



**City of Alexandria, Louisiana
Request for Proposal (RFP)
Electronic Time & Attendance System**

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Request for Proposals (RFP)
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INTRODUCTION

The City of Alexandria (“the City”) issues this Request for Proposal (RFP) for an Electronic Time and Attendance System. The purpose of this request is to solicit a Workforce Management 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 to provide for automated time reporting for its approximate 900 employees who work varying shifts in over 20 buildings throughout the city.

BACKGROUND

The main goal of this project is to replace the current manual system in order to provide an accurate feed of time directly into the City’s payroll system allowing for accurate payroll calculations while eliminating the need for manual time entry that is labor-intensive and prone to human error.

Vendors responding to this RFP should propose all services and associated costs to deliver a fully-operational program to meet the needs of the City of Alexandria.

Scope of Work

GENERAL SYSTEM REQUIREMENTS

1. Time Entry – Data collection methods should include web-based time entry and biometric/keypad devices. All devices must be capable of displaying accrued leave balances, supporting work schedules, requests for time off and labor distribution.
2. Interface – The City of Alexandria utilizes the Ellucian Banner Finance/Human Resources software for payroll processing. A bi-directional interface is necessary to facilitate the upload of time entry and retrieval of leave balance information.
3. Software Updates – Software updates must be available as part the Maintenance Contract, unless specifically noted otherwise.

FUNCTIONAL REQUIREMENTS

The City employs approximately 900. The following functional requirements should be included in the application offered by the proposer:

- A. The system shall support multiple bi-weekly payroll period options, i.e. Monday thru Sunday, Saturday thru Friday, Thursday thru Wednesday, etc. An employee's payroll period may be determined by employee class and/or department.
- B. The user ID for the system should be the employee's 9 digit personnel ID generated by the City. The format for this number is "E99999999" where the 9's represent a unique numeric identifier.
- C. The application should provide a method to digitally authenticate the time entries for each employee.
- D. The applications should provide real-time management notifications through work flow for approaching overtime and schedule deviations.
- E. The applications should allow administrative overrides by authorized users.
- F. The applications should accommodate flexible work schedules.
- G. The application should allow download of data to spreadsheets in Microsoft Office Excel 2007 and later versions.
- H. 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, and as many as 500 across all devices in 12 minutes.
- I. The application should allow for time entry or recovery in the event of a system failure or the connection to the server is lost.
- J. The application should allow authorized users to generate exception reports such as no time in/out, early in/out, late in/out, etc.
- K. The application should provide report functions to detail all time information. Authorized users should be allowed to customize, generate and print reports.
- L. The application should accommodate shifts that span midnight, from one day to the next.
- M. The application should automatically accommodate changes from standard time to daylight savings time and vice versa.

- N. The application should track all transactions, including changes made in the system by authorized users, and provide a complete audit trail of all transactions.

TECHNICAL REQUIREMENTS

- A. Vendor shall propose a web-based solution hosted independently of the City of Alexandria's network domain.
- B. Software shall be compatible with, but not limited to, these browsers: Internet Explorer 8 to 11, Google Chrome, and Mozilla Firefox. Microsoft Edge browser compatibility is desired, but not initially required.
- C. SSL shall be required for all HTTP traffic between client interfaces and host web server(s).
- D. Vendor shall guarantee hosted solution provide at least 99.9% uptime.
- E. A site-to-site Virtual Private Network (VPN) connection shall be established between the vendor and the City of Alexandria to facilitate connectivity between hosted server(s) and server(s) operating inside the City of Alexandria's network domain.
- F. Data collection terminals shall have dual power configurations; Power-Over-Ethernet (POE) and standard 120 volt supplies.
- G. Approximately 40 to 45 data collection terminals shall be proposed.
- H. Data collection terminals shall automatically synchronize internal date and time with the host server clock.
- I. Data collection terminals shall operate off-line should connectivity be lost to host server. Describe off-line data collection methodology for the proposed solution.
- J. Biometric templates should be stored both at the terminal and in the central database. Describe how biometric templates are maintained within the proposed solution.
- K. Central (CST/CDT) time zone shall be the official time for recordkeeping and reporting purposes.
- L. Data synchronization between proposed solution and Ellucian Banner Finance/HR is required. Flat files and/or Application Program Interface (API)

methods are acceptable. Describe proposed methodology to provide data synchronization.

M. Vendor must have prior experience with Ellucian Banner Finance/HR integrations. Provide a list of customer integrations between the proposed solution and Ellucian Banner Finance/HR.

