

July 21, 2010

To Whom It May Concern:

The City of Dover will receive sealed proposals on August 30, 2010 at 2:00 p.m. local time to contract for **INTEGRATED HUMAN RESOURCES/TIME & ATTENDANCE/PAYROLL SERVICES, PROPOSAL NUMBER 11-0001FN.** The RFP must be submitted with four hard copies.

**All vendors must complete the request for proposal (RFP) notice and fax it to (302) 736-7178 if they intend to bid. Any vendor not returning the form may not receive published addenda.**

Your proposal is not revocable for ninety (90) days following the response deadline indicated above.

**QUESTIONS:**

If you have questions concerning this Request for Proposal, they must be made in writing and emailed to me at [pgregg@dover.de.us](mailto:pgregg@dover.de.us). All questions must be submitted no later than August 2, 2010. All questions will be compiled and answered in the form of an addendum and will be faxed to all prospective bidders who return the RFP solicitation form attached. All changes or corrections to this Request for Proposal will be handled by addenda issued by the Procurement Manager. The receipt of all Addenda must be acknowledged on the proposal submission form.

The City of Dover reserves the right to request corrections, clarifications, and/or additional information pertaining to Respondent's response.

It has been determined that this solicitation be offered as a request for competitive sealed proposals, pursuant to **Delaware Code Title 29, Chapter 6924 (a)**, because the use of competitive sealed bidding is not in the best interest of the City. The use of competitive sealed proposals is necessary to:

- Conduct Oral or written discussions with offerors concerning technical and price aspects of their proposals;
- Afford offerors an opportunity to revise their proposals;
- Compare the different price, quality and contractual factors of the proposals submitted.
- A copy of the complete warranty must be included with the proposal.

- The price and complete description of any additional or extended warranty offered must be included in the proposal.

RFP's will be opened publicly at the time and place designated in this letter. The main purpose of the bid opening is to reveal the name(s) of the bidder(s), not to serve as a forum for determining the low bidder(s).

The contract shall be awarded within 90 days of the closing date to the offeror whose proposal is determined in writing to be most advantageous to the City. All prices must be held firm for a minimum of 90 days from the date of the opening. The proposals, summaries, and tabulations shall not be open for public inspection until after receipt of a fully executed contract.

**CONFLICT OF INTEREST CLAUSE:**

Pursuant to Dover Code, Chapter 30, Section 30-33, No city employee or official may participate on behalf of the city in the review or disposition of any matter pending before the city in which he has a personal or private interest. No city employee or official shall benefit from any contract with the city, nor solicit any contract, and shall not enter into any contract with the city (other than an employment contract). No person who has served as a city employee or official shall represent or otherwise assist any private enterprise on any matter involving the city, for a period of two years after termination of his employment or elected or appointed status with the city, if he gave an opinion, conducted an investigation or otherwise was directly and materially responsible for such matter in the course of his official duties as a city employee or official. All parties hereto declare and affirm that no officer, member, or employee of the City, and no member of its governing body, and no other public official of the City who exercises any functions or responsibilities in the review or approval of the undertaking described in this contract, or the performing of services pursuant to this contract, shall participate in any decision relating to this contract which affects his or her personal interest, or any corporation, partnership, or association in which he or she is directly or indirectly interested; nor shall any employee of the City, nor any member of its governing body, have any interest, direct or indirect, in this contract or the proceeds thereof.

The City of Dover reserves the right to waive technicalities, to reject any or all bids, or any portion thereof, to advertise for new proposals, to proceed to do the work otherwise, or to abandon the work, if in the best interest of the City.

All proposals are to be received by the Procurement Office, 710 William Street, Dover, DE, 19904 no later than the 2:00 p.m. opening. All proposals will be opened in the presence of the Procurement Manager or his/her designee. The name of each offeror shall be read publicly. All other information contained in the proposals shall be confidential so as to avoid disclosure of information prejudicial to competing offerors during the negotiation process. Any and all proprietary information contained within the proposal must be clearly marked. The cover must indicate that the proposal contains such information. **Copies** of the proposals will not be provided to competing vendors.

**MINORITY VENDOR PREFERENCE:**

Minority vendor preference shall be three percent (3%) of the value of the award. **The vendor must identify qualification and claim to the preference on the submitted documents.** The vendor must provide authoritative proof of qualification for this preference such as identification in the certification directory maintained by the State of Delaware, Department of Administrative Services, Office of Minority and Women Business Enterprises. This preference is to be considered as stand alone and can not be added to any other preference that may be allowed.

**LOCAL VENDOR PREFERENCE:**

Local vendor preference shall be considered for materials, equipment, construction contracts, and utility contracts. Local vendor preference shall be three percent (3%) of the annual value of the award. The term local vendor is defined as a gradually increasing range with preference assigned as follows:

Rule 1: Vendor located within the city limits of the City of Dover.

Rule 2: Vendor located within Kent County, Delaware (applicable only if no vendor qualifies under rule 1)

Rule 3: Vendor located within the State of Delaware (applicable only if no vendor qualifies under rules 1 & 2)

In the event that no vendor qualifies under rules 1, 2, or 3, no local vendor preference will be awarded. **The vendor must identify qualification and claim to the preference on the submitted proposal documents.** This preference is to be considered as stand alone and can not be added to any other preference that may be allowed.

In the event the contractor does not fulfill its obligations under the terms and conditions of this contract, the City of Dover may contract for an equivalent product on the open market. Any difference in cost between the contract prices herein and the price of open market product shall be the responsibility of the contractor. Under no circumstances shall monies be due the contractor in the event open market products can be obtained below contract cost. Any monies charged to the contractor may be deducted from an open invoice.

Neither the contractor nor the City of Dover shall be held liable for non-performance under the terms and conditions of this contract due, but not limited to, government restriction, strike, flood, fire, or unforeseen catastrophe beyond either party's control. Each party shall notify the other in writing of any situation that may prevent performance under the terms and conditions of this contract.

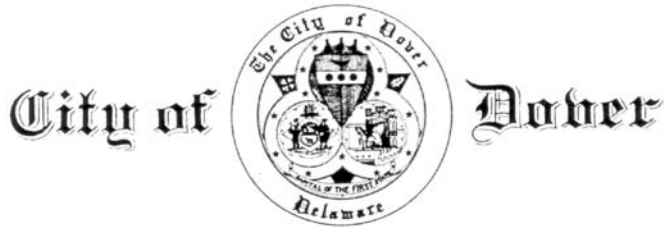
Vendors must provide references to the City of Dover. Vendor references may be checked to verify the proposer's ability to perform the contract requirements, the quality of work and the ability to meet obligations.

**ENVELOPES MUST BE MARKED "HR/T&A/PAYROLL SERVICES, RFP NUMBER 11-0001FN RFP OPENING AUGUST 30, 2010, 2:00 P.M."** Proposals may not be submitted electronically or by fax.

The City of Dover shall have the right to reject any or all proposals if deemed to be in the best interest of the City, such as but not limited to local vendor preference and minority vendor preference while awarding bids.

Sincerely,

Peter K. Gregg  
Contract and Procurement Manager  
City of Dover  
(302) 736-7795  
Fax (302) 736-7178  
[Pgregg@dover.de.us](mailto:Pgregg@dover.de.us)  
[www.cityofdover.com](http://www.cityofdover.com)



**REQUEST FOR PROPOSAL SOLICITATION NOTICE**

RFP Number: 11-0001FN

RFP Opening: August 30, 2010, 2:00 p.m.

Description: Integrated Human Resources/Time & Attendance/Payroll Services

If you are interested in the request for proposal described above, you can download it in Adobe PDF format from our web site <http://www.cityofdover.com>. Any amendments or other additional information related to this solicitation will be posted with the original document on the web site.

