

TOWN OF TRUMBULL, CONNECTICUT
DEPARTMENT OF FINANCE
REQUEST FOR TIME AND ATTENDANCE SYSTEM
REQUEST FOR PROPOSAL

BID # 6092 DUE: JANUARY 23, 2015 AT 2:00PM

REQUEST FOR TIME AND ATTENDANCE SYSTEM		
PROJECT NUMBER	Bid 6092	Document length - 47 pages
DUE DATE	2:00 PM	January 23, 2015

Dear Sir/Madam:

The Town of Trumbull is seeking proposals from qualified vendors (companies) to provide, install, and support a centralized, simple to use, capable and cost effective system for employee time collection, recording, and reporting. We are seeking a turn-key system. The timeline for the project is for the successful firm to fully implement the selected system within (9) months of contract award.

RFP DOCUMENTS are available upon receipt of this invitation (if not attached) over the Town's website www.trumbull-ct.gov

Sealed proposals for Request for time and attendance system will be received at the office of the Purchasing Agent, 5866 Main Street, Trumbull, CT.

All questions must be directed, in writing, to Kevin Bova, Purchasing Agent, via e-mail to kbova@trumbull-ct.gov or for scope of work specifications please email or via e-mail to Jhaselkamp@trumbull-ct.gov. The deadline for submission of questions is 2:00PM, January 9, 2015.

If, after review of the bid documents, your firm is interested in performing the services specified, provide the information requested, sign and return the complete document, along with your detailed proposal, to the Town of Trumbull Purchasing Department by the due date.

Sincerely,

Kevin Bova
Purchasing Agent
Phone # (203) 452-5042
E-Mail – kbova@trumbull-ct.gov

SECTION ONE

1.0 General Information

The following information should be of assistance in developing a proposal. If you have any questions, please contact Kevin Bova, Purchasing Agent via e-mail at Kbova@trumbull-ct.org.

The Town of Trumbull is seeking proposals from qualified vendors (companies) to provide, install, and support a centralized, simple to use, capable and cost effective system for employee time collection, recording, and reporting. We are seeking a turn-key system. The timeline for the project is for the successful Firm to fully implement the selected system within nine (9) months of contract award.

The Town invites proposals from firms that have had experience in providing these products and services to municipalities of similar size and scope, and that have the staff capacity and expertise to do so for the Town of Trumbull. For a firm to be considered for the engagement, one (1) original (hard copy) + six (6) hard copies of its proposal submission must be submitted to the Town Purchasing Agent at the address below. The deadline for the submission of proposals is 2:00PM, January 23, 2015.

**Kevin Bova, Purchasing Agent
Town of Trumbull,
Purchasing Department
5866 Main Street
Trumbull CT 06856-5125**

The scope of the services for this project and other terms and conditions of the engagement are described below.

The anticipated selection schedule is as follows:

Advertise RFP		December 18, 2014
Deadline for questions		January 9, 2015
Pre-bid Conference		January 14, 2015 2:00 p. m.
RFP Responses:		January 23, 2015
RFP Evaluation	Two weeks	February 6, 2015
RFP Interviews:	One Week	February 13, 2015
RFP Award Recommendation	One Week	February 20, 2015

The Town of Trumbull reserves the right to reject any and all proposals submitted, to request additional information from all proposers, and to negotiate with one or more of the finalists regarding the terms of the engagement. The Town intends to select the firm that, in its opinion, best meets the Town's needs, not necessarily the firm whose fees are the lowest.

1.1 BACKGROUND

1.1.1 Description of the Town

The Town first settled in the early 1600's as part of Stratford, was incorporated as a separate town in October, 1797, and covers an area of 23.5 square miles. It is located in Fairfield County approximately 60 miles from New York City, and 60 miles from Hartford, Connecticut. It is bounded on the north by the Town of Monroe, east by the City of Shelton, south by the City of Bridgeport, and west by the Towns of Fairfield and Easton.

Trumbull is a growing, suburban residential community with extensive retail and an expanding commercial and industrial base. According to the State Health Department, the Town's 2010 US Census population was 36,018. The Town has above average income and education levels that reflect its character as a suburban bedroom community.

Form of Government

The Town is administered by a First Selectman, who acts as the Chief Executive Officer, and a 21-member Town Council, that constitute the Selectman/Council form of government. The First Selectman is directly responsible to the Town Council for planning, organizing and directing all routine municipal activities, except for education and certain commissions, which are either elected or appointed by the Town Council. The First Selectman manages department heads, sees that laws and ordinances governing the Town are enforced, makes recommendations and reports to the Town Council, prepares the annual budget, prepares the annual report, keeps the Town Council and Board of Finance advised on the Town's financial condition and performs other duties prescribed by Charter, Ordinance or Town Council resolution.

Municipal Services

Police: The Police Department provides full-time police protection, complete with the latest in crime prevention computer systems and a state-of-the-art computerized radio communications center to serve all emergency agencies. The Police Department has installed wireless mobile laptop computers and video cameras in patrol cars. The Police Department is manned by a staff of 72 professionals, including a Chief of Police, two Deputy Chiefs and a supporting staff of detectives, youth officer, and other civilians, with an appropriate force of auxiliary police officers.

Fire and EMS: The Fire Department consists of three volunteer fire districts having the authority to levy and collect taxes independent of the Town to support their operations. They collectively carry a force of 230 active fire fighters in seven fire stations. The major equipment includes nineteen pieces of fire apparatus and three rescue vehicles. The Town operates its own ambulance service through its Emergency Medical Services commission, directing 150

volunteers, 75 state-licensed EMTs and four medical vehicles. Paid paramedics are on call 7 days a week – 24 hours a day.

Public Works: The Public Works Department, which includes Town Highway, Parks (see “Parks and Recreation Services” below), Engineering, Sewer Operations, as well as the Town Recycling department, and Tree Warden, employs a total of 79 personnel. Public Works is responsible for over 200 pieces of rolling stock used for the repair, maintenance, and snow plowing of over 200 miles of town roads, 1400 acres of parkland, including 400 acres of developed parkland, and 100 miles of sanitary sewers serving approximately 65% of the residents. The Town installed its first sanitary sewer in the early 1970's.

Library: The Town's two libraries offer over 137,400 books and are staffed by six professional librarians, 14 full-time and 18 part-time employees. In addition to adult, juvenile, fiction and non-fiction, and reference works, the libraries also offer 765 books on cassette, 4,700 videocassettes, newspapers and magazines on microfiche and compact discs. Services also include an on-line public access catalog with dial-in access, four dedicated public Internet workstations, a public PC workstation. The libraries also provide meeting rooms for community groups and activities.

Parks and Recreation Services: In addition to over 1,400 acres of park land, the Town manages and operates Tashua Knolls Golf Course, an 18-hole championship rated course. An additional nine-hole course opened in August 2005, upgrading Tashua Knolls to a 27-hole course. Abutting the golf course is a recreation area, including an outdoor Olympic-sized swimming pool, kiddie pool, four lighted tennis courts, as well as other major athletic facilities. There is a soccer park with a capacity of 4¼ full size soccer fields in addition to three new ball fields that were added in 2008. One park boasts a 60' by 80' amphitheater stage with adjoining multi-purpose field to accommodate lawn-chair seating of 8,000 for hosted military and symphonic concerts. Parks and Recreation Services employs 21 full-time employees, 13 in parks, 5 in golf course and 3 in other Town recreation areas.