N. Ellucian Banner Finance/HR 8.6.4 is currently operating in production at the City of Alexandria. These modules pertinent to time keeping are installed:

- Finance 8.10
- General 8.7.1
- Human Resources 8.12.2
- Position Control 8.12

O. Proposed solution must provide password protection and definition of multiple levels of user types and security levels.

P. Vendor shall provide maintenance contracts for both hardware and software support.

MISCELLANEOUS INFORMATION AND OTHER REQUIREMENTS

REQUIRED ATTACHMENTS TO THE PROPOSAL

To enable the City of Alexandria to conduct a uniform review of all responses to this solicitation, components of the proposal shall be submitted as set forth below. The City of Alexandria reserves the right to reject submittals that do not follow the requested format. One original and two copies of proposal are required. Specific items to include are:

1. Cover sheet.
2. Management Summary – provides a statement of the vendor’s understanding of the services required by the City and an overview of how the vendor would provide these services to the City.
3. Vendor profile – including company address, contact information, length of time in business under present name as well as previous name(s), outline of background and overall qualifications. Does your company produce, implement and support all of the components of the proposed solution, including hardware and software? Provide information of the number of employees your company has in each of the following areas: service, customer support, engineering and training.
4. Proposal Plan – detailed, comprehensive presentation of the approach to be used to accomplish the tasks detailed in the Scope of Work.
5. Fee Structure – all costs must be itemized in the vendor’s response (e.g., hardware, software, installation, license fees, annual support, training, etc.)

OTHER SERVICE PROPOSALS

Proposers are encouraged to include any additional services and/or related equipment they feel may be advantageous for the City to use; however, these additional services will not be used in the quantitative analysis of the proposals submitted.

PROPOSAL EVALUATION AND SELECTION PROCESS

The following is a general description of the process by which vendor will be selected:

- A. RFPs will be sent to prospective proposers.
- B. One original and two copies of the proposal will be received from each proposer in a sealed package. Each proposal shall be signed and dated by an official authorized to bind the respondent if selected.
- C. All proposals must be received by the City of Alexandria no later than the date specified in the RFP.
- D. On the date specified for return, the proposal from each respondent will be opened and the name of the proposer recorded. Each proposal will be checked to determine if it is complete and meets the requirements of the RFP.
- E. At its option, the evaluators may request oral presentations or discussions with any or all proposers for the purpose of clarification or amplification of the material presented in any part of the proposal. However, proposers are cautioned that this provision is not mandatory; therefore, all proposals should be complete and concise and reflect the most favorable terms available from the proposer.
- F. Proposals will be evaluated by a City of Alexandria team using the following general criteria:
 - 1. Experience and technical ability to provide services.
 - 2. Total cost to implement requested comprehensive, City-wide system.
 - 3. Projected annual cost for continuing licensing and maintenance, including system upgrades.
 - 4. Statement of understanding of services to be provided.

Furthermore, the City of Alexandria may use other evaluation criteria that, in its sole judgment, are necessary for selecting the best proposer.

- G. Proposers are cautioned that this request is a request for offers, not a request to contract, and the City reserves the unqualified right to reject offers for any contract when such rejection is deemed to be in the best interest of the City.

GENERAL CONDITIONS FOR SUBMITTING OFFERS

AFEAT PROGRAM

Under the City's AFEAT (Alexandria Fairness, Equality, Accessibility and Teamwork) Program, participation by minority and/or disadvantaged business enterprise firms is encouraged. The AFEAT Program should be inquired about through the City's Finance Division.

AWARD OR REJECTION

All qualified proposals will be evaluated and the award will be made to the vendor whose combination of cost and technical offers is deemed to be in the best interest of the City. The City reserves the unqualified right to reject any or all offers when such rejection is deemed to be in the best interest of the City.

COST FOR PROPOSAL PREPARATION

Any costs incurred by proposers in preparing or submitting offers are the proposer's sole responsibility. The City will not reimburse any proposer for any costs incurred prior to award.

ELABORATE PROPOSALS

Elaborate proposals, in the form of brochures or other presentations beyond that necessary to present a complete and effective proposal, are not desired.

REFERENCE TO OTHER

Only information received in response to this RFP will be evaluated. Reference to information previously submitted will not suffice.

SAFEGUARDING OF "CONFIDENTIAL" INFORMATION

Any trade secrets or other data which the proposer does not wish disclosed to other than City personnel involved in the evaluation or contract administration will be kept confidential, if identified as follows:

Each page shall be identified in boldface at the top and bottom as "Confidential". Any section of the proposal which is to remain confidential should, in addition, be so marked in boldface on the title page of that section. Net cost information may not be deemed confidential.