If you do not have internet access and want to receive this request for proposal, all subsequent amendments, or additional information on the bid package, please provide the requested information to:

The City of Dover  
 Central Services Department  
 710 William Street  
 Dover, DE 19904  
 Fax: (302) 736-7178, attention Peter Gregg  
 Phone: (302) 736-7795  
 e-mail: [purchasing\[at\]cityofdover.com](mailto:purchasing[at]cityofdover.com)

Please complete the following and return this form to Central Services:

Company:	Vendor Response /Request
Address	No bid at this time, please retain on bid list
	Please send complete RFP package
Contact:	I will download the RFP package
Phone	I intend to bid
Fax	I do not intend to bid
e-mail for ITB/RFP	Other:



## **Request for Proposals**

The City of Dover, Delaware, is seeking sealed proposals for:

### **Integrated Human Resources/Time & Attendance/Payroll Services**

Sealed proposals will be received until  
2:00 p.m. EST Monday, August 30, 2010

Return proposal to:  
Peter K Gregg, Contract and Procurement Manager  
City of Dover  
Central Services  
710 William Street  
Dover, DE 19904  
Phone: (302) 736-7795  
Email: [pgregg@dover.de.us](mailto:pgregg@dover.de.us)

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# **Section I. General Information**

## **Purpose**

The City of Dover, Delaware (hereinafter, “City”) is releasing this Request for Proposal (RFP) to solicit vendor proposals to procure human resources and payroll services for the City and all its departments outlined in this RFP. This document has been prepared to allow you, the vendor, the opportunity to propose detailed and adequately sized business process solutions. Actual implementation may be selective and in a phased and controlled manner at the City of Dover’s discretion.

The City will accept proposals for providing human resources, time and attendance and payroll functions described in this RFP, including, but not limited to:

- Human Resources and Payroll
- Position Management and Applicant Tracking
- Employee In and Out Processing
- Compensation and Classification Administration
- Performance Management
- Training and Staff Development
- Benefits Administration
- Time and Leave Processing
- Lien and Garnishment Services
- Tax and Federal Reporting Services
- General Ledger Interface
- Integrated Reporting

The City is not seeking a traditional client/vendor relationship but a true strategic partnership that offers creative solutions, including but not limited to:

- Vendor partnership
- Feature/functionality
- Deployment and training
- On-going service
- Technology requirements
- Financial investment

## **Mission**

The mission of the City in this procurement is to provide efficiently delivered, high quality, human resources and payroll services that support the mission of the City of Dover. Specifically, we seek to find delivery solutions that are more effective and efficient than current systems and processes for full implementation January 1, 2011. This includes:

- Efficient and reliable HR and payroll service delivery to approximately 410 active employees and 236 retirees system-wide.
- Efficient access to critical people-related data to ensure informed, accurate, and effective decision-making processes.
- Daily transactional processing and document handling that allows for efficient customer service.
- Maximized efficiency, accuracy, effectiveness, and minimized cost of HR and Payroll Services using technology such as workflow and web deployment.
- Strong links of information through compatible systems.
- Improved employee access to categorically relevant information (e.g., salary, W-4, direct deposit information, and sick & vacation balances).
- Flexible, compatible systems that easily integrate with or can consolidate current or acquired legacy systems including the City’s current payroll and human resources system, HTE/SunGard Public Sector System.
- Experience full integration with SunGard Public Sector’s financial/general ledger module –GMBA.

**RFP communications**

Please direct all communications regarding this RFP to:  
 Peter K Gregg, Contract and Procurement Manager  
 City of Dover  
 Central Services  
 710 William Street  
 Dover, DE 19904  
 Phone: (302) 736-7795 Email: [pgregg@dover.de.us](mailto:pgregg@dover.de.us)

**Project schedule**

<b>Milestones</b>	<b>Dates/details</b>
RFP issue date	July 21, 2010
Submission of written questions	August 2, 2010
Response to written questions – Responses to follow-up questions will be made available to all bidders.	August 16, 2010
Response document due date	August 30, 2010
Notification of Selected preferred vendor	October 12, 2010
Anticipated project start date	October 13, 2010
Implementation	January 2, 2011

***The City reserves the right to modify this schedule at the City’s discretion. All interested parties will receive proper notification of changes.***

**Evaluation criteria**

The City will make a competitive based selection, with all scores based on the evaluation criteria listed below. If the City conducts interviews, then the City will use a combination of interview scores and evaluation criteria scores to make a selection. The City will establish an Evaluation Committee of at least three individuals to review, score and rank proposals according to the criteria set forth below. The evaluation committee will determine the best value to the City based on the needs as outlined in this RFP.

<b>Evaluation criteria</b>	<b>Weight</b>
System Functionality including system's ability to streamline City's current practices and automate the three union's pay and accrual practices. Committee will score the demonstrated software features as it relates to the needs listed in the RFP.	30%
Integration and compatibility to interface to existing/third-party systems	15%
Implementation and support capabilities. The firm must provide a clear description of supervision and quality control measures implemented in the execution of service contract. Experience of management staff and operators will be the distinguishing criteria assessed.	15%
System Security and System Disaster Recovery Plan	10%
Qualifications of the Firm & Scalability of system/partner: Score will be based specifically on the ability to satisfactorily complete the scope of services outlined in the RFP	10%
Total cost of ownership. Committee will score the proposing firm's fee schedule based on reasonableness of the fees. Scoring shall also take into consideration any fee structure proposed that may contribute to the best value for the City.	10%
Demonstrated Project Understanding. Committee will score the proposing firm's demonstrated understanding of the scope of services included in the RFP	10%

### **Vendor selection**

The vendor awarded the City's business will be selected based on offering the greatest benefit to the City of Dover, Delaware, not just the lowest price. The evaluation will be weighed heavily by those vendors meeting the evaluation criteria.

### **Vendor presentations**

Vendors should be prepared to conduct a presentation if requested by the City. Presentations will provide vendors the opportunity to explain the functional and technical capabilities of their system and services. Vendors should also be prepared to answer detailed questions regarding their proposals. Upon notification of the opportunity to provide a presentation, the City will provide the vendor with a detailed agenda for the presentation.

### **Contract negotiation**

The City reserves the right to accept or reject any or all bids, to take exception to these RFP specifications, to modify the service package if found cost beneficial to maintain some in-house functions, or to waive any formalities. The City specifically reserves the right to negotiate a contract with the selected vendor.

### **Use and disclosure of information**

The City will consider all responses to this RFP as confidential and proprietary to the vendor submitting the proposal. The information contained in this RFP is proprietary to the City and must be treated by vendors as confidential. The information provided is to be used by each vendor only for the purpose of preparing a response to this RFP. Such information may not be used or shared with other parties for any other purpose without the City of Dover's written permission. Upon request, the City will sign a mutual non-disclosure agreement.

## **Vendor costs**

Costs for developing the response to this RFP and participation in the vendor presentation are entirely the responsibility of the proposing party and shall not be chargeable in any manner to the City.

## **Section II. Client Overview**

### **Background**

The City of Dover includes three union groups and one non-bargaining group. The City employs approximately 359 full time employees, 51 part time employees issuing bi-weekly payroll, and 236 retirees receiving a monthly pension. The City receives funding from the receipt of property and transfer taxes, appropriations from the utility funds, grants from the State of Delaware and the Federal Government. The fiscal year 2010 budget for the City totals \$175 million.

Currently, the State of Delaware provides the City's health benefits administration. Other benefits are administered by the City. The City utilizes the SunGard Public Sector "H T E" System for applicant tracking and payroll processing.

### **Definitions**

The following terms and definitions apply to this RFP.

BCBS of DE and AETNA	Blue Cross Blue Shield and AETNA, the authorized providers of medical benefits for the City of Dover via the State of DE
Budget Fiscal Year	The City of Dover budget fiscal year extends from July 1 through June 30 of the following calendar year.
City of Dover Data	Any information contained within the City of Dover systems in electronic or paper format
OMB	State of Delaware, Office of Management and Budget-Statewide Benefits Office. Administrator of Health Benefit Plans
ASI	Administrator of Flexible Spending Plan
Fiscal Year (FY)	The City's fiscal year extends from July 1 through June 30 of the following calendar year.
H T E/SunGard Public Sector	The City's Applicant Tracking and Payroll Processing System
GMBA	The City's general ledger system
State	The State of Delaware, acting through the Statewide Benefits Office
State of DE Fiscal Year	The DE State fiscal year extends from July 1 through June 30 of the following calendar year.
TBD	To be determined.
Work Plan	The plan and delineation of tasks, activities, and events to be performed and deliverables to be produced under the project.
IUE Union	International Union of Employees Local 88315/Dover Organization of Employees/
IBEW Union	International Brotherhood of Electric Workers
FOP Union	Fraternal Order of Police Lodge #15

