



City of Billings

# **Request for Proposals**

**For**

## **CITY OF BILLINGS TIME AND ATTENDANCE SYSTEM**

**Request for Proposals**  
**Table of Contents**

**SECTION 1: GENERAL INFORMATION**

**SECTION 2: INFORMATION FOR PROPOSERS**

**SECTION 3: SCOPE OF WORK**

**SECTION 4: PROPOSAL AND SUBMISSION REQUIREMENTS**

**SECTION 5: EVALUATION CRITERIA AND SELECTION PROCESS**

**SECTION 6: CONTRACT NEGOTIATION PROCESS**

**REQUEST FOR PROPOSALS**  
**For Time and Attendance System for the City of Billings**

---

**SECTION 1 – GENERAL INFORMATION**

**1.1 Purpose**

The City of Billings (“the City”) issues this Request for Proposal (RFP) for an electronic Time and Attendance System. The purpose of this request is for a time clock and attendance solution with a functional web-based application and equipment offering flexible methods of recording and tracking time and attendance that is available 24/7/365 and integrates seamlessly with the City’s Harris Innoprise payroll module. The solution should include purchase, installation, training, and maintenance of a hosted Time and Attendance System.

**1.2 General Submission Information**

The City intends to award a single contract for services. The proposal should address the Proposer’s capabilities for performing all aspects of the project development process while presenting specific project information and substantiating the Proposer’s methodologies and approach for completing the work requested.

**1.3 Questions**

Questions regarding this proposal shall be submitted to the attention of:

Amanda Skewis  
Project and Communications Coordinator  
Public Works Department  
2251 Belknap Avenue  
Billings, MT 59101  
406-657-8320  
skewisa@billingsmt.gov

**1.4 Preparation Costs**

The City shall not be responsible for proposal preparation costs, nor for costs, including attorney fees associated with any (administrative, judicial or otherwise) challenge to the determination of the highest-ranked Proposer and/or award of contract and/or rejection of proposal. By submitting a proposal, each Proposer agrees to be bound in this respect and waives all claims to such costs and fees.

**SECTION 2 – INFORMATION FOR PROPOSERS**

## **2.1 Examination of Proposals**

Proposers should carefully examine the entire RFP, any addenda thereto, and all related materials and data referenced in the RFP. Proposers should become fully aware of the nature of the Work and the conditions likely to be encountered in performing the Work.

## **2.2 Proposal Acceptance Period**

Award of this proposal is anticipated to be announced within **forty-five (45) calendar days**, although all offers must be completed and irrevocable for **ninety (90) calendar days** following the submission date.

## **2.3 Confidentiality**

The content of all proposals will be kept confidential until the selection of the Vendor is publicly announced. At that time, the selected proposal is open for review. After the award of the Contract, all proposals will then become public information.

## **2.4 Proposal Format**

Proposals are to be prepared in such a way as to provide a straightforward, concise delineation of the Proposer's capabilities to satisfy the requirements of this RFP.

## **2.5 Signature Requirements**

All proposals must be signed. An officer or other agent of a corporate vendor, if authorized to sign Contracts on its behalf; a member of a partnership; the owner of a privately owned vendor; or other agent if properly authorized by a Power of Attorney or equivalent document may sign a proposal. The name and title of the individual(s) signing the proposal must be clearly shown immediately below the signature.

## **2.6 Proposal Submission**

Three (3) copies of the proposal and one (1) PDF version on a thumb drive must be received by the City prior to **5:00 PM on Friday, September 27, 2019** and plainly marked "Time and Attendance." Proposals shall be delivered or mailed to:

City of Billings Public Works Department  
Attention: Amanda Skewis  
2251 Belknap Avenue  
Billings, MT 59101

## **2.7 Insurance Requirements**

The proposer certifies that it/they can comply with the City of Billings insurance requirements of Commercial General Liability and Automobile Insurance each in the

minimum amounts of \$750,000 per claim and \$1,500,000 per occurrence, with the City being named as an additional insured.