Planning and Zoning Commission: The Town has a combined Planning and Zoning Commission, working with the Town Director of Public Works and Town Engineer, whose duties are to guide, control and approve all design work and site development to conform with the Town and State codes.

Economic Development: The Town employs a full-time Economic & Community Development (“E&CD”) Director who collaborates with an appointed Economic & Community Development Commission (the “Commission”). Under the supervision of the First Selectman's Office, the Economic & Community Development Director is charged with managing the economic and community development activities of the Town, coordinating as necessary the activities of the Planning, Zoning, Building and Fire Marshal's offices, and providing staff support to the Economic & Community Development Commission.

Educational Services

The schools are governed by a six-member Board of Education. The Town's elementary school system consists of five schools for pupils in grades K through 5; two schools for pupils in grades 6-8; and one high school for pupils in grades 9-12.

Employee Relations, Collective Bargaining, Locations

Municipal Employees

There are six bargaining units covering the following full time unionized employees:

Police Union,	75 employees
Mate (clerical),	62 employees
Mathas (Town Supervisors),	19 employees
AFSCME Supervisors DPW,	12 employees
AFSCME Highway and Parks ,	51 employees
Fire Marshals,	3 employees

Additionally there are 39 nonunion employees encompassing nurses, appointed and elected officials and contract employees.

Employee Relations:

Full time Employees.....	261
Part Timers.....	72
Seasonals.....	155

Town Locations: (Approximate # of Employees)

DPW Garage	80
Police Department	98
Town Hall	50
Library	45
Tashua Knolls GC	20
Senior Center	20
Animal Control	3
Recreation Dept.	4

Three groups have major roles in this project. The Finance Department is responsible for payroll processing for the Town and will take the lead role during the project and after implementation. The Town’s Department of Information Technology is responsible for the Town network and provides technical services to Town employees. The Town’s Human Resource department negotiates contracts with Town’s bargaining groups including wages and all employee benefits. The contracts provides the rules for how an employee gets paid including work schedules, sick, vacation and personal time accumulation and use.

FULLY PHASED IN SYSTEM. The system must be scalable and fully integrate with the Town’s Munis payroll system.

All proposed software shall be designed for continuous operation (i.e. 24 hours, 7 days per week, and 365 days a year with a reliability of 99.99% or better). The successful proposer shall be prepared to support any proposed software for a minimum of 10 years after the one year warranty. While the system should be designed for continuous operation each bidder needs to show its actual support hours.

Vendors should provide pricing information as an attachment using the pricing template provided in section 2.2 of this document.

Overview of the Town's Current Enterprise Network Environment

The Town's network is built on 10/100/1000 MB HP POE layer 3 switches. 1 GB fiber connectivity is used to interconnect eight Town buildings for network and internet access. An additional three locations are connected using a VPN appliance and other buildings have internet connectivity with no direct network access. Cat 5e cables are used between the switch and wall port and Cat 6 cables connect from the wall to the workstation. The network hosts approximately 250 workstations, 50 printers, ten physical servers, and 30 VMWare virtual servers hosted on a HP storage area network. Workstations are running Windows 7 Professional. The existing Server is running Windows Server 2008 R2 all with update patch files installed.

1.2 Format of Proposals

To enable the Town to compare the proposals received we ask that your proposal include the information specified below, the sequence listed, with each section of your proposal numbered to correspond to the numbers sequenced below.

Profile of Proposer

1. Affirm that the proposer is a firm properly licensed or otherwise permitted to do business within the State of Connecticut.
2. Indicate whether your firm is local, regional, national or international in the scope of its practice.
3. Indicate the address of your home office.
4. Indicate whether your firm has been the subject of any professional disciplinary action by federal, state government or by a professional association. If yes, describe that disciplinary action.
5. Identify any municipal governments that are comparable in size to the Town of Trumbull for which your firm currently provides a time and attendance system of type of similar to that outlined in this request for proposals.
6. Describe your firm's professional development programs and any continuing professional education requirements imposed by your firm. Identify specialized programs offered within your firm.
7. Identify the local office that would handle the Town of Trumbull engagement, including Address and phone number. Identify the partner or other individual in charge of that office. Indicate the total number of professional staff personnel currently assigned to that office. Indicate the total number of professional staff personnel currently assigned to that office. If that office is not in Trumbull describe how your firm's personnel assigned to the Town of Trumbull engagement would be available throughout the year for consultation or meetings.

8. Identify the larger time and attendance system clients that are handled by that local office, including commercial and industrial companies, non-profit organizations and governmental units (current of within the past five years). For governmental clients, please indicate how many years your firm has been providing time and attendance system solutions to each client.
9. Identify the partners, managers, specialists or other professional staff persons from that local office and from any other offices of your firm who would be assigned to this project. Describe their roles and provide a brief description of their professional experience, including their experience designations, licenses, and memberships that these individuals hold. Indicate the extent to which their experience has been within the State of Connecticut.
10. Please provide any additional information about your firm that you believe will assist The Town in making its selection.

Proposed Approach

11. Describe in narrative form your proposed approach to this engagement, including time deadlines by which you would want information from the Town, method of transmission of data from the Town to your firm, turn-around time in preparing reports, quality controls within your firm, and the format of any standard report (attach examples, if possible).

Fee

12. Vendors should provide pricing information as an attachment using the pricing template provided in section 2.2 of this document.

All prices offered by the Vendor shall be firm-fixed for the entire 12-month period of the initial term of the contract. The price quoted for each item shall be the full-purchase price, including delivery to destination, and includes all transportation and handling charges, premiums on bonds, materials, permits or service costs, patent royalties and all other overhead charges of every kind and nature. Written requests for price increases after the first contract year shall be reviewed on an annual basis sixty days prior to the renewal date. Written requests must be based upon and include documentation of the actual change in the cost components involved in the contract and shall not include overhead and profit. The Town reserves the right to reject any price increase and to terminate the contract. Price decreases shall be effective immediately.

A. Software/License: Firm-fixed unit price for the provision of each software module / license.

B. Hardware Purchase and Configuration: The vendor shall provide an itemized list with full descriptions (including mfg. part numbers) and pricing for the recommended minimum requirements for seven (7) to ten (10) time clocks.

Note: the vendor must provide, with their submission, the minimum server, communications and infrastructure requirements that must be in-place to support their

proposed system.

C. Installation: Firm-fixed unit price for the installation of:

1. Software Module;
2. Time Clock device

D. Training: Firm-fixed unit price for training for each software module.

E. Maintenance/Support Agreement: Firm-fixed annual price for maintenance/support after the warranty period for each module. [Include terms & conditions of the proposed support, hours of coverage, response time, services' included (excluded)]

F. Additional Services and/or Components: List any additional services and/or components needed to accomplish the requirements of this RFP.

Training

13. The Town will need end-user training for its staff members. The vendor shall also include as part of their proposal the following: Overview of proposed training plan/strategy, including options for on-site training services for end-users and technology personnel.
- . The role and responsibility of the software and/or implementation vendor in the design and implementation of the training plan (e.g., development of customized training materials, delivering training to Town end-users).
 - . The role and responsibility of Town staff in the design and implementation of the training plan.
 - . The knowledge transfer strategy proposed by the software and/or implementation vendor to prepare Town staff to utilize and maintain the system after it is placed into production.
 - . Descriptions of Classes/Courses proposed in the training plan. (The vendor should specify the unit of measure for its training (e.g., units, classes, days, etc.) and define the hours associated with these units of measure.)
 - . Use of third-party training resources. Vendor should identify third party partners that provide training on the use of their application.