## Key Facts

Item		System/Provider, Version
•	Current HR	SunGard Public Sector-Payroll
•	Current Payroll	SunGard Public Sector-Payroll
•	Current Recruiting/Applicant Management	SunGard Public Sector-Applicant Tracking
•	Current Compensation	SunGard Public Sector-Payroll
•	Current Pay for Performance/Evaluation System	City of Dover Internal System
•	Current Learning Management	None
•	Current Time Management	None
•	Current Health & Welfare	Administered by State of DE
•	Current Dental Benefits	Administered by Met Life
•	Current Vision Benefits	Administered by Vision Benefits of America
•	Current LID Benefits	Administered by UNUM
•	Current Flex Spending (Medical Spending and Dependent Care)	Administered by ASI (Application Software Inc.)
•	Current COBRA	Administered by State of DE
•	Current Leave Administration	Internal Tracking

## Current Payroll processing overview

### Pay frequency

The City processes active payroll on a bi-weekly basis, with a Friday pay date. The pay week begins on Sunday and ends of Saturday. Retiree's receive pension payments the first of each month

Item		Volume/Description
•	Average number of applicants	1200
•	Annual number of requisitions	40
•	Annual number of new hires/new retirees	24/24
•	Average number of active employees	410
•	Average number of active terminations	40
•	Average number of retirees	236
•	Average number of self insured workers compensation payments requiring manual calculations	58
•	Hourly nonexempt – paid bi-weekly, one week in arrears	410
•	Salaried exempt – paid bi-weekly, one week in arrears	0
•	Hour Type Pay codes (including cash, non-cash, non-payroll payments, and gross-up codes)	81
•	Additional Pay codes (including education incentive, shoe and clothing allowance & council monthly payment)	19
•	Deduction type codes (including insurance, voluntary/involuntary deductions but excluding taxes)	54
•	Adjustment Before Taxes Code Listing (including insurance, medical spending, 401 & 457 plans and general pension)	31
•	Annual turnover (overall)	9.76%
•	Current locations with payroll personnel on site	1
•	Annual total individual payments issued via payroll / total annual pension payments	11,207/ 2,685
•	Annual manual checks and on-demand payments	10
•	Annual W2s /Annual 1099R's (for calendar year 2009)	467 /236
	Salary increases: Non-Bargaining Employee performance is evaluated annually. An	

Item	Volume/Description
employee who receives a satisfactory evaluation is eligible to receive a salary increment as of July 1 <sup>st</sup> each year if the salary range allows for an increment. The Evaluation system is not interfaced to the payroll system.	
Longevity Payments: Employees are no longer eligible to receive a longevity payment based on continuous years of service. However the City grandfathered several employees when the process was terminated. These remaining employees will continue to receive longevity payments until their retirement.	

Employment and Income Verification	Volume/Description
Annual commercial/private verifications (e.g., mortgage lenders, pre-employment firms)	80-100 Inquiries
Annual social services verifications (e.g., food stamps, child support)	12-15

Self-service utilization	Self Service	Self Service Transactions
The City of Dover does not utilize self-service access for the employees. Transactions continue to be handled through a manual and paper process.		
<b>Item</b>		
•	Employee self service	0%
•	Manager self service	0%
•	Benefit enrollment self service	0%

Tax	Volume/Description
The City currently performs all payroll and benefit tax reporting and filing internally.	
<b>Item</b>	
•	Federal tax identification numbers (IDs)
•	Payroll tax filings – number of state IDs

Garnishment	Volume/Description
The City currently processes and remits all garnishment payments internally	
<b>Item</b>	
•	Active wage garnishments /Retiree 4 wage garnishments and 2 individuals (via divorce) receive part of retiree check
•	Other Active garnishment payments per pay period

## Time collection

- Timecard data is collected or recorded as follows: Each department is responsible for recording and reporting its employees' time. Employees' time is recorded manually on time sheets and manually entered into the payroll system. For record keeping purposes, all employees are treated as non-exempt meaning each employee must account for all non-working hours.
- All full-time and part-time employees are entitled to leave time. The utilization of such leave time is initiated by the employee through the completion and submission of a paper leave request, for approval by management. The current payroll system uses each employees bi-weekly assigned schedule as the default for payment. Only leave time, overtime or changes are entered into the payroll system by each department (i.e. leave time used, without pay events, etc.).
- The basic work week for both full time exempt and non-exempt personnel is 40 hours per week except for certain dispatcher positions which are based on 80 hours bi-weekly. The City also employs permanent part time employees with fixed schedules and seasonal, temporary positions.
- Each of the three union groups pays a different shift premium for second and third shifts. The dollar amount varies per union. Shift premiums are paid for hours worked during the premium shift.
- Non-exempt employees are compensated for authorized hours worked in excess of the basic workweek. Overtime compensation for non-exempt personnel is calculated at 1 ½ X the employee's hourly rate for time work beyond forty hours.

Unions		
Item		Volume/Description
•	Union Contracts	3
•	IUE Union employees	135
•	IBEW Union employees	34
•	FOP Union employees	90
•	Non-Bargaining Employees	90

- The City is required per the union contracts to deduct specialized union dues based on eligible earnings. Such deductions are electronically remitted by the City to the respective Unions on a bi-weekly basis.
- Union-specific reporting is required

## Voluntary defined contribution/deferred compensation plans

The City remits all employee & matching contributions and completes all filing and reporting.

Item		Volume/Description
•	Deferred Compensation (457) Administrator	ICMA 457 and Nationwide 457
•	Defined Contribution (401A) Administrator	ICMA
•	Payroll Roth IRA	ICMA
•	<b>Reporting requirements:</b>	
	• Contribution file required each pay period	Yes

Item		Volume/Description
	• Loan file required each pay period	No
•	Minimum employee contribution	401A – 3% 457- No Varied
•	Maximum employee contribution	IRC Maximum
•	Employer matching contribution	Varied% (Not to exceed 6%)

### Defined Benefit Plan: General Pension Plan

- Employees hired prior to September 29, 2009 contribute a percentage of their gross wages to the defined benefit plan through automatic enrollment provisions effective the first day of employment.
- The contribution rate for full-time City employees hired prior to 9/29/09 is 3.5%.
- Effective September 29, 2009 the Defined Benefit Plan is closed to new participants.
- The City contributes 4.15% on behalf of each full-time employee.

### Banking

Item		Volume/Description
•	Employees paid via direct deposit	93%
•	Employees paid via paper check	7%
•	Maximum bank accounts per employee for direct deposits	99 per financial institution
•	Retirees paid via direct deposit	93%
•	Retirees paid via paper check	7%

### Paid time off policies

The accrual and usage of paid time off is determined based on the type of leave. Sick and Vacation leave are accrued on a monthly basis and may be used in thirty (30) minute increments, while other forms of leave such as personal time for IBEW is accrued on the first of each calendar year and must be used within an established time frame. Current collective bargaining negotiations may result in some modifications to existing leave policies.

Outlined below is a summary of the current these leave policies applied to City personnel

- **Holidays:** Each union contract contains a listing of paid holidays. Paid Holidays differ slightly among each of the unions.
- **Sick and Vacation Leave:** Full-time and permanent part-time employees are eligible to accrue sick and vacation leave on a monthly basis following the first month of employment. Each employee's entitlement shall be computed as of the second pay period in each completed month of service. Leave is cumulative for not more than the prescribed maximum number of days. Monthly accrual rates and maximum balances are adjusted based on continuous years of service. Employees may request use of sick and vacation leave in ½ hour increments. Currently, all employees earn vacation at the same rate

Presently the following is used to determine the amount of authorized annual leave:

## Vacation Accrual

Continuous Years Worked	Accrued per Month	Accrued per Yr/Max Rollover
0 to 6 months	1 day	12
6 months to 7 years	1 1/4 days	15/15
8 years to 14 years	1 3/4 days	21/21
15 years to 19 years	2 days	24/24
20 plus years	2 1/4 days	27/27

## Sick Leave Accrual

Full and Permanent Part time employees are eligible to accrue sick leave on a monthly basis following the first month of employment. Each employee's entitlement shall be computed as of the second pay period in each completed month of service.

- All employees except IBEW employees earn 1 sick day per month regardless of years of service. The maximum sick accrual is 180 days.
- Upon retirement employees are eligible to be paid out for unused sick leave based on a sliding scale.
- IBEW employees earn 11 sick days per calendar year. The employees accrue 1 day per month January through November.

## Personal Leave Accrual

IBEW union members earn 6 personal days per year. Currently all 6 personal days are accrued as of January 1st each year. Future contracts may require the 6 days be broken out into a monthly accrual. Also, certain designated non-bargaining employees who work with the IBEW union earn personal days.