## **2.8 News Releases**

News releases pertaining to the award resulting from the RFPs shall not be made without prior written approval of the City.

## **2.9 Disposition of Proposals**

All materials submitted in response to this RFP become public records under Article II, Section 9 of the Montana Constitution and §§ 2-6-102 and 7-1-4144, MCA and may be distributed by written request pursuant to Montana's Constitutional Right to Know or Public Records Acts.

Information provided in response to this RFP will be held in confidence and will not be revealed or discussed with competitors prior to award of Contract by Council. However, one copy of each proposal submitted shall be retained for the official files of the City and will become public record after award of the Contract. Fee or Price schedules submitted, but not reviewed by the City, do not become a public record and shall only be retained for official files.

Records and materials that are constitutionally protected from disclosure are not subject to the provisions of this section.

The Vendor understands that, if selected, the City reserves the right to provide its opinion publicly and privately regarding the Vendor's performance.

## **2.10 Modification/Withdrawal of Proposals**

A respondent may withdraw a proposal at any time prior to the final submission date by sending written notification of its withdrawal, signed by an agent authorized to represent the agency. The respondent may thereafter submit a new or modified proposal prior to the final submission date. Modifications offered in any other manner, oral or written, will not be considered. A final proposal cannot be changed or withdrawn after the time designated for receipt, except for modifications requested by the City after the date of receipt and following oral presentations.

## **2.11 Oral Change/Interpretation**

No oral change or interpretation of any provision contained in this RFP is valid whether issued at a pre-proposal conference or otherwise. Written addenda will be issued when changes, clarifications, or amendments to proposal documents are deemed necessary by the City.

## **2.12 Late Submissions**

PROPOSALS NOT POSTMARKED BY THE DATE AND TIME SPECIFIED IN THE COVER LETTER WILL NOT BE CONSIDERED AND WILL BE RETURNED UNOPENED AFTER RECOMMENDATION OF AWARD.

### **2.13 Rejection of Proposals**

The City of Billings reserves the right to reject any or all proposals if determined to be in the best interest of the City.

## **SECTION 3 – SCOPE OF WORK**

### **Background**

The City of Billings currently uses Harris Innoprise for its payroll system. Time entry is currently accomplished through a combination of electronic entry in the Harris employee portal module and paper time tracking. The Public Works, Aviation and Transit, and Parks, Recreation and Public Lands Departments are seeking a combination of physical time clocks and desktop/mobile time entry solutions that will integrate with the Harris payroll module and could be expanded to other City Departments in the future. The City of Billings employs about 930 full-time employees and at certain times of the year approximately 340 seasonal employees. The Public Works, Aviation and Transit, and Parks, Recreation and Public Lands Departments employ about 400 full-time employees and 235 seasonal employees in fourteen (14) physical locations.

### **Project Scope**

The scope of services shall include the implementation of the selected solution with the functionality requirements listed below. The solution shall be fully integrated, installed, implemented, tested and users trained to the satisfaction of the City. It is intended that this RFP shall be for services for the City of Billings Public Works, Aviation and Transit, and Parks Recreation and Public Lands Departments, with the potential for other departments, and possibly all City departments, adopting some or all of the solution at a later date.

### **3.1 Type of Services**

The type of services required by this RFP may include, but are not necessarily be limited to the following:

#### **3.1.1 General System Requirements**

- 3.1.1.1** Proposer should propose a cloud-based (SaaS) solution housed and secured within the United States.
- 3.1.1.2** The City owns the data put into the system. In the event that the City decides to pursue another provider at a later date, the solution will provide all City

employee information, schedules, punch data, payroll, human resource data, and all related items to the City free of charge in a useable format.

**3.1.1.3** Data collection methods should include web-based time entry and biometric devices. All devices must be capable of displaying accrued leave balances, supporting work schedules, and requests for time off.

**3.1.1.4** The City utilizes Harris Innoprise software for payroll processing. A bi-directional interface is necessary to facilitate the upload of time entry and retrieval of leave balance information.