While the Town's preferred training strategy is to utilize 100% consultant-led training, the Town would like to have information on the impact of using train-the-trainer training for comparative purposes. Please describe the number of proposed additional hours and full-time equivalent employees that the Town would have to provide for implementation of a train-the-trainer training strategy and the decrease to the proposed vendor hours, as well as the resulting overall reduction in implementation cost to the Town. Indicate your firm's discounted rates that you propose charging for services that might be requested by the Town that are beyond the scope of this engagement and identify how (if at all), these rates may be adjusted during the term of the engagement.

Maintenance and Support

14. Specify the nature of any post-implementation and on-going service and support provided by the vendor including:

- . On-site, post-implementation support (e.g., one month of on-site support after go-live).
- . Telephone support (include toll-free support hotline, hours of operation, availability of 24 x 7 hotline, etc.).
- . Special plans defining “levels” of customer support (e.g., gold, silver, etc.). Define what level of support is being proposed.
- . Delivery method of future upgrades and product enhancements including historical frequency of upgrades.
- . Availability of user groups and their geographic areas.
- . Problem reporting and resolution procedures.
- . Bug fixes and patches.
- . Support provided for third-party solutions.
- . Other support (e.g., on-site, remote dial-in, Web site access to patches, fixes and knowledge base).

Information Security

15. Proposer understands that in the process of performing services for the Town, it may come in contact with information deemed important and proprietary to the Town. If awarded, bidder agrees that any services performed for the Town, whether on the Town’s premises or not, will meet or exceed the Town’s information security policy and privacy standards. The Town reserves the right to audit bidder's performance in meeting these standards

System Upgrades and Enhancements:

16. The vendor is required to submit a narrative describing the policy and frequency pertaining to software releases. Include additional costs associated, if applicable:

- Functional modifications that will improve system capabilities.
- Improvements that increase the efficiency of the operational level and maintainability of the system.
- Modifications brought about by advancements in the next technical development. Requested modifications brought about by the software users at an individual site. Revisions/updates to system documentation and procedural manuals.
- Upward compatibility to a newer version of the system and application software. The addition of other related modules, not purchased at the time of contract. New

Modules or Future Planned Enhancements (the Vendor is to give an indication of costs that will be incurred when new modules are developed and become interactive with the production software. This also includes all planned system enhancements for which there would be an additional cost).

Installation Requirements - Systems Acceptance and Implementation Plan:

17. *Note: It is mandatory that a comprehensive implementation and systems' testing / acceptance process be part of any proposed systems.*

- The criteria for system acceptance is to be based on the systems capability to perform effectively the functions and requirements within the major processing entities as defined within this document.
- Reliability and functional specification tests are to be arranged for each individual processing module submitted. Acceptance testing may be conducted in stages by major system components. This will ensure the validity of the installed software and hardware. The Town will work with the vendor to define the details of the system acceptance test and implementation.
- Implementation Plan: As this will be a major undertaking for all parties, an implementation strategy and quality management plan will be vital. The vendor shall submit an implementation plan with a detailed breakdown of target dates, delivery dates, milestones, time frames, deliverables, hardware/software and resource utilization. Town Department and vendor staffing responsibilities shall be included in the resource utilization.

System Modifications

18. The vendor must describe how these modifications will be implemented and indicate whether additional fees should be included in the maintenance costs.

System Documentation:

19. The vendor must provide system documentation for all modules of the proposed solution. The documentation may be provided in the form of On-line Help, as well as, printed material.

Disaster Recovery Procedure

20. The Vendor shall provide a description that outlines its backup and recovery procedure(s) for both individual files and the entire system. The vendor shall also describe any special software that may be required to perform these procedures and the cost of same.

Program Completion and Deliverables

21. Time is of the essence; therefore the Town anticipates that the successful vendor shall complete be able to deliver and complete the installation of the complete system product within a 365 day [12 month] schedule. Proposers are strongly encouraged to provide a

timetable they feel can realistically support a due diligent effort for this project and provide a viable product for the Town.

Qualifications

22. The statement of Qualifications must include a description of organizational and staff experience, and resumes of proposed staff.
- a. **Organizational and Staff Experience.** Offerers must describe their qualifications and experience to perform the work described in this Request for Proposal. Information about experience should include direct experience with the specific subject-matter.
 - b. **References.** Special notation must be made of similar or related programs performed and must include organization names, addresses, and names of contact persons, and telephone numbers for such reference.
 - c. **Personnel.** Full-time and part-time staff, proposed Consultants, and subcontractors who will be assigned direct work on this project should be identified. Information is required which will show the composition of the task or work group, its specific qualifications, and recent relevant experience. Special mention shall be made of direct technical supervisors and key technical personnel, and approximate percentage of the total time each will be available for this project. The technical areas, character and extent of participation by any subcontractor or Consultant activity must be indicated and the anticipated sources will be identified.
 1. Resumes of staff and proposed Consultants are required which will indicate education, background, and recent relevant experience with the subject matter of the project.
 2. A staffing plan is required which describes the Offeror's proposed staff distribution to accomplish this work. The staffing plan should indicate a chart that partitions the time commitment of each professional staff member across the proposed tasks and a time line for the project.

It is mandatory that this section identify the key personnel who are to work on the project; their relationship to be contracting organization, and amount of time to be devoted to the project.

Additional Information:

- What is the maximum number of users who can concurrently use the system without degrading response time based on the Equipment proposed?
- Describe any other application modules, currently offered, that have not been included in this proposal.
- Provide any other information that you believe will assist the Town of Trumbull in making its selection. Such information may be in this last section of your proposal or may be presented in one or more appendices.

1.3 PRIME PROPOSER RESPONSIBILITY

Vendors submitting proposals to this RFP may utilize the services of subcontractors. If subcontractors are planned to be used, this should be clearly explained in the proposal. The prime proposer will be responsible for the entire contract performance whether or not subcontractor is to perform.

All corporate information required in this RFP must be included for each proposed subcontractor. The proposal must also include copies of any agreements to be executed between the prime proposer and any subcontractors in the event of contract award. Under this RFP, the Town of Trumbull retains the right to approve all subcontractors.

1.4 KEY PERSONNEL

The personnel and commitments identified on any proposer's proposal will be considered essential to the work to be performed under this RFP. Prior to diverting any of the specified individuals to other programs or changing the level of effort of the specified individuals, the proposer must notify the Town of Trumbull Fourteen (14) days in advance and will be required to submit justification, including proposed substitutions, in sufficient detail, to permit evaluation of the impact on the project. The proposer will make no deviation without the prior written consent of the Town of Trumbull. Replacement of personnel will be with personnel of equal ability and qualifications.

Any employee of the proposer, who in the sole opinion of the Town of Trumbull is unacceptable, shall be removed from the project pursuant to the request of Town of Trumbull. The proposer will have Fourteen (14) Days to fill the vacancy with another employee of acceptable technical experience and skills subject to the written approval of the Town of Trumbull.

The Town shall have the right to reject or terminate any of the staff provided by the proposer with 24-hour notice, and the proposer shall be able to provide immediate, temporary replacement and within 40 days, provide permanent replacement.

1.5 AVAILABILITY OF FUNDS

The contract award under this RFP is contingent upon the availability of funds to the Town of Trumbull for this project. In the event that funds are not available, any contract resulting from this RFP will become void and of no force and effect.