## Other Paid Leave Policies

Non-Bargaining and IBEW union members are granted an attendance bonus based on sick time usage. The determination is based on the following:

Sick Hours Used	Vacation Hours Earned
0	16
8 hours or less	8

Vacation Sell-Back-Once a year, employees are afforded the opportunity to sellback unused vacation time to the City. This normally occurs in the month of December. Currently, all employees except FOP are restricted to 40 hour increments and an 80 hours maximum. FOP may sellback any amount of hours up to 40 hours and must use 20 hour increments for all hours above 40 up to a maximum of 80 hours.

## Accounting

Item	Volume/Description
Chart(s) of accounts	220/Funding codes that include agency, organizational, division, class, & object/function codes.
Digits in account number (segments of account number)	14 digits / 5 segments

## Interfaces

Interface	Type	Vendor	Frequency
SunGard Public Sector/HTE	Inbound /Outbound	SunGard Public Sector	Bi-Weekly
457 Elections	Inbound /Outbound	ICMA/Nationwide	Bi-Weekly
401 Elections	Inbound /Outbound	ICMA	Bi-Weekly
State of DE-Health Insurance	Inbound /Outbound	State of DE	Bi-Weekly
Metlife/Dental	Inbound /Outbound	Metlife	Bi-Weekly
LID	Inbound /Outbound	UNUM	Bi-Weekly
Vision	Inbound /Outbound	VBA	Bi-Weekly
Flex spending	Inbound /Outbound	ASI	Bi-Weekly
United Way	Inbound /Outbound	United Way	Bi-Weekly
Union Dues	Inbound /Outbound	IUE, IBEW, FOP	Bi-Weekly

## Health and welfare

Currently, the City offers group health insurance to full-time and eligible part-time employees. The City pays 100% of employee health care and 75% of dependent premiums. If hired on or before the 15th of the month, coverage is effective on the 1st of the following month. If hired after the 15th of the month, coverage is effective on the 1st of the month after 1 month of employment. Employees contribute a fixed amount per period towards dependent health care and dental & vision premiums which are processed through payroll deductions.

Plan Options	Number of Plans	Fully Insured or Self-funded	Plan Vendors/Administrators
<b>Medical</b>			
• PPO	2	State of DE – Self-funded	First State Basic & Blue Cross/Blue Shield Comprehensive PPO
• HMO	2	State of DE-Self Funded	Blue Cross/Blue Shield & Aetna
<b>Dental Value Plan</b>	1	Available to new hires	First time enrollment can only select Value plan, after one year, can transfer to Premier Plan.
Employee & Dependent Care		Employee Paid	MetLife
<b>Dental Premier Plan</b>	1	Available after 1 year in Value plan	MetLife
Employee & Dependent Care		Employee Paid	MetLife
<b>Vision</b>	Full time Employee	City of Dover	Vision Benefits of America
• Dependent Care	Available - Voluntary	Employee Paid	Vision Benefits of America
<b>Flexible Spending Accounts</b>			
• Dependent Care	Available - Voluntary	Employee Paid	ASI
• Health Care	Available - Voluntary	Employee Paid	ASI
<b>Life Insurance</b>			
• Basic part of (LID)	Available - Voluntary	Full Time Shared 50% Employee /City; Part Time 25%-75% Employee/City Shared	UNUM
• Supplemental	Available - Voluntary	Employee Paid	AIG American General

Plan Options	Number of Plans	Fully Insured or Self-funded	Plan Vendors/Administrators
• Spouse	Available - Voluntary	Employee Paid	AIG American General
• Dependent	Available - Voluntary	Employee Paid	AIG American General
<b>Short Term Disability</b>			
• Basic part of LID	Available - Voluntary	Full Time Shared 50% Employee /City; Part Time 25%-75% Employee/City Shared	UNUM
<b>Long Term Disability</b>			
• Basic	Only for non-bargaining employees	City of Dover	UNUM
<b>Accidental Death &amp; Dismemberment</b>			
• Basic part of LID	Available - Voluntary	Full Time Shared 50% Employee /City; Part Time 25%-75% Employee/City Shared	UNUM
Other (describe) City offers the purchase of US Savings Bonds through payroll deductions	Available - Voluntary	Employee Paid	Pittsburgh Federal Reserve
Educational Assistance Program	Available - Voluntary	City of Dover	City of Dover

Open Enrollment varies per coverage. Health Care open enrollment is effective each July.

## COBRA

Item	Volume/Description
Current COBRA vendor -Health managed by State of DE. Dental & Vision managed by the City	State of DE for Health & City of Dover Dental & Vision
Number of current COBRA continuants	18
Average number of monthly qualifying events	2-4
Number of annual qualifying events	40
Number of direct bill participants (e.g., requiring collection and disbursement of insurance premiums for LOA, retirees, and spouses of retirees)	City manages-Retired members of the State Police Pension Plan & 401 Plan (eligible for Health & dental insurance and Cobra Vision Benefits) and COBRA enrollees dental and vision benefits. The payroll Department manages the collection of the monthly employee premium for all of the above groups. Payments are received via check, direct debit from employee bank accounts. Some employees pay lump sums for varying time periods. Payments are also managed for employees on LOA Current # is 29

## Section III. Vendor Response Guidelines

### Proposal submission

The information furnished should be in response to this RFP, and answers should be provided to specific questions where asked.

Responses to the following sections supplied using the electronic copy of the RFP.

- Executive Summary
- Company Overview
- Solution Overview
- Implementation
- Pricing

Vendors are to submit four (4) hard copies of their proposal, printed on standard 8 ½ x 11 paper, as well as, an electronic copy, to the following City of Dover representative. Proposals must be received by (2:00 pm) on Monday, August 30, 2010.

Peter K Gregg, Contract and Procurement Manager  
City of Dover  
Central Services  
710 William Street  
Dover, DE 19904  
Phone: (302) 736-7795 Email: [pgregg@dover.de.us](mailto:pgregg@dover.de.us)

## **Section IV. Executive Summary**

Provide an overview of the proposed solution for the City of Dover, Delaware

## Section V. Company Overview

1. Provide the name, title, address, telephone number, fax number, and email address for the person submitting this proposal.
2. Briefly describe your organization by including the following:
  - Business background and history
  - Ownership structure
  - Subsidiary relationships
  - Alliance relationships
  - Number of years in business
  - Number of employees
3. Please describe any additional services (outside of Human Resources, Time & Attendance, Benefits, and Payroll) that you offer.
4. Do you subcontract any of your services? If you do engage in subcontracting, please describe in detail 1) the communication protocol that would exist between the you, the subcontractor, and the City of Dover, 2) the procedures to be followed should a problem arise, and 3) the manner in which you manage the relationships between all parties, and 4) the performance review process implemented for subcontractors.
5. Do you have any strategic partnerships? Please identify all relevant alliances and partnerships.
6. What HIPAA regulatory assistance do you provide?
7. What are your financial controls and audit procedures?
8. What is the average size and length of service for your clients?
9. Summarize legal action taken against your company in the past three years, including number of suits, causes of action, and account of any monetary settlement or judgment.
10. Describe your security and privacy practices, including confidential information standards, to ensure that personally identifiable information is protected.
11. Provide a sample contract.
12. How long have you provided the service(s) included in the RFP?
13. Describe your major software release and revision process and schedules. What major enhancements to your system have you planned for the years 2011 & 2012?
14. Quality: Describe your quality control processes, ways in which your quality processes are being improved, how quality is measured, and how client satisfaction is measured.
15. Do you provide consulting services? Do the consultants work for you or for a third party?

16. What steps does your company take to keep the system current with industry and governmental regulations? Are there any additional costs for the City of Dover that are associated with regulatory driven software updates as a result of legislative changes?
17. Please provide a list of references for States and municipalities that your company has under current contract to provide human resources, time & attendance, and payroll services.

# Section VI. Solution Overview

## Payroll services

### Functional requirements

The purpose of the functional requirements section is to describe and review the overall capabilities of the services and software applications being bid. We will evaluate your responses to function-specific and technical questions, which the City of Dover considers to be critical requirements.

The functional requirement column states the desired feature of the software.