**3.1.1.5** Software updates must be available as part of the Maintenance Contract, unless specifically noted otherwise.

### **3.1.2 Time Clock Requirements**

**3.1.2.1** Proposer should offer a physical time clock that employees punch in and out of.

- Time clocks may or may not be utilized depending on the work group.
- Time clocks are connected via network connection and in various buildings.

**3.1.2.2** Time clocks must be accessible by biometrics.

**3.1.2.3** Time clocks must forward punch information via network connection to the 'cloud' instantly or near-instantly.

**3.1.2.4** If there is a temporary loss of network connection, the clock must operate in a 'store and forward' format, where the information is stored on the clock until the network connection is restored; at which point the information is forwarded.

**3.1.2.5** Time clocks must have dual power configurations.

**3.1.2.6** System must allow authorized employees to roam punch (be able to punch in or out at more than one time clock location).

**3.1.2.7** System shall allow supervisors to view the location that the employee punches in and out.

**3.1.2.8** System shall enable selected employees to clock in via mobile device or other internet connection as determined by the supervisor.

**3.1.2.9** System should allow for tracking of on-call and stand-by time.

**3.1.2.10** Time clocks should provide ability for employee to choose whether to earn either overtime or compensatory time when working overtime within the Teamster Agreement and City's Human Resources policies.

**3.1.2.11** Employees must be able to view accrual balances and hours worked at the device.

### **3.1.3 Time Keeping/Time Entry Functional Requirements**

**3.1.3.1** The system must have the ability to track an unlimited number of absence types.

**3.1.3.2** The system must be capable of calculating the amount of time granted or accrued under each absence policy.

**3.1.3.3** The system must have the ability to coordinate usage of organization specific absence types with regulated leave types. For example, when sick time is taken that is also an FMLA event, eligibility for both is reduced per our policies.

- 3.1.3.4 The system should support unlimited different pay and attendance rules and policies to support each group using the same system.
- 3.1.3.5 The system should support configurable, automated overtime rules.
- 3.1.3.6 The system shall support unlimited different pay codes and usage accruals.
- 3.1.3.7 System should support unlimited shift schedule definition and assignment or no schedule assigned. Including the ability to accommodate irregular shift schedules with defined times such as 5:20 or 6:35.
- 3.1.3.8 The system should be able to calculate time reporting to the actual time or round to the nearest quarter hour as needed per our policies.
- 3.1.3.9 The system shall support multiple bi-weekly payroll period options, i.e. Monday thru Sunday, Friday through Saturday, etc.
- 3.1.3.10 The applications should provide real-time management notifications through workflow for approaching overtime and schedule deviations.
- 3.1.3.11 The applications should allow administrative overrides by authorized users.
- 3.1.3.12 The applications should accommodate flexible work schedules.
- 3.1.3.13 The application should allow download of data to spreadsheets in Microsoft Office Excel 2007 and later versions.
- 3.1.3.14 The application should have the ability to record time in/out for numerous employees in a short period of time; specifically, as many as 50 in 12 minutes at each shared time collection device.
- 3.1.3.15 The application should allow for time entry or recovery in the event of a system failure or the connection to the server is lost.
- 3.1.3.16 The application should allow authorized users to generate exception reports such as no time in/out, early in/out, late in/out, etc.
- 3.1.3.17 The application should provide report functions to detail all time information. Authorized users should be allowed to customize, generate and print reports
- 3.1.3.18 The application should accommodate shifts that span midnight, from one day to the next.
- 3.1.3.19 The application should automatically accommodate changes from standard time to daylight savings time and vice versa.
- 3.1.3.20 The application should track all transactions, including changes made in the system by authorized users, and provide a complete audit trail of all transactions.
- 3.1.3.21 The system must support multiple job/project codes and employees working in multiple divisions.
- 3.1.3.22 The application should allow employees and approvers to be able to enter comments.

#### **3.1.4 Integration and Data Transfer**

- 3.1.4.1 The system must integrate with Harris Innoprise payroll module.
- 3.1.4.2 Interfaces between time clocks and portal must be done in real-time or batch interfaces.
- 3.1.4.3 Must integrate with Microsoft Office products for reporting data output.

