and other customizable time changes.			
10. Ability to mass populate holidays and roll-out organization-wide by employee groups.			
11. Support multiple schedules (i.e. 4/10, 9/80, 96/120, etc.).			

Time and Attendance	Meets or Exceeds	Does not meet	Comments
12. Track vacation, sick, holiday, bereavement leave, jury duty, FML leave, floating holiday, worker's compensation, administrative time and other special pay codes.			
13. Enable supervisors to modify time reports as needed.			
14. Enable next-tier manager to approve time sheets for a supervisor.			
15. Timekeeping that can produce Daily Hours worked Report per EDD request.			
16. Has a calendar to configure all holidays, shifts, leave, and other needed scheduling activities and allow supervisor/directors to see all employees in a department on one calendar.			
17. Alert employee and supervisor when timesheet being approved is under scheduled hours total (because employee would then need to enter leave without pay or other hours to equal schedule).			
18. Allows Administrators to post informational news, banner for each end user to view as a reminder, upcoming event, and misc. information.			
19. Able to use scheduling of multi shifts of staff. Work and leave schedules. Attendance tracking.			
20. Workflow process that includes: multiple layers of approval, group			

Time and Attendance	Meets or Exceeds	Does not meet	Comments
employees by approver, and ability to assign approver if main approver out of office.			
21. Able to insert rules for the following: overtime vs. FLSA overtime, standby pay and call back allowances, keep employee from overdrawing leave balance, change timesheet notification, unsigned timesheet notification, set maximum leave accruals.			
REPORTING REQUIREMENTS			
1. Full data model and detailed database table descriptions shall be provided to aid in customized Crystal Report generation.			
2. All reports shall be available in user selected format: HTML, PDF and Excel spreadsheet			
3. Individual employee timesheet.			
4. Daily hours, weekly, semi-monthly, monthly, and annually the time by project, employee, supervisor, director, division, department.			
5. Exception report by employee, supervisor, director, division, department.			
6. Absentee report by employee, division, department.			
7. Overtime tracking and monitoring reports.			
8. Schedule reports for employee, division, and department.			

Time and Attendance	Meets or Exceeds	Does not meet	Comments
9. History and archival reports			
10. Reports by period and/or specified date range for all hours or specified hour types.			
SECURITY			
1. The system must have levels of security for employees, supervisors, directors.			
2. An employee shall only see certain data as defined by a supervisor.			
3. Individual functions shall be selectively turned on and off for individual employees/managers.			
4. System shall maintain an audit trail that tracks data changed, hold original data and user name of the person modifying or viewing an item.			
LICENSING AND MAINTENANCE			
1. The City of Unalaska shall be entitled to all maintenance and new product updates and upgrades as part of the annual maintenance agreement.			
2. Licensing is based on concurrent users not number of employee records in the database.			
TRAINING AND SUPPORT			
1. Implementation includes system administrators and key staff in each department.			
2. On-site customization and training for each department to ensure union specifics and other differences by			

Time and Attendance	Meets or Exceeds	Does not meet	Comments
department are correctly setup and working.			
3. Support for the system during regular business hours for our time zone (Alaska Time Zone).			
4. Dedicated support personnel that are familiar with our final product and customizations installed.			
5. Response time for support calls, during regular business hours, is within 2 hours.			