The vendor should “X” the appropriate column:

- Standard feature (no modification required)
- Configurable with supplied software service (needs modification)
- Custom programming (needs modification)

Vendor capabilities (Check ONE Column )				
Functional requirement	Standard feature	Configurable with supplied software service	Custom programming	Exceptions/clarification
<b>1. Human resources administration</b>				
<b>1.1 Employee recordkeeping</b>				
Maintain multiple addresses for each employee				
Ability to track multiple transactions for the same employee on the same day				
Standard report that shows all employee changes made within a pay period including benefits administration				
Track employee grievances				
Track employee disciplinary actions				
<b>Collect and maintain employee compensation &amp; benefit data:</b>				
Base rate and change history				
Multiple change reasons for reporting with a single effective date				
<b>Collect and maintain employee organizational data:</b>				
Company				
Worked-in location				
Reports-to location				
Reports-to supervisor				
Department				
Job title				
Job code				
Business unit				
Track turnover data (i.e., voluntary or involuntary)				
Track termination data				

<b>Vendor capabilities (Check ONE Column )</b>				
<b>Functional requirement</b>	<b>Standard feature</b>	<b>Configurable with supplied software service</b>	<b>Custom programming</b>	<b>Exceptions/clarification</b>
<b>Collect and maintain employee status data:</b>				
Active				
Terminated				
Deceased				
Leave of absence				
<b>Collect and maintain employee classification data:</b>				
Full-time regular (salaried, nonexempt, and hourly)				
Part-time regular (salaried, nonexempt, and hourly)				
Temporary				
Collect and maintain effective dates of employment, and maintain service interruption history for determination of adjusted service, etc.				
Provide effective dating for all payroll and benefit transactions				
Provide ability to record and manage general comments				
Support multiple pay rates (per employee) in a pay period				
<b>Salary changes:</b>				
Add/update salaries/ ranges in batch mode and individual mode				
Provide mass change capability				
Provide retroactive change capability				
Maintain job evaluation information for each employee by job class/level/grade/groups				
<b>1.2 Labor relations</b>				
Track union membership				
Maintain union vacation eligibility				
Track contracts, unions, and bargaining units				
Provide automatic step progression based upon number of days in a job				
Generate union reports				
Track employer-paid benefits for union members				
<b>Maintain data for EEO reporting:</b>				
Race				
Gender				
Age				
<b>Maintain information on applicant qualifications:</b>				
Education				
Work experience				
Skills				
Schedule applicant events				

<b>Vendor capabilities (Check ONE Column )</b>				
<b>Functional requirement</b>	<b>Standard feature</b>	<b>Configurable with supplied software service</b>	<b>Custom programming</b>	<b>Exceptions/clarification</b>
Automatically generate notices, letters, forms to applicants				
Maintain applicant interview data				
<b>Maintain offer acceptance data and employment results:</b>				
Hires				
Open requisitions				
Referral fees				
Recruitment sources and costs				
• Number of days to fill position				
• Number of applicants vs. number interviewed				
Maintain job posting information				
Electronically transfer applicant data to new hire record				
<b>1.4 Position control</b>				
Define and maintain data for authorized/actual/budgeted positions				
<b>Report budgeting data by position:</b>				
Salary				
Job classification				
Position classification/status				
Organizational membership				
Labor distribution account				
Record changes to positions with history				
<b>1.5 Performance appraisals</b>				
<b>Maintain promotion and demotion data:</b>				
Effective date				
Amount of pay change (\$ and %)				
Reason for promotion/demotion				
<b>Maintain information pertaining to an employee's performance:</b>				
Review type				
Appraisal date				
Name of manager completing appraisal				
Performance level/score/rating				
Maintain performance appraisal history				
<b>1.6 Salary planning</b>				
<b>Maintain information for:</b>				
Identify bonus-eligible, additional pay, allowances and incentive pay				
<b>Store total payout amount:</b>				
History				
Bonus				

Incentives				
<b>Vendor capabilities</b> (Check ONE Column )				
<b>Functional requirement</b>	<b>Standard feature</b>	<b>Configurable with supplied software service</b>	<b>Custom programming</b>	<b>Exceptions/clarification</b>
Longevity (for remaining employees)				
Referrals				
Store special recognition awards				
Store individual compensation & benefits information				
<b>Calculate equivalent pay rates in multiple forms:</b>				
Hourly				
Annual				
Pay period				
<b>Salary changes:</b>				
Provide future dated salary changes				
Provide ability to record multiple reasons for rate change				
Provide mass change & retroactive capability				
Project and analyze salary information with report writing tools				
Maintain job evaluation information for each employee by job class/level/grade/groups				
Link jobs to multiple classifications across the organization				
Calculate and record comp-ratio				
Calculate salary changes based on employee's performance appraisal and comp-ratio (recommended guideline increase)				
Maintain user-defined merit matrix				
Support compensation modeling and planning				
<b>1.7 Compliance reporting</b>				
Maintain employee information relating to EEO, Affirmative Action				
Maintain employee injury information				
Track health and safety information				
Provide both detailed and summary reports of health and safety information				
Track OSHA related incidents				
Track OSHA required medical certifications				
Produce required OSHA regulatory compliance reports				
Maintain the organization's current year's affirmative action goals				
<b>1.8 Training &amp; education</b>				
Maintain history of certifications, licenses, and degrees				

Maintain employee job and geographic preferences				
Maintain employee career planning data				
<b>Vendor capabilities (Check ONE Column )</b>				
<b>Functional requirement</b>	<b>Standard feature</b>	<b>Configurable with supplied software service</b>	<b>Custom programming</b>	<b>Exceptions/clarification</b>
<b>Maintain employee external course history:</b>				
Maintain historical data				
Ability to enter tuition rates & calculate reimbursement amounts				
Policy (FAQs)				
Maintain record of in-house training course				
Retain tuition reimbursement history				
<b>1.9 Skills inventory</b>				
Maintain skills inventory lists				
Report on employee population based on specific skill levels and proficiencies				
<b>1.10 Paid time off tracking</b>				
Ability to track paid time off according to company policies				
Ability to print various PTO hours on pay stubs-Vacation, Sick, Comp & Personal Time				
Ability to differentiate PTO tracking options based on different employee groupings				
Provide online report to review employees with negative balances during pay cycle. Provide safeguards so employees are not able to use more PTO than earned.				
Provide reporting of eligible PTO balances				
Support online calculations of leave accrual rules				
System records the following by employee:				
Leave allowed				
Leave taken				
<b>2 Payroll administration</b>				
<b>2.1 Pay processing</b>				
Ability to concurrently process payrolls for the City's 3 different unions and non bargaining unit automating the union contract pay & accrual policies.				
Ability to batch hours/earnings for processing to make balancing easy				
Accumulate hours & earnings for reporting on checks and direct deposit advices				
Accumulate hours & earnings for reporting purposes, Current, MTD, QTD, Fiscal YTD and Calendar YTD				

Ablity to handle fiscal year accumulations of hours, earnings, deductions, etc.				
<b>Vendor capabilities</b> (Check ONE Column )				
<b>Functional requirement</b>	<b>Standard feature</b>	<b>Configurable with supplied software service</b>	<b>Custom programming</b>	<b>Exceptions/clarification</b>
Ability to split payroll GL posting by percentages for fiscal year closing.				
Ability to enter standard work hours, interface actual hours worked or default work schedules.				
Ability to automatically calculate and pay 2 shift premium amounts which differ between the 3 unions.				
Accumulate specific earnings for 457, 401a), and Defined Benefit Plan calculations; Calculate Pre-Retirement and Catch-up contributions. Stop at IRS defined annual limits.				
Calculate imputed income for group term life insurance or other fringe benefits on a pay period and annual basis				
Ability to calculate the City of Dover employer contribution and 401(a) ER match formulas				
Ability to pay employees with a terminated status				
Ability to process adjustments and bonus runs				
Employees may be temporarily assigned to one or more account number in a given pay period.				
Ability to assign employees to more than one labor distribution code.				
Employees may be temporarily paid at a different rate other than their base rate in a pay period				
Support advanced earned income credit procedure				
Provide online net pay calculation with system-defined taxes or employee-defined tax overrides and deductions				
Provide online net-to-gross pay calculation (gross up) with system-defined taxes (federal, and state) or employee-defined tax overrides and deductions.				
Ability to report multiple categories of absences (i.e., vacation, sick, personal, paid time off, etc.)				