#### **3.1.5 Technical Requirements**



- 3.1.5.1** Software shall be compatible with, but not limited to, these browsers: Internet Explorer 11 or later versions, Google Chrome, and Mozilla Firefox. Microsoft Edge browser compatibility is desired.
- 3.1.5.2** SSL shall be required for all HTTP traffic between client interfaces and host web server(s).
- 3.1.5.3** The system must have robust levels of security for supervisors and employees.
- 3.1.5.4** Vendor shall guarantee hosted solution provide at least 99.9% uptime.
- 3.1.5.5** The system must have proper levels of data encryption for data that is considered Personally Identifiable Information (PII) and private to the employee and subject to the Health Insurance Portability and Accountability Act (HIPAA).
- 3.1.5.6** The system must maintain an audit trail that tracks data changed, hold original data, and user name of the person modifying or viewing an item.
- 3.1.5.7** System must have an end of period process to lock timesheets so that users cannot make changes while payroll processing is being performed. While end of period processing is occurring, the system must still be available for future periods.
- 3.1.5.8** If available, the proposer shall provide its most recent service organization control report (commonly referred to as SOC 1 or SOC 2 reports) or similar document that describes the effectiveness of the proposer's internal control environment as it relates to data security. The City will request and the vendor shall provide annual updates of these reports. The proposer shall include in the proposal their approach to data security.
- 3.1.5.9** Active Directory and LDAPS (Secured LDAP) is the preferred authentication protocol. The system shall be able to access multiple Active Directory domains and forests. Describe in detail the proposer's authentication protocol.

### **3.1.6 Reporting**

- 3.1.6.1** The system must produce the following reports using accurate, up-to-the-minute data:
  - Individual employee time sheet
  - Daily hours by time by employee/division/department
  - Biweekly hours by employee/division/department
  - Monthly hours by employee/division/department
  - Exception report by employee/division/department
  - Absentee report by employee/division/department
  - Punch detail
  - Vacation/Sick leave/Comp time reports reflecting usage history
  - Accruals and balances
  - Leave history for all leave types
  - Overtime tracking and monitoring
  - Employee schedules
  - History/archival reports
  - Punch edit history

### **3.1.7 Support and Service**

- 3.1.7.1 Proposer shall provide maintenance contracts for both hardware and software support.
- 3.1.7.2 Proposer should provide training for users of the system.

## **SECTION 4 – PROPOSAL AND SUBMISSION REQUIREMENTS**

To achieve a uniform review process and obtain the maximum degree of comparability, the proposals shall be organized in the manner specified below. Proposals should be typed on 8½ X 11 sheets of paper.

### **4.1 Title Page (1 Page)**

Show the RFP project being proposed on, the name of your firm, address, telephone number(s), name of contact person, and date.

### **4.2 Letter of Transmittal (Limited to 1 Page)**

- A. Identify the RFP project for which proposal has been prepared.
- B. Briefly state your firm’s understanding of the services to be performed and make a positive commitment to provide the services as specified.
- C. Provide the name(s) of the person(s) authorized to make representations for your firm, their titles, address, and telephone numbers.
- D. The letter of each proposal must be signed by a corporate officer or other individual who has the authority to bind the firm. The name and title of the individual(s) signing the proposal must be clearly shown immediately below the signature.

### **4.3 Table of Contents (1 Page)**

Clearly identify the materials by Section and Page Number.

### **4.4 Proposal Narrative**

#### **A. Proposer Background and Qualifications (0—15 Points)**

- 1. Detail the Vendor’s experience in the same or similar areas of expertise, stability, and its adaptability to providing the required services.
- 2. Provide at least three references for which your firm has provided the same or similar services. Include a point of contact, current telephone number, and a brief description of the services provided.
- 3. Identify your firm’s performance on similar projects, especially noting work for counties or cities, previous integrations with Harris Innoprise payroll module, and task work of this type. Provide a point of contact for all counties and cities work identified. A current telephone number should also be provided if applicable.