1.6 PAYMENT

1.6.1 Software, Hardware [time clocks], Installation, Training, Testing and Acceptance Payment: The Town plans to have a phased payment schedule with payments for the full complement of the software system based on meaningful and critical milestones. The Town will pay only when the vendor has satisfactorily completed mutually agreed upon payment milestones. In addition, the Town will deduct 10% retention on all milestone payments, with such retention only being released on final acceptance of the entire system.

1.6.2 Proposed Payment Schedule: 15% upon completion of planning, process examination and pre-install visit; 35% upon installation of software; 25% upon satisfactory completion of training and system testing; 25% upon acceptance of system and system validation. After the work has been furnished to and accepted by the Town, the vendor shall submit the invoices for payment within thirty (30) days, in accordance with the Local Government Prompt Payment Act. The proposer will bill the Town of Trumbull based on the submission of monthly invoices in a format to be determined by the Town.

1.7 TERMINATION FOR DEFAULT OR FOR THE CONVENIENCE OF THE TOWN

Performance under this contract resulting from this RFP may be terminated by the Town of Trumbull whenever;

The proposer, in the sole opinion of the Town, is in default in the performance of the contract and shall fail to correct such default within the period specified by the contracting officer in a notice specifying default; or the contracting officer shall determine that termination is the best interest of the Town of Trumbull.

Termination will be effected by delivery to the proposer of a notice to terminate, stating the date upon which the termination becomes effective. Upon receipt of the notice to terminate, the proposer shall:

- Stop all work
- Assign to the Town of Trumbull all rights, title and interest in the work being developed;
- Deliver forthwith to the Town of Trumbull all completed work and work in progress;
- Preserve and protect, until delivery to the Town, all material plans, and documents related to this contract which, if the contract had been completed, would have been furnished to the Town of Trumbull or necessary to the completion of the work.

1.8 NEGOTIATED CHANGES

In the event negotiated changes occur after the awarding of the contract, the same pricing policies called for in the original contract will remain in effect.

1.9 CONTRACT AGREEMENT

The selected proposer will be required to agree to and sign a formal written contract between the Town of Trumbull and the proposer, prepared by the Law Department of the Town of Trumbull. A sample Independent Contractor for Consulting Services contract form, is provided at the end of this section to illustrate the type of contract the Town will use to contract for these consulting services.

1.10 RIGHT OF SET-OFF

The undersigned bidder hereby authorizes the Town to set off against monies payable hereunder by the Town to the bidder, an amount equal to any unpaid real and personal property taxes and assessments (the collection of which is not barred by the Statute of Limitations), owing by the bidder to the Town, including all interest and lien charges in connection with such paid taxes.

1.11 REQUESTS FOR INFORMATION

Any requests for clarification or additional information regarding the consulting specifications are to be submitted in writing to the Purchasing Department, Trumbull Town Hall, 5866 Main Street, Trumbull CT 06611, via e-mail to kbova@trumbull-ct.gov must be received no later than the time and date noted herein in order to be considered. If any substantive requests for information are received and responded to by the Town of Trumbull, an addendum to this RFP will be issued.

1.12 PROPOSAL SUBMISSION DEADLINE

An original and six (6) copies of your proposal in a sealed package clearly marked with RFP BID 6092 on the outside must be received in the Town of Trumbull Purchasing Department, Town Hall, 5866 Main Street, Trumbull CT 06611 no later than the time and date noted herein. Whether the proposal is delivered by hand or mail or commercial express service, the Respondent shall be responsible for actual delivery of the proposal to the Town of Trumbull

Proposals received after the deadline will not be considered. All proposals become the property of the Town of Trumbull.

1.13 DURATION OF PROPOSALS

Proposals will remain in effect for a period of one hundred twenty (120) days from the deadline for submission of the proposal.

1.14 ACCEPTANCE OF RFP CONTENT

Provisions of this RFP and the contents of the successful response will be used to establish final contractual obligations. The Town retains the option of canceling the award if the successful Respondent fails to accept such obligations. The Town and the successful Respondent shall enter into a written contract for the work to be performed.

It is understood that this RFP and the Respondent's proposal shall be attached and included by reference in a contract signed by the Town and the successful Respondent.

1.18 CRITERIA FOR EVALUATING PROPOSALS

The Town of Trumbull Purchasing Department will be responsible for reviewing the proposals received and will further evaluate them, using the following criteria. The Town reserves its rights to examine any other criteria and take the same under consideration and to reject any firm or proposals despite its compliance with this criteria if it determines that to do so would be in its best interests.

- Qualifications & experience of the Firm, of comparable accounts of similar size and scope as this project.
- Qualifications & experience of the Firm, of comparable municipal and /or governmental accounts of similar size and scope as this project.

- Qualifications & experience of the project executive and other key personnel.
- Responsiveness of proposal submission.
- Proposed timeline for installation, training, etc...
- Total years in business, financial stability of firm.
- Recommendations from State or Municipal clients.
- Extent of services offered, and depth and extent of overall resources that can be put to use to ensure the success of the project.
- Proposed systems' capabilities, capaTown, functionality, and ease of use
- Fee structure and reimbursable expenses.

1.19 INSURANCE COVERAGE REQUIREMENTS

The Town of Trumbull is requiring insurance coverage as listed below for this work.

Note: The term "Information Technology Consultant" shall also include their respective agents, representatives, employees or subcontractors; and the term "Town of Trumbull " (hereinafter called the "Town") shall include their respective officers, agents, officials, employees, volunteers, boards and commissions.

The insurance required shall be written for not less than the scope and limits of insurance specified hereunder, or required by applicable federal, state and/or municipal law, regulation or requirement, whichever coverage requirement is greater. It is agreed and understood that the scope and limits of insurance specified hereunder are minimum requirements and shall in no way limit or exclude the Town from additional limits and coverage provided under the Information Technology Consultant's policies.

Minimum Scope and Limits of Insurance

Worker's Compensation Insurance: With respect to all operations the Information Technology Consultant performs the Information Technology Consultant shall carry worker's compensation insurance in accordance with the requirements of the laws of the State of Connecticut. The Information Technology Consultant shall carry employers liability limits of \$100,000 each accident and \$100,000 each employee by disease and \$500,000 policy limit disease.

Commercial General Liability: With respect to all operations the Information Technology Consultant or performs the Information Technology Consultant shall carry Commercial General Liability insurance providing for a total limit of one million dollars (\$1,000,000) per occurrence for each job site or location for all damages arising out of bodily injury, personal injury, property damage, products/completed operations, and contractual liability coverage for the indemnification provided under this contract. Each annual aggregate limit shall not be less than \$ 2,000,000.

Automobile Liability: With respect to any owned, non-owned, or hired vehicles the Information Technology Consultant shall carry Automobile Liability insurance providing one million dollars (\$1,000,000) per accident for bodily injury and property damage.

Errors and Omissions/Professional Liability: With respect to any damage caused by an error,

omission or any negligent acts of the Information Technology Consultant performed under this contract the Information Technology Consultant shall carry one million dollars (\$1,000,000) per claim for any wrongful act. "Tail" Coverage: If any of the required liability insurance is on a "claims made" basis, "tail" coverage will be required at the completion of this contract for duration of 24 months, or the maximum time period reasonably available in the marketplace. Information Technology Consultant shall furnish certification of "tail" coverage as described or continuous "claims made" liability coverage for 24 months following Contract completion. Continuous "claims made" coverage will be acceptable in lieu of "tail" coverage provided its retroactive date is on or before the effective date of this Contract. If continuous "claims made" coverage is used, Information Technology Consultant shall be required to keep the coverage in effect for duration of not less than 24 months from the end of the Contract.