Ability to establish a client-defined processing calendar for supplemental or bonus processes				
<b>Vendor capabilities</b> (Check ONE Column )				
<b>Functional requirement</b>	<b>Standard feature</b>	<b>Configurable with supplied software service</b>	<b>Custom programming</b>	<b>Exceptions/clarification</b>
Ability to perform end of year corrections/adjustments as needed up to the time the W2s are generated in the new year				
Ability to run a payroll after the close of a quarter or year, even if future quarter/year payroll has been run				
Ability to provide a variety of scheduling options for deductions (deduction taken every payroll, first payroll of the month, first two payrolls of the month, etc.)				
Ability to provide a variety of hours only or memo codes				
Ability to preview/verify exact gross-to net payroll results before final processing				
Ability to view/print audit reports from payroll input				
Ability to generate exception reports based on pay data entered in the system especially employees without pay report.				
Support a complete reversal of a pay transaction				
<b>2.2 Deductions</b>				
Ability to temporarily override deduction amounts				
Temporarily inactivate deductions at the employee level one-time or on an ongoing basis				
Temporarily inactivate deductions at the company level to affect all employees				
Ability to enter start and end dates for deductions				
Ability to maintain deduction limits and goal balances				
Accommodate separate tax exempt controls for federal, state, and local taxes for various deductions (125 plans)				
Ability to accommodate pretax deductions that are not 125 qualified				
Support user-specified prioritization of deductions				

Allow future start to control deduction processing				
<b>Vendor capabilities</b> (Check ONE Column )				
<b>Functional requirement</b>	<b>Standard feature</b>	<b>Configurable with supplied software service</b>	<b>Custom programming</b>	<b>Exceptions/clarification</b>
Identify and process pre-tax and post-tax deductions (unlimited)				
Ability to summarize deductions for print on pay stub				
Provide detail deduction reports for all taxes and deductions				
Ability to support a large number of deduction codes				
Able to prioritize deductions to be taken in a specific order				
Explain what happens when an employee does not have enough net pay to cover his deductions for the pay period				
With arrearage tracking, ability to take a limited amount on a subsequent payroll that may not represent the full amount owed				
Ability to track and expense ER-paid taxes and deductions				
Ability to automatically end-date deductions (based upon predefined criteria such as end of the current month) upon termination				
<b>2.3 Earnings</b>				
Establish earnings transactions as either one-time or perpetual automatic payments with future-dated start/stop dates				
Capability to have earnings with different tax rates applied (i.e., standard withholding vs. supplemental rates)				
Capability to have earnings with no taxes recorded or only specific taxes applied				
Support weighted average overtime and premium categories – hours and earnings (i.e., straight time, time-and a-half, double time, etc.)				
Ability to exclude certain earnings from a percentage calculation (i.e., wages excluded for garnishment calculation, eligible union dues, etc.)				
Ability to record reimbursements on pay stub with no taxes withheld				

Ability to support an unlimited number of earnings codes				
<b>Vendor capabilities (Check ONE Column )</b>				
<b>Functional requirement</b>	<b>Standard feature</b>	<b>Configurable with supplied software service</b>	<b>Custom programming</b>	<b>Exceptions/clarification</b>
<b>2.4 Direct deposit and check processing</b>				
Allow for multiple ACH deposits (unlimited accounts per employee)				
Capability to direct deposit partial net pay with remainder issued as check				
Ability to create outgoing ACH file				
Ability to provide pay card as an option to employees without bank accounts				
Print number of federal and state marital status and tax exemptions on checks/advices				
Ability to print a company message on a check/advice				
Process system-generated manual checks on demand				
Ability to print all employee deductions on checks/advices				
Ability for employee to view or print their pay statements (check copies or direct deposit advices) online				
Ability for the employee to suppress printing of their direct deposit advices				
Ability to mask or eliminate printing of an employee's Social Security number on the pay statement				
Capability to temporarily turn off all direct deposit accounts except for remainder account				
<b>2.5 Tax processing</b>				
Support tax calculation in all 50 states, including Puerto Rico				
Maintain all current federal, state, and local tax changes and supplemental tax rates programmatically				
Allow different marital status for federal and state tax calculations				
Allow for fixed or additional amounts/percentages tax withholdings for federal, state, and local taxes				
Provide appropriate taxing for state reciprocity rules				
Provide effective dating of tax changes				

Provide online check calculation capabilities (i.e., “what-if” scenario modeling for salary and tax exemption changes)				
<b>Vendor capabilities</b> (Check ONE Column )				
<b>Functional requirement</b>	<b>Standard feature</b>	<b>Configurable with supplied software service</b>	<b>Custom programming</b>	<b>Exceptions/clarification</b>
Provide self-correcting FICA for both active and inactive employees (i.e., incorrectly calculated manual checks); describe how this works				
Ability to produce single or multiple checks/direct deposit advices with separate taxing per employee within the same pay period				
Ability for employees to download their electronic W2 directly into tax software used by individuals or tax preparers				
<b>2.6 Year-end processing</b>				
Provide all federal, state and local year-end files, paper copies as needed by state/local entities and paper copies of employee W2s				
Ability to report imputed income/taxable fringe benefits				
Ability to continue selected deductions from one year to next				
Ability to produce a year-end statement that includes federal and FICA taxable calculation				
Ability to reprint, recreate, or correct W2s, W2Cs, and W-3s				
Ability for employee to view or print their W2 online				
<b>2.7 Special processing</b>				
Ability to do manual checks, non-paid updates, voids, cancels, and reissues online				
Capability to temporarily turn off all direct deposit accounts except for full deposit account				
Process special, off-cycle checks and ACH transactions using normal taxing or supplemental taxing as defined when the off cycle check is created				
Ability for manual checks to programmatically recognize and stop deductions at annual earnings and deduction limits for 457, 401(a), etc.				

Track employee transfers between departments and locations.				
<b>Vendor capabilities</b> (Check ONE Column )				
<b>Functional requirement</b>	<b>Standard feature</b>	<b>Configurable with supplied software service</b>	<b>Custom programming</b>	<b>Exceptions/clarification</b>
<b>2.8 Garnishments, tax levies, child support (wage attachments)</b>				
Ability to record as percentage of gross or percentage of disposable or flat dollar amount				
Ability to electronically pay child support to multiple states.				
Ability to differentiate the type of wage attachment				
Ability to prioritize multiple garnishments based on court order and state law				
Capability to establish pay period and monthly deduction dollar limits ( these deductions should be automatically stopped for a defined pay period)				
Capability to record case number on employee record				
Ability to identify the wages that should be included in the percentage calculation				
Ability to provide employee balances paid to date and balance remaining				
Ability to retrieve employee payment history				
Provide all compliance for calculations of garnishments, tax levies, and child support				
Provide effective dating of transactions				
Ability to create payments for court authorities				
Ability to include addendum information on payment to court authorities (i.e., employee names, docket number, gross pay etc.)				
Ability to combine a flat rate deduction and percentage deduction				
Ability to process termination letters for child support and other garnishments				
<b>3. Self-service</b>				
<b>3.1 Employee self service</b>				
<b>Employees can view:</b>				
Previous checks/pay stubs				
Previous W2				

Statutory withholdings				
Deductions				
Net pay distribution (checks and direct deposit accounts)				
<b>Vendor capabilities</b> (Check ONE Column )				
<b>Functional requirement</b>	<b>Standard feature</b>	<b>Configurable with supplied software service</b>	<b>Custom programming</b>	<b>Exceptions/clarification</b>
Ability for employees to change withholdings, addresses, direct deposit using self-service capabilities				
Provide workflow capabilities so employee changes do not directly update the payroll database				
Payroll and self service updates are real time				
Ability for employees to view and/or change information about their internal resume				
Ability for employees to apply for internal positions online				
<b>3.2 Manager self service</b>				
<b>Managers can view:</b>				
Employee name				
Employee rate of pay				
Employee birthday/anniversary				
Department listings				
Employee-completed training				
Employee skills, knowledge, languages, licenses, etc.				
Manager can complete performance reviews				
Manager can model and complete increases and apply to overall budget				
Manager can transfer employees to other departments				
Manager can transfer employees to other managers				
Manager can initiate a proxy to others for approvals				
Manager can initiate employee status changes				
Manager can enroll employees in training				
Manager can update employee skills, knowledge, languages, licenses, etc.				
<b>3.3 Self-service tools</b>				
Ability for HR/payroll practitioners to review process after employees or managers make changes				
Flexible workflow to change approval path based upon specified criteria (i.e., type of change or department)				
Workflow can be easily modified				