4. Identify key project staff, task leaders, and subconsultants, along with their availability, expected to provide services on behalf of the firm.
5. Provide information on size, resources, and business history of the firm.

**B. Project Methodology and Approach (0-20 Points)**

Provide detailed information on the firm’s methodology in meeting the scope of work requirements identified in Section 3. Describe overall approach to include special considerations, which may be envisioned in scoping, completing, and managing the project. Provide a project schedule and timeline including a description of the implementation process, training, and product support. Respond as to how you can meet this timeline and whether you have the resources to support this schedule.

**C. Product Features (0-25 Points)**

Provide a clear, concise narrative description of the proposed software application and each of its functions. Clearly describe the integration between proposed software and the City’s Harris Innoprise payroll module.

**D. Technical Architecture (0-20 Points)**

Provide application and hardware technical architecture details. Include specifications and pictures for proposed time clock hardware.

**E. Cost Proposal (0-20 Points)**

The City seeks to understand all costs associated with the implementation and ongoing maintenance of the proposed software during the implementation and during three (3) years of service. The City will evaluate proposals based on the “Total Cost to Implement (TCI)” and the “Total Cost to Operate (TCO)”. TCI will include all costs required for a successful implementation. The TCO will be calculated based on TCI plus three (3) years of annual fees.

Provide a cost for all software, hardware and services proposed including software licensing, hardware (both initial costs and costs for additional/replacement time clocks in the future), Harris payroll integration, training, annual support and maintenance and any options.

Initial adoption of solution and associated costs should be based on the following assumptions:

- 635 employees of which 420 will punch in via time clock, 85 will enter time in web interface software and 130 will enter time using mobile devices for system access.
- 19 time clocks

Proposer should list pricing for all optional modules separately.

## **SECTION 5 – EVALUATION CRITERIA AND SELECTION PROCESS**

### **5.1 Evaluation Criteria**

Submittals will be evaluated in accordance with the following criteria:

A.	Vendor Background and Qualifications	<b>0-15 Points</b>
B.	Project Methodology and Approach	<b>0-20 Points</b>
C.	Product Features	<b>0-25 Points</b>
D.	Technical Architecture	<b>0-20 Points</b>
E.	Cost Proposal	<b>0-20 Points</b>
	Maximum Score	<b>100 Points</b>

### **5.2 Qualitative Rating Factor**

Firms will be ranked using the following qualitative rating factors for each RFP criterion:

1.0	Outstanding
0.8	Excellent
0.6	Good
0.4	Fair
0.2	Poor
0.0	Unsatisfactory

The rating factor for each criterion category will be multiplied against the points available to determine the total points for that category.

A committee of individuals representing the City of Billings will perform evaluation of the proposals. The committee will rank the proposals as submitted.

The City of Billings reserves the right to award Contract(s) solely on the written proposal.

The City also reserves the right to request demonstrations with the highest-ranked vendors (short-list). The purpose of the demonstrations with the highest-ranking vendors is to allow expansion upon the written responses. If demonstrations are conducted, a maximum of three firms will be short-listed. A second score sheet will be used to score those Vendors' demonstrations.

The final selection will be based on the total of all evaluators' scores achieved on the second rating. The same categories and point range will be used during the second evaluation as for the first. The highest-ranked Proposer(s), after the second scoring, if performed, may be invited to enter into final negotiations with the City for the purposes of Contract Award.

## **SECTION 6 – CONTRACT NEGOTIATION PROCESS**

The highest-ranked Proposer(s) may be invited to enter into Contract negotiations with the City of Billings. If an agreement cannot be reached with the highest-ranked Proposer, the City shall notify the Proposer and terminate negotiations. The second highest Proposer may be contacted for negotiations. This process may continue until successful negotiations are achieved. However, the City reserves the right to terminate negotiations with any Proposer should it be in the City's best interest. The City of Billings reserves the right to reject any and all proposals submitted.