Acceptability of Insurers: The Information Technology Consultant's policies shall be written by insurance companies licensed to do business in the State of Connecticut, with an AM Best rating of A- VII, or otherwise acceptable by the Town's Risk Manager.

Subcontractors: The Information Technology Consultant shall require subcontractors to provide the same "minimum scope and limits of insurance" as required herein, with the exception of Errors and Omissions/Professional Liability insurance, unless Errors and Omissions/Professional Liability insurance is applicable to the work performed by the subcontractor. All Certificates of Insurance shall be provided to Corporation Counsel's office as required herein.

Aggregate Limits: Any aggregate limits must be declared to and approved by the Town. It is agreed that the Contractor shall notify the Town when fifty percent (50%) of the aggregate limits are eroded during the contract term. If the aggregate limit is eroded for the full limit, the Information Technology Consultant agrees to reinstate or purchase additional limits to meet the minimum limit requirements stated herein. The premium shall be paid for by the Information Technology Consultant.

Deductibles and Self-Insured Retentions: Any deductible or self-insured retentions must be declared to and approved by the Town. All deductibles or self-insured retentions are the sole responsibility of the Information Technology Consultant to pay and/or to indemnify.

Notice of Cancellation or Nonrenewal: Each insurance policy required shall be endorsed to state that coverage shall not be suspended, voided, cancelled, or reduced in coverage or in limits except after 30 days prior written notice by certified mail, return receipt requested, has been given to the Town.

Waiver of Governmental Immunity: Unless requested otherwise by the Town, the Information Technology Consultant and his insurer shall waive governmental immunity as defense and shall not use the defense of governmental immunity in the adjustment of claims or in the defense of any suit brought against the Town.

Additional Insured: The liability insurance coverage, except Errors and Omissions, Professional Liability, or Workers Compensation, if included, required for the performance of the Contract shall include the Town as Additional Insured but only with respect to the Information Technology Consultant's activities to be performed under this Contract. Coverage shall be

primary and non-contributory with any other insurance and self-insurance.

Certificate of Insurance: As evidence of the insurance coverage required by this Contract, the Information Technology Consultant shall furnish Certificate(s) of Insurance to Town Counsel's Office prior to the award of the Contract if required by the Bid document, but in all events prior to Information Technology Consultant's commencement of work under this Contract. The Certificate(s) will specify all parties who are endorsed on the policy as Additional Insureds (or Loss Payees). The certificates and endorsements for each insurance policy are to be signed by a person authorized by the insurer to bind coverage on its behalf. Renewals of expiring certificates shall be filed thirty (30) days prior to expiration. The Town reserves the right to require complete, certified copies of all required policies at any time. . The Town reserves the right to require complete, certified copies of all required policies at any time.

All insurance documents required should be mailed to The Town of Trumbull, Director of Finance, 5866 Main Street, Trumbull, Connecticut 06611.

Waiver of requirements: The Town Counsel/Finance Director may vary the requirements at his/her sole discretion; if he/she determines that the Town's interests will be adequately protected without meeting all stated requirements.

1.20 ASSIGNMENT OF RIGHTS, TITLES, AND INTERESTS

Any assignment or subcontracting by a bidder, vendor, or contractor for work to be performed, or goods and/or services to be provided, in whole or in part, and any other interest in conjunction with Town procurement shall not be permitted without the express written consent of the Town of Trumbull.

1.21 HOLD HARMLESS CLAUSE

Bidder agrees to indemnify, hold harmless and defend the Town from and against any and all liability for loss, damage or expense which the Town may suffer or for which the Town may be held liable by reason of injury, including death, to any person or damage to any property arising out of or in any manner connected with the operations to be performed under an agreement with the Town, whether or not due in whole or in part of any act, omission or negligence of the Town or any of his representatives or employees.

1.22 WORK REGULATIONS AND STANDARDS

All work activities performed in association with this request must be performed and completed for the Town in accordance with current Federal State and Local regulations. All services performed shall also conform to the latest OSHA standards and/or regulations. Additional regulations and/or standards as listed in the specifications shall apply.

1.23 WARRANTIES

All work performed under this scope of work shall be warranted for a period of one full year following completion and acceptance of this project..

1.24 DELIVERY

- a. Installation shall be scheduled with the IT Department.

- b. **Special consideration may be given to bidders that can expedite installation.**

1.25 CONFLICT OF INTEREST

No purchase shall be made from nor shall services (other than services as an officer, agent, or employee of the Town) be secured from any officer or employee of the Town, or from any partnership or corporation in which such officer or employee is a partner or officer, or holds a substantial interest, unless such relationship and the fact that such purchase is contemplated shall be made known in writing to the agency making such purchase, and notice thereof posted, for at least five (5) days before such purchase be made , in the office of the agency making such purchase and in a public place in the Trumbull Town Hall.

SECTION 2 - RESPONSE FORMS

SPECIAL NOTES ON RESPONDING

ADDENDA information is available on the Town's website www.trumbull-ct.gov. We strongly suggest that you check for any addenda a minimum of forty eight hours in advance of the bid deadline. It is the responsibility of all proposal submitters to verify with the Town if any addendums or changes to this bid have been made. All and any addendums will be posted on the Town of Trumbull – Purchasing Department website.

AWARD NOTIFICATION Awards will be indicated on the bid summary document which can be accessed as indicated above. Regret letters will not be mailed out.

TOWN OF TRUMBULL, CONNECTICUT
DEPARTMENT OF FINANCE
REQUEST FOR PROPOSAL

BID # 6092 DUE: JANUARY 23, 2015 AT 2:00PM

RESPONSE AND PRICING

RESPONSE FORM -

Vendor Name -		
Address -		
Phone -	Fax -	Email -
Manager -		Fed ID#

The undersigned hereby declares that he has or they have carefully examined the plans, specifications and project site and has satisfied himself as to all the quantities and conditions, and understands that in signing this proposal he waives all right to plead any misunderstanding regarding the same.

The undersigned further understands and agrees that he will furnish and provide all the necessary material, machinery, implements, tools, labor, services, and other items of whatever nature, and to do and perform all the work necessary under the aforesaid conditions, to carry out the contract and to accept in full compensation therefore the amount of the contract as agreed to by the Contractor and the Town.

A.1. PROPOSED FEE FOR SOFTWARE – MAIN SYSTEM

(Software to perform importing of information from devices, storing, reporting, etc...)

	DESCRIPTION	Unit Price	Total Price
1.	SOFTWARE LICENSE FEE(S)	\$	\$
2.		\$	\$

Make _____ Model _____

A.2. PROPOSED FEES FOR SOFTWARE – TIME CLOCK DEVICES

	DESCRIPTION	Unit Price	Total Price
1.	SOFTWARE LICENSE FEE(S)	\$	\$
2.		\$	\$

B. PROPOSED FEES FOR HARDWARE – time clock devices -

1	TIME CLOCK DEVICE [BIOMETRIC]	\$
	Make _____ Model _____	
	Specifications:	
	Total [7-10 clocks]	\$

Note: As an option, the Town may consider non-biometric time clocks for this project. On company letterhead, please provide the alternate pricing for this type of device.