Ability to configure screen content and edit capabilities				
<b>Vendor capabilities</b> (Check ONE Column )				
<b>Functional requirement</b>	<b>Standard feature</b>	<b>Configurable with supplied software service</b>	<b>Custom programming</b>	<b>Exceptions/clarification</b>
Ability for configurations to be automatically preserved without additional charges during upgrade process				
Ability for employees and managers to obtain forms, procedures, and FAQs				
Audit trail visibility of all employee/manager changes through self service				
<b>4. General requirements</b>				
<b>4.1 System tools/reporting/interfaces</b>				
Ability to create user-defined data elements				
Ability to change field names, move fields, and require additional fields				
Able to report on point-in-time data for an employee or group of employees				
Able to report on every field in the database through ad-hoc reporting tools				
Support uploading and downloading of data to personal computer systems such as spreadsheets, statistical programs, and graphics packages for further analysis				
Provide online bulletin board for vendor news and problem reporting				
Ability to generate ad-hoc reports through report writer				
Ability to perform mathematical functions in report writing tool.				
Ability to access system online while performing batch reporting function				
Ability to access software from remote sites				
Mass change capability				
Mass Retroactive change capability				
Ability to view online when changes are made and by whom				
Ability to manage long character comment fields at the employee level				
Ability to correct historical data				
Provide online real-time update of all data				
Provide real-time access to payroll reports				
Enforce security permissions to users generating reports				
Ability to run reports containing data from both Human Resources & Payroll				
Ability to report on labor distribution information				

Print to screen or print preview for viewing reports prior to printing				
<b>Vendor capabilities</b> (Check ONE Column )				
<b>Functional requirement</b>	<b>Standard feature</b>	<b>Configurable with supplied software service</b>	<b>Custom programming</b>	<b>Exceptions/clarification</b>
Ability to save reports in multiple formats				
Ability to pull reports at corporate as well as remote locations while enforcing security permissions				
Provide an interface to our general ledger, GMBA via H.T.E SunGard Public Sector				
<b>4.2 Application security</b>				
Allow security definition by function, screen and organization level, both online and in batch				
Ability to build department level security				
Differentiate between inquiry and update capability				
Password protection, including expiration parameters				
User profiles based on permission levels				
Profile management that also limits report generation, viewing & printing				
History retention of who made changes and when				
Ability to produce reports based on security permissions the user has access to				
<b>5. Accounting</b>				
Ability to produce a gross-to-net payroll register for a specific employee for a given period of time				
Ability to provide a report that details Paid Hours off liability including vacation & sick to post to GL				
Ability to support unlimited chart of account field length				
Ability of client to alter chart of account structure as it relates to the G/L output file.				
Ability to generate monthly accruals				
Ability to generate PTO liability reporting				
Ability to generate non-pay items to general ledger				
Ability to run reports that detail what charges occurred in a given account for a given timeframe				
Ability to run reports that detail where an individual employee's charges were posted in the GL				
Ability to format file to meet specifications of GMBA, H.T.E SunGard				

## **Section VII. Vendor Specific Questions**

### **Payroll processing**

1. What is the standard turn-around time for processing payroll?
2. Describe your quality review procedures? Describe your auditing procedures?
3. What scheduling requirements must be met to adhere to the payroll schedule?
4. How is the payroll distributed (i.e. to each department or to payroll office)?
5. In what format is the payroll data distributed (i.e., electronically, hard copy, CD)?
6. How do you handle inquiries, discrepancies, and resolution for federal, state, and local tax inquiries?
7. Are inquiries handled through direct contact with the applicable department or representative from your company?
8. Describe the support model (i.e., can customers contact one person for all support needs or is there one place for check distribution and another for tax questions?).
9. Provide a sample pay stub.
10. What is the lead time required for a new employee to be processed and setup in the system?
11. What is the lead time required for a new deduction, earning, or benefit plan to be established?
12. What check fraud protection is available?
13. Explain the tax reconciliation process used for each payroll, quarterly and annually.

### **Human Resources Information Management**

1. Does the system track safety and workers compensation information?
2. Will the system track performance evaluations?
3. Describe how you track employees who work in multiple jobs?
4. Does the payroll system integrate with benefits? Will it update the deductions automatically when a benefit change is made?
5. Do you offer online benefit enrollment?
6. Can benefit cost changes be future dated for a future year within the current year?
7. Do employee benefit statements include the company costs of benefits including leave time?

8. Does the system calculate arrears on their benefits while on disability?
9. Will benefit election changes update payroll deductions?
10. Are new hourly rates automatically calculated when salary increases are made?
11. Does the system provide an on-line view of the employee's total compensation package, including additional vacation granted?
12. Can the system store scanned documents or picture images into a system hosted at the City?
13. Describe how your system supports workflow and electronic approval?
14. How many years of pay history can the employee readily access?
15. Does the system have the ability to produce headcount reports using a user-defined FTE formula.
16. In applicant tracking/recruiting can your system automatically produce the letters required?
17. Does the reporting tool have charting capabilities?
18. Are standard reports available for EEO and OSHA requirements?

## **Interfaces**

1. Do you provide an interface for the City's general ledger's financial system, GMBA, H.T.E SunGard Public Sector?
2. Describe your general ledger interface offering in terms of ease of use and on-going maintenance.
3. What responsibility does the City have as a client for interfaces, if any, between your proposed modules and or services?
4. What responsibility does the City have as client for the design, development, maintenance and transmission of third party service provider interfaces?
5. Do you support secure methods of data transmission to third party service providers? If yes, which secure file transmission protocols do you support?
6. Does your solution include data extraction and or data export capabilities? If yes, what standard file formats does your export and or data extraction tools support (please list)? Can data extractions and or data exports be scheduled?

## **Self service**

1. Does your package include employee and/or manager self-service modules? Please describe.

2. Are the self-service modules tightly integrated with your Human Resource, Time & Attendance, Payroll offering, or are they interfaced using batch processes?
3. What fields can employees change/update? Can fields be changed/updated without the need for expensive customizations?
4. What fields can managers change/update? Can fields be updated without the need for expensive customizations?
5. Does your self-service product offer real-time integration with the HR/payroll application?
6. Can users view pay stubs and W-2's within the system?
7. Do employees have access to the self service application remotely?
8. Does the system allow employees to go through open enrollment online?
9. Can company forms be placed online for easy access to employees?
10. Can employees check the amount of available vacation and leave time?
11. Describe the approval/review process after employees and managers make updates.
12. Describe what auditing capabilities are included for self-service transactions.
13. What training is available at the employee level for using self-service? Include all delivery formats.

### **Support services**

1. Where will this account be serviced? Please provide a description of the service team. Does each client have a dedicated service representative?
2. What are your current capabilities to provide information/services via the Internet/web?
3. If a website is available, describe how employee information/privacy is protected.
4. Explain your levels of service and the charges for each service.
5. How many clients will our customer service representative support? What is the client service representative to client ratio?
6. What are the average years of retention of your clients?
7. Describe the training program(s) available for new clients and the phone support available.
8. Describe the hierarchy of your support center.
9. Is there a local or national organized support group? If yes, provide an overview of the support groups.

10. Explain provisions available for problem escalation to vendor's management personnel.
11. Will you provide on-site support and meetings with management for major problems? Define any extra costs associated with this process.
12. If any of the functional solutions you proposed are achieved through third-party vendors, how do you propose the City will deal with your company to resolve issues?
13. What percentage of services provided to the City will be outsourced to a third party?
14. What type of certifications do your client support personnel maintain?
15. How do you prioritize client support requests?
16. What are your client support request response times?
17. What are your support service hours of operation? Are support services available for after hour requests?
18. What parts of your solution require City in-house technical support?
19. What are the required City in-house technical skills for supporting the application?
20. Describe the procedures for reporting and correcting problems that have been identified with the software. Include an explanation of the City's and vendor's responsibilities and any associated costs.

**Time and labor management (T&A software)**

1. List the different Time clock and Time keeping options available with your solution. Is your time clock compatible with RF chip security
2. Describe any portion of the product that is proprietary in nature (both hardware and/or software) that may narrow the City's option to change its computing environment in the future?
3. Can employees perform self service time reporting in an easy to use method? Is it available on line via a Browser?
4. Does the supervisor have the ability to reject and return an incorrect timesheet to the employee?
5. Can employee schedules be defaulted? Is the system able to provide 24X7 shift schedule planning?
6. Describe the approval workflow process within your application?
7. Does the application allow for multiple methods for calculation of overtime and double-time (i.e premium time) based on employee type or group
8. Does the system handle comp-time/flex time?
9. How are terminations handled? Can the system handle payouts of unused vacation and sick time based on parameters? Can it handle transfers to other departments and unions?