TITLES

Titles and headings in the RFP, and any subsequent contract, are for convenience only, and shall have no binding force or effect.

TIME AND ACCEPTANCE

Each proposal must state that it is a firm offer which may be accepted within a period of sixty (60) days. Although the contract is expected to be awarded prior to that time, the sixty (60) day period is requested in order to allow for unforeseen delay.

FORM OF PROPOSAL

Each proposal should be submitted in a form which, at the option of the City of Alexandria, may be incorporated verbatim into a contract.

EXCEPTIONS

Any exceptions to terms, conditions, or other requirements in any part of the RFP must be clearly pointed out in a distinct section of the appropriate cost proposal or technical proposal. Otherwise, the City of Alexandria will consider that all items offered are in strict compliance with the RFP, and the successful proposer will be responsible for compliance.

ADVERTISING

In submitting its proposal, the proposer agrees not to use the results therefrom as a part of any news release or commercial advertising without written approval of the City of Alexandria.

CONFIDENTIALITY OF PROPOSALS

In submitting a proposal, the proposer agrees not to discuss or otherwise reveal his technical or cost information to any other sources, government or private, until after the award of the contract. Proposers not in compliance with this provision may be disqualified, at the option of the City of Alexandria, from contract award. Only discussions authorized by the City of Alexandria are exempt from this provision.

RIGHT OF SUBMITTED MATERIALS

All responses, inquiries, or correspondence relating to this RFP, and all other reports, charts, displays, schedules, exhibits, and other documentation submitted by the proposers, will become the property of the City of Alexandria when received.

COMPETITIVE OFFER

Under penalty of perjury, the signer of any proposal submitted in response to this RFP thereby certifies that this proposal has not been arrived at collusively nor otherwise in violation of federal or state antitrust laws.

PROPOSER'S REPRESENTATIVES

Proposers shall submit the name, address, and telephone number of the person(s) with the authority to bind the vendor, as well as to answer questions or provide clarification concerning the vendor proposal.

REQUEST FOR INFORMATION

All questions and/or clarifications regarding requirements of this RFP must be in written form only; either by postal delivery or emailed to the RFP Coordinator listed below, **and must be received by 5:00 PM, Wednesday, August 31, 2016.**

RFP Coordinator
CITY OF ALEXANDRIA
FINANCE DIVISION
915 3RD STREET
ALEXANDRIA, LA 71301
(318)449-5036
Email: dana.daigre@cityofalex.com

RFP ADVERTISEMENT OR INVITATION

City of Alexandria
Finance Division

Electronic Time & Attendance System

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Separate sealed RFPs for an ELECTRONIC TIME & ATTENDANCE SYSTEM will be received by the City of Alexandria at the

**DIRECTOR OF FINANCE’S OFFICE
ALEXANDRIA CITY HALL
915 3rd STREET
ALEXANDRIA, LOUISIANA 71301**

until **10:00 AM CDT, Friday, September 16, 2016**, and at said office publicly opened.

All questions and/or clarifications regarding requirements for this RFP must be in written form only, either by postal delivery or emailed to the RFP Coordinator listed below, and must be received by **5:00 PM CDT, Wednesday, August 31, 2016**.

RFP Coordinator
CITY OF ALEXANDIRA
FINANCE DIVISION
915 3rd STREET
ALEXANDRIA, LA 71301
(318)449-5036
Email: dana.daigre@cityofalex.com

RFP documentation may be obtained at:

CITY OF ALEXANDRIA
ACCOUNTING OFFICE
915 3rd STREET
ALEXANDRIA, LA 71301
(318)449-5062

OR

CITY OF ALEXANDRIA WEBSITE
www.cityofalexandria.com
Under the heading “*Business*”, then drop
down to “*RFP/RFQ/RFI/BIDS*”

The City reserves the right to reject any or all proposals. Proposer/Vendor may withdraw his RFP within ten (10) days after the actual date of the opening thereof.

Postal Delivery Address:
CITY OF ALEXANDRIA, LOUISIANA
DIRECTOR OF FINANCE
P.O. BOX 71
ALEXANDRIA, LA 71309-0071
DAVID CRUTCHFIELD
(318)449-5091

Courier/Overnight Delivery Address:
CITY OF ALEXANDRIA, LOUISIANA
DIRECTOR OF FINANCE
915 3RD STREET
ALEXANDRIA, LA 71301
DAVID CRUTCHFIELD
(318)449-5091