C. PROPOSED FEES FOR INSTALLATION OF SOFTWARE MODULES

	DESCRIPTION	Unit Price	Total Price
1.	MAIN SYSTEM	\$	\$
2.	TIME CLOCK DEVICES	\$	\$

3.	TOTAL PROPOSED FEE – [ITEMS 1 & 2]	\$
	Lump Sum in Writing	

- Continued next page -

Vendor Name -

D. PROPOSED FEES FOR INSTALLATION OF THE TIME CLOCK DEVICES

	DESCRIPTION	Unit Price	Total Price
1.	TIME CLOCK DEVICES	\$	\$

E. PROPOSED FEES FOR TRAINING FOR SOFTWARE MODULES

	DESCRIPTION	Unit Price	Total Price
1.	MAIN SYSTEM	\$	\$
2.	TIME CLOCK DEVICES	\$	\$
3.	TOTAL PROPOSED FEE – [ITEMS 1 & 2]		\$
	Lump Sum in Writing		

F. PROPOSED FEES FOR MAINTENANCE / SUPPORT FOR SOFTWARE MODULES

	DESCRIPTION	Unit Price	Total Price
1.	MAIN SYSTEM	\$	\$
2.	TIME CLOCK DEVICES	\$	\$
3.	TOTAL PROPOSED FEE – [ITEMS 1 & 2]		\$
	Lump Sum in Writing		

G. PROPOSED FEE FOR OTHER SOFTWARE LICENSES

	DESCRIPTION	Unit Price	Total Price
1.	SERVER LICENSE	\$	\$
2.	OTHER _____	\$	\$
3.	TOTAL PROPOSED FEE – [ITEMS 1 & 2]		\$
	Lump Sum in Writing		

H. TOTAL PROPOSED FEES [ITEMS A- G]

1.	TOTAL PROPOSED FEE – [ITEMS A thru G]	\$
	Lump Sum in Writing	

Submitted by -	.
Authorized Agent of Company (name and title)	Date

The above signatory acknowledges receipt of the following addenda issued during the bidding

period and understands that they are a part of the bidding documents (if applicable):

Addendum #		Dated		Addendum #		Dated	
Addendum #		Dated		Addendum #		Dated	
Addendum #		Dated		Addendum #		Dated	

TOWN OF TRUMBULL, CONNECTICUT
DEPARTMENT OF FINANCE
REQUEST FOR PROPOSAL

BID # 6092 DUE: JANUARY 23, 2015 AT 2:00PM

QUALIFICATIONS

Vendor Name -

1.2 STATEMENT OF QUALIFICATIONS

Please answer the following questions regarding your company's past performance. Attach a financial statement or other supportive documentation. Failure to reply to this instruction may be regarded as justification for rejecting a bid.

1. Number of years in business -
2. Number of personnel employed Pt.time - _____, Full - _____,
3. List six contracts of this type/size your firm has completed within the last three years:

Project	Date	Contact Person	Phone No.
.	.	.	.
.	.	.	.
.	.	.	.
.	.	.	.
.	.	.	.
.	.	.	.

4. ORGANIZATIONAL STRUCTURE OF BIDDER (check which applies)	.	general partnership
	.	limited partnership
	.	limited liability corporation
	.	limited liability partnership,
	.	corporation doing business under a trade name
	.	individual doing business under a trade name
	.	other (specify)

Vendor Name -

5. STATUS OF THE BUSINESS AND ITS CURRENT STANDING WITH THE SECRETARY OF STATE'S OFFICE; e.g., are all required filings current and in good standing or has the entity been withdrawn or canceled	<u>Connecticut corporations</u> - Will the Secretary of State be able to issue a Certificate of Good Standing within 30 days of the bid opening?	Yes	No
		.	.
	<u>Out-of -State corporation's</u> - Do you have a valid license to do business in the State of Connecticut? (Evidence in the form of a Certificate of Authority from the Connecticut Secretary of State will be required within 30 days of the bid opening.)	Yes	No
		.	.

6. Is your local organization an affiliate of a parent company? If so, Indicate the principal place of business of your company and the name of the agent for service if different from what has been indicated on the response form:

Business Name				
Address				
Town		State		Zip
Name of Agent				

NOTE: In the case of a Limited Liability Corporation or a Limited Liability Partnership a certified copy of the Articles of Organization certified as valid and in effect as of the date of the bid opening will be required within 30 days of the bid opening.

A listing of the corporate officers, in the case of a corporation; the general or managing partners, in the case of a partnership; or the managers and members in the case of either a limited liability partnership or company will be required within 30 days of the bid opening.

7. Your company may be asked to submit the following information relative to your company's financial statements prior to receiving an award. This information will not be part of the public bidding record and will remain confidential.

Vendor Name -

All information should be supported with appropriate audited financials.

- a. Book Value (Total Assets (-) Total Liabilities)
- b. Working Capital (Current Assets (-) Current Liabilities)
- c. Current Ratio (Current Assets/Current Liabilities)

- d. Debt to Equity Ratio (Long Term Debt/Shareholder's Equity)

- e. Return on Assets (Net Income/Total Assets)
- f. Return on Equity (Net Income/Shareholder's Equity)

- g. Return on Invested Capital (Net Income/Long Term Debt + Shareholders' Equity)

8. Identify the key project team members who will provide these services. Quantify their level of involvement (X%). Provide an hourly rate for each member. Provide details on proposed training and whether it is “on-site” or “off-site”. On company letterhead, provide a detailed overview of the proposed training curriculum for the various users of the systems and the proposed cost for the applicable training sessions.

Name	Title	% Involved
A	Project Manager	-
B	Project Engineer	-
C	Project Trainer	-
D		-
E		

9. SUBCONTRACTORS: If subcontractors are to be used, please list firm name, address, name of principal, and phone number below or on a separate sheet. Also indicate portion or section of work subcontractor will be performing.

COMPANY NAME	ADDRESS	PRINCIPAL	PHONE

All responses to this questionnaire are understood to be proprietary to the vendor, and will be considered confidential. Additional information may be requested subsequent to your responding to this bid request.

TOWN OF TRUMBULL, CONNECTICUT
DEPARTMENT OF FINANCE
REQUEST FOR PROPOSAL

BID # 6092

DUE: JANUARY 23, 2015 AT 2:00PM

Vendor Name -

Supplemental Information:

SCHEDULE A

Request for Proposal Time and Attendance Management System Questionnaire

Please respond to the following features by indicating whether they are available in the Time and Attendance Management System package you currently offer. The following general areas of technical and end user support must be addressed by the respondent both here and, as appropriate, more specifically in response to the list of minimum and desirable system features. Omission of any area may be viewed as unfavorable. Please respond to the following features indicating whether they can be provided as detailed in the narrative.

M/D = Mandatory/Desirable (Do Not Enter Info in Shaded Area)

Mandatory means the Town must have and desirable means it would be nice to have.