10. How does your system handle workflow between the employee and manager for time off requests?
11. Does the application have the capability to automatically remind users to sign and or approve their electronic timecards?
12. Describe the process for modifying/correcting time entries from past periods.
13. Explain your time off tracking capabilities.
14. How does your system handle labor distribution? Can you system split labor distribution for employees who work in more than one cost center?
15. Explain your and labor pay policies? Can your system handle four unique sets of pay policies?
16. Can your system identify pensionable and non-pensionable wages and perform necessary calculations accurately? Can the system breakout pensionable and non-pensionable wages by group/union?
17. Can your system calculate the taxable and non-taxable portions of workers compensation wages? Can you system track the number of days an employee is receiving workers compensation? The City is self-funds workers compensation.
18. Can your system automatically schedule payments not based on hours such as clothing/shoe allowances or monthly payments?
19. What will be your responsibility toward project integration?
20. What is the maximum number of shifts that can be defined on your T&A software?
21. Describe the archiving procedure for the time clocks.
22. Can inactive employees be archived? What functions can be performed with archived data (screens and reports)? What functionality does the system have for restored archived data?
23. What is the “fail-safe” backup your system uses in the event of a power failure?
24. Describe the procedure for restoring employee and scheduling data lost due to hardware failure.
25. Does the software have online help?
26. Define ongoing training available to clients and the capacity to conduct specialized training for client personnel.
27. What employee data elements are maintained on the Time & Attendance package?
28. Can time clock entries be edited? What type of security is in place to prohibit time clock corrections?

29. Describe the levels an employee can be established (i.e., department, class). What is the maximum number of values which can be stored in each level? For example, if department is a level of qualification, how many departments can be defined?
30. Describe scheduling functionality (vacation, holiday, work). Describe how many weeks of future scheduling are available.
31. How far in advance can holidays be defined and vacation be scheduled?
32. How far in advance can work schedules be established?
33. What are the available options for prohibiting employees from punching in ahead of shift start time?
34. How does your system handle wage increases during pay periods?
35. How does your system handle multiple union shift premiums (i.e., \$.60/hour or \$.75/hour of shift differential pay for working certain hours)?
36. Can you accurately calculate 24-hour dispatcher pay with overtime, vacation pay, holiday pay, sick days, jury duty, military duty, bereavement pay, or other pay adjustments?
37. Explain the process in which your system handles the implementation of overtime rules.
38. Explain available rules for determining if employees are eligible for holiday pay and holiday overtime pay.
39. Explain options for paying or not paying employees for clocking in before scheduled shift?
40. Does the system store the actual time logged in or clocked in or does it round the time to the start of the scheduled shift?
41. What operating system platform(s) does your software run under?
42. What is the minimum server hardware requirement for this system to run optimally?
43. How does the actual time interface from the time clocks or PC's to the time and attendance software? Does it happen in real time or is it a scheduled interface?
44. Can your system provide employee validation at the clock so only the actual employee can clock in for a shift?
45. Can you provide clock functionality that would provide the employee with vacation time remaining, hours worked, sick days left, etc?
46. Explain options for using the system to collect and analyze labor data according to a wide range of criteria that includes employee, task, department, project, and occupational function, etc.
47. Describe the various data collection options available for use with your system. Explain the biometric data collection options available for use with your system.

## **Banking**

1. What are your preferred banking and funding arrangements? Whose check stock will be used for payroll checks?
2. Does your organization provide debit cards as an option for employees without checking accounts?
3. Describe your account reconciliation process.

## **Compliance**

1. Please describe your disaster recovery procedures.
2. What security features have you implemented to ensure the privacy of our employee's personal information?
3. Are you able to provide a SAS 70 II Audit report?

## **Reporting**

1. Provide a description of all standard management and statistical reports and the production frequency of each report. Does the system provide the ability to schedule standard reports?
2. Are any optional reports available? Do you have the ability to produce custom reports?
3. Are there import and export capabilities with Microsoft Office 2007 Applications?

## **Leave administration**

1. Does your system have the ability to track FMLA?
2. Describe a typical process for handling a leave request.
3. Does your system have the ability to automatically produce the required letters and documents needed for each FMLA case?
4. Can you determine eligibility for multiple leave policies?
5. Will the employee be notified when their medical certification is over-due or incomplete? If so, how are they notified?
6. Does your service determine whether an employee's request for leave is an FMLA qualifying event?
7. Please describe the Approval/Denial process.
8. Can intermittent leave be tracked in segments, such as hours and minutes?
9. How is the tracking of leave time taken and due and calculation of balances performed? Please describe.

## Section VIII. Hardware/Software and Technology

1. List all desktop operating systems that are certified for use with the system.
2. List any recommended third party desktop software that is used with the system.
3. Describe your desktop hardware requirements (CPU, RAM, Disk, etc.).
4. Describe the system and application architecture. Please include all high availability architecture attributes. Can the administrative user control security or is it reliant on the vendor?
5. Describe the backup procedures used for the system.
6. Describe performance monitoring processes and methods used to ensure system availability.
7. Describe the connectivity requirements for the system.
8. Describe the procedures for reporting and correcting problems that have been identified with the software. Include an explanation of the City's and vendor's responsibilities and any associated costs.
9. How do you notify users about upcoming maintenance releases and or upgrades? Are the new features and functionality of each revision described in the documentation or only the fact that a change is being made?
10. What is the average major version software release life cycle?
11. What are the requirements for self-service Web access (if available)?
12. Do you encrypt data in transit to ensure confidentiality? If so, what types of encryption methods are used?
13. Do you support secure email? If so, what types of secure email do you support and what encryption methods are used?
14. Is the proposed application architecture scalable?
15. What additional security measures are in place to protect your infrastructure and the City's employee information and data?
16. How often are software maintenance releases issued?
17. Is the City or the vendor responsible for applying maintenance releases or upgrades? What are the City's responsibilities when a maintenance release or upgrade is applied?
18. Do you charge separate software maintenance fees for software maintenance updates or upgrades?

## **Section IX. Disaster Recovery/Business Continuation Plan**

1. Does your company have a disaster recovery/business continuity program in place? If so, please describe this plan in detail.
2. How often are your plans reviewed?
3. How often are your plans actually tested?
4. Are clients allowed to participate in the disaster recovery/business continuity testing process?
5. Does your company provide disaster recovery/business continuity plans for the City's review?

## **Section X. Implementation**

1. Does your company have an established implementation methodology? If so, please describe.
2. Is your implementation methodology consistent across all lines of business and regions?
3. Do you have national user groups for implementation best practices?
4. What is the involvement of your program/project managers in the Sales cycle? What is the extent of the Sales team involvement in the implementation process?
5. Provide a detailed implementation project schedule including the obligations to be fulfilled by the City.
6. What are the risks of implementing the proposed solution and what are your strategies for minimizing these risks?
7. What, in your opinion, are the most critical factors that will determine the success of this implementation?
8. Describe your implementation team and indicate the percentage of time that will be spent on site at the City of Dover?
9. What City resources will you need for implementation? Provide the average number of human resources required during the installation of the system in order to get it fully operational (percent of time required by project manager, functional managers, etc.).
10. How do you ensure a smooth handoff and transition between the implementation team and ongoing administration team?
11. How does your implementation team interface with current vendors for data transfer?
12. Describe your organization's approach to data conversion during the implementation.
13. Describe various implementation options available and associated methodologies and standard timeframes.

## **Section XI. Pricing**

Submit two bid summary listings:

- Total cost of acquiring, installing, and supporting the comprehensive proposed solution including Human Resources, Payroll and Time & Attendance, Retiree Payments and Administration for the start-up period beginning 01/01/2011 and for a three-year contract period (Calendar Years 2011, 2012 and 2013).
- Spike out the total costs including the above for only Payroll and Time & Attendance. Also, provide separate pricing for retiree payments and administration. The pricing summary should identify both one-time and recurring costs.

Vendors should state in writing that all furnished information, including prices, would remain valid and applicable 90 days from the date their proposal is received by the City.