Place an "X" in the appropriate box:

YES = Available-This feature is currently being used by other similar facilities as outlined in the description of our department

CHG = Change Required/Additional Cost-This feature is not currently available but can be customized, i.e. code written at an Additional cost)

NO = Not Available-This feature is not available and is not customizable with this Time and Attendance Management System

TXT = Text Response Only (include attached pages)

SCORE = Do Not Enter Info in Shaded Area – For Town of Trumbull use only

Comments can be entered in the same “box” as the stated functionality, directly beneath the question or attach additional pages

Time and Attendance Management System Functional Requirements	M/D	Yes	Chg	No	Text	Score
Track Attendance The system should track attendance through the use of biometric palm print, web, fingerprint, pc transaction or by phone and should record but not be limited to arrival, departure, lunch, breaks, location transfers, going out to the field, return time. Phone recording should capture caller id and some sort of identifier that will associate the call with an employee.	M					
The system should, upon employee departure, allow recording of destination and estimated return time.	M					
The system should provide supervisors with the ability to view/review employee’s attendance records/history.	M					
The system should provide employees with the ability to view/review their attendance records in detail and summary.	D					
Time Clocks Time clocks should be installed within a centralized network.	M					
Biometric Time Clocks Time clocks should be installed within a centralized network. Access to fingerprint or palm print templates should be available for all time clocks within network.	D					
Time clocks should have the ability to register and store fingerprint or palm print templates locally but should also permit access to these templates from a centralized repository so that employees may punch in and out of multiple locations with ease and not require registration at every site where they may need to punch in or out.	D					
Time clocks should provide a screen for messages to employees. These messages can be targeted for entire employee population, groups of employees, or individual employees. The time clocks should also have the ability for employees to request time off including personal time. In addition, The system should give the employee the option to request time off through the web based system. Supervisors should have the ability to approve vacation through the system and automatically add it to the appropriate payroll.	D					
Employee Profiles The system should provide the ability to create employee profiles which, at a minimum, should include Name, Position, Job Title, Salary, Job Grade, Position related certificates, licensing and training requirements, Department, Default Location, and Assigned work schedule. This should be available for manual updating and automatic updating via data imports from Payroll and Human Resource system.	M					
The system should provide the ability to add, activate, and deactivate employees.	M					
The system should track labor distribution which may be entered by supervisors or employees.	M					
Pay Policies The system should provide the ability to input pay policies related to various labor union contracts, which have Salary and Hourly policies. Note the fully phased in system must be able to handle regular time, vacation, sick time, personal time, no pay, jury duty, other time off, extra police or fire work, substitute teacher work and complicated police and fire substitution and pay.	M					

Time and Attendance Management System Functional Requirements	M/D	Yes	Chg	No	Text	Score
Pay Rules The system should be capable of having different rules for the pay policies to enable the correct pay and/or crediting of leave based on an employee's pay policy and grade.	M					
Work Schedules The system should provide the ability to create various work schedules and assign employees to work schedules. Shifts can cross date, week, pay period and yearly boundaries. The schedules should be able to be grouped Town-Wide, bargaining group, working group or individual.	M					
The system should provide the ability to change employee work schedules ad-hoc.	M					
Managing Timesheets and Attendance Records The system should provide managers with the ability to review and approve employee timesheets online and/or hardcopy. The system should automatically approve timesheets which have no exceptions. Exceptions missed punches, extra punches, working additional hours, not working regular schedule, etc. In the case of timesheets with exceptions, these timesheets should be electronically routed to managers for review and approval.	M					
The system should provide methods to enforce management review and approval of timesheet with exceptions before being submitted.	M					
The system should also provide the ability to attach notes or comments to timesheets online. The system should have the capability to require notes or comments for specific situations.	M					
The system should provide managers with the ability to view and edit attendance records of employees. These records should include but not be limited to arrival and departure times, overtime, notes/comments, etc. In addition, the system should provide an audit trail of when and who made changes.	M					
The system should provide the ability to submit approved attendance records to MUNIS payroll via weekly, bi-weekly, etc. exports.	M					
The system should have methods to enforce managers/supervisors to sign off reports (can be via electronic signatures, user id and password, etc.) before payroll export is sent to payroll. Payroll exports should not be sent before the appropriate approval.	M					
The Town payroll system is exception based for salaried employees who must punch in once each day or have a reason for being out. Export must, at a minimum, include regular hours,	M					

Time and Attendance Management System Functional Requirements	M/D	Yes	Chg	No	Text	Score
overtime, docking and shift differentials.						
Management Reports The system should have a report module in place to provide exception reports which include but are not limited to who is in and who is out, over time hours worked, assigned work location, labor distribution, vacation/personal/sick/holiday and FMLA time off, etc.	M					
The system should be able to capture all reports on an individual employee basis, as well as on a department-wide basis.	M					
The system should also provide a report for tracking when employees leave, why they leave, destination, when due to return, and when they actually return. (“In/Out Board”)	M					
The system should also provide a regular weekly report, by department, that cumulatively lists all employees pay and leave events on a daily basis.	M					
The system should be able to identify and produce reports of data that is imported (added or changed) from the HR System as rates of pay as well as report on imports that failed due to missing or incorrect data. In addition, the system should also be able to produce similar reports of data that is exported to the MUNIS Payroll System.	M					
The system should provide the ability to export report content and other data to MS Excel/CSV and PDF.	M					
The system should provide ad-hoc reporting capabilities. Users will have the ability to include/exclude data elements. Reports can be further customized using filter options, sort options, etc.	M					
The system is intended be to the official time record for the Town and the central warehouse for all sick, vacation, severance reports and as such must have bi-directional capabilities with the Town’s MUNIS system to capture all necessary information. Also must have import capability from other Town systems such as Fire, Police and Board of Education.	M					
The system should be able to email reports and alerts.	M					
Job Costing The system should provide the ability to assign time to projects for reimbursement and/or tracking needs.	D					

Time and Attendance Management System Functional Requirements	M/D	Yes	Chg	No	Text	Score
The system should provide the ability to track labor distribution for allocating labor costs to different/multiple cost centers in same pay period.	D					
Automated Notifications The system should provide automated notifications without supervisor querying. Notifications will include, but not be limited to: timesheets waiting for approval; missed punches; employees whose licenses are due to expire; requests for overtime; requests for discretionary time off (vacation); etc.	D					
Notifications can be of the following type: Flags, automatic emails, reports automatically generated and emailed, or other type of notification that will gain the attention of supervisors.	D					
Employee Self Service The system should have the ability for employees to review time sheets online and/or hardcopy via the web.	D					
Tracking Overtime The system should provide the ability to record overtime and track overtime (off hours work).	M					
Tracking FMLA The system should provide the ability to track FMLA eligibility and usage. The system should enable configuration of FMLA policies, determine eligibility, and understand/compute impact on work schedules and consider vacation, personal, and other FMLA relevant benefits.	M					
Tracking for Training, Licenses, and Related Certificates (TLC) The system provided should have the capability to store Health and Safety Compliance and other mandates. The system will track various types of mandated and optional training given to employees. The system should track state certifications, licenses, medical surveillance (regular physicals), and skills/crafts/maintenance.	D					
The system should not be restricted by number of items that can be recorded and tracked.	D					
The system should be able to track all types of training, licenses, certifications, medical surveillance (medical physicals), and skills and crafts per employee. Each item tracked should include but not be limited to date(s) issued or occurred, types of {training, certificates, licenses}, status (if applicable), as well as expiration dates (if applicable).	D					

Time and Attendance Management System Functional Requirements	M/D	Yes	Chg	No	Text	Score
The system should be able to generate and send notifications (without initiating a request) and reminders related to certificate or license expiration, upcoming scheduled training, and other training and compliance requirements.	D					
The system should be able to schedule by employee or by groups of employees to courses which may be examinations for licenses, certificates, or medical surveillance or training sessions.	D					
The system should be able to generate reports across entire employee population for tracking training, licenses, and related certificates. Reports should be generated by employee, location/facility, department, etc. Reports should include but not be limited to employee class history, course detail, class location history, class roster, course listings, detailed employee report, etc.	D					
The system should be able to maintain history and report on history of training, licenses, certificates, courses, etc for active as well as inactive employees.	D					
The system should allow employees to be activated/deactivated. Records should be maintained for both active and inactive employees.	D					
System Integration The system should have mechanisms in place for integration to the Town's MUNIS payroll and human resource systems and Town's Telestaff system for the Fire Department. Moreover, the system should be able to accept imports from any other system in prn, csv or xls format.	M					
Security/Multi-level access The system should be able to provide levels of security/access (at least three) for managers, payroll personnel, and supervisors. Access may include approval of timesheets, adjustments, and corrections as well as read only access for direct reports.	M					
The system should also provide different levels of access for users that are not directly involved in payroll review and approval. A number of users should have the ability to make changes, inserts, and updates, etc to various records, while other users will have read only access for the purpose of generating reports. The system should allow administrators to assign security rights to groups or individuals and to assign security rules to the object level.	M					
System Failure and Recovery Vendor should provide a method for addressing time clock equipment failure at physical facilities and on the field as well as software recovery. The vendor system must provide the mechanism and means to backup and recover the data and system from a minor to catastrophic failure.	M					

Comments can be entered in the same “box” as the stated functionality, directly beneath the question or attach additional pages

Mandatory Support Requirements	M/D	Yes	Chg	No	Text	Score
<p>Software Installation</p> <p>Both a training environment and a production environment will be established so that users will be able to test the system and subsequent new features without effecting ongoing production. The software installation process and requirements will be thoroughly documented by the vendor and be available to the Town for review and acceptance prior to the actual installation. Additionally, criteria demonstrating a successful implementation will be itemized and available for the Town to review and approve. Technical and end user administrator knowledge transfers will be performed to assure that the Town IT systems manager can maintain the installation or perform a re-install if necessary, and that the end user can sufficiently maintain business rules and mandates.</p>	M					
<p>Software Configuration</p> <p>At minimum, software configuration must be based upon the identified operational needs of end users. This can be accomplished through the respondent’s described process, through vendor-led business process analysis of the existing and anticipated workflows, or a hybrid of the two general approaches. Regardless of the intended approach, a detailed plan should be presented including requirements, tasks, resources, etc.</p>	M					
<p>Data Conversion</p> <p>The existing employee data and all other related data supporting the current system must be cleaned, converted where required and imported into the new Time and Attendance Management System database by the vendor. This imported information must be accessible for viewing and for reporting in the new environment. A formal document detailing the data conversion tasks and required resources must be produced by the vendor for review and acceptance by affected parties prior to production. Data to be converted is from MUNIS and will include sick, vacation and other time accruals for employees that will be on the system.</p>	M					
<p>Training</p> <p>End-user training will be provided to users (approximate number of staff requiring some level of training is expected to be between 20 to 40) at a Town facility or mutually agreeable facility. End-user training should cover all aspects of the system including but not limited to data entry, querying, reporting, administrative functions, etc. The Town will consider a train the trainer approach which major users may be trained at a vendor facility and they train user departments.</p>	M/D					
<p>The vendor shall provide a series of training sessions based on the different modules of the system with materials summarizing basic procedures for each area of training.</p>	M					
<p>Each session shall be focused on teaching end users how to use the system to perform their jobs using the tools provided in the system.</p>	M					

Mandatory Support Requirements	M/D	Yes	Chg	No	Text	Score
The trainer shall be prepared to work with groups of up to 10 users in each session. The trainer shall also be prepared to train users with limited computing skills.	M					
A separate administration course and electronic reference materials should be provided to the application administrators who will maintain the system. Additionally, a knowledge transfer, including supporting reference materials, will be performed to assure that both the Town IT systems administrator(s) and the application administrator(s) can perform required system maintenance and successfully install system patches and upgrades.	M					
Training should cover field replacement of time clock devices.						
Go-Live Support Full implementation support must be described, including the respondent's plan for on-site startup assistance and support for each effected department.	M					
Ongoing Support The vendor will provide a post implementation review plan, to be conducted jointly with the Town. Additionally, the vendor will provide a quote for annual maintenance and support of the system for the 5 years following a required one year warranty period. The vendor will itemize the terms of this maintenance and support, including but not limited to items covered by support, hours and levels of support, methods of support (i.e. Help Desk, email, on-line, on-site), guaranteed response times, and costs associated with response or development of customized solutions. (See Schedule A Pricing Template).	M					
Documentation The vendor shall provide user documentation, including, but not limited to:	M					
Detailed system training manuals which thoroughly explain setup, use, and maintenance of the system. Vendor will grant permission to make copies of the manual to be used by the Town of Trumbull.	M					
Procedural definitions of system user identity and access management (both internal and external users).	M					
On-line documentation, field level or otherwise, preferably in an industry standard, searchable help format such as a Microsoft Help or HTML file, or minimally as an ASCII text file.	M					
Planning and installation documentation for product upgrades.	M					
A detailed system configuration design.	M					
A detailed description of system installation, configuration and integration documentation.	M					

Mandatory Support Requirements	M/D	Yes	Chg	No	Text	Score
Installation instructions for all software components, including client computers, network servers, peripheral devices, instrumentation, databases, and any other vendor supplied utilities or existing customer assets which are required for the software to be implemented and supported by the Town IT systems administrator.	M					
Record layouts for all files and entity relationship diagram for database tables used in the system.	M					
Any special backup, restore, and/or recovery procedures.	M					
At least one thoroughly documented application example, if the vendor supplies an application programming interface.	M					
Interactive, computer-based training or on-line tutorial.	M					
Access to a vendor supported Web site containing documentation enhancements, bug reports, patches, etc.	M					
Implementation plan and schedule Status reporting Periodic reports on progress Milestone reports System requirements	M					
Minimum and recommended system hardware and network requirements	M					
Software Warranty and Maintenance The vendor must provide Town of Trumbull with a one (1) year warranty period, which will begin when the system is accepted by the Town of Trumbull. The vendor shall warrant all software provided to be free of defects during this one-year period. Any repairs or “bug fixes” required during this period will be made at no expense to the Town.	M					
A comprehensive software maintenance contract is required for the proposed system on a fixed cost basis for up to five (5) years following the expiration of the one (1) year warranty. Must include the software releases during maintenance period.	M					
Provide telephone consultation on a five (5) days per week, eight (8) hour per day basis.	M					
Provide capability to remotely diagnose and resolve problems on a 8 X 5 basis.	M					
Respond by telephone to a service call within one half (1/2) hour. Diagnose software and hardware problems and either correct or replace the software as necessary to remedy the defect.	M					
Offer an option for on-site service within 72 hours if a service call cannot be resolved remotely.	M					
Provide software fixes, enhancements, new releases, upgrades, and new versions, system documentation, user manuals, revisions and updates.	M					
Respond to all written consultation reports from Town of Trumbull in five working days.	M					

Mandatory Support Requirements	M/D	Yes	Chg	No	Text	Score
<p>Source Code in Escrow The vendor must place and maintain a current copy of the source code as delivered to the Town of Trumbull in escrow. In addition, the vendor must indicate that the escrowed software is updated as the source code is modified and that the Town will be permitted access to the source code should the vendor enter in to bankruptcy or otherwise cease to operate or otherwise be unable to provide support for the product. The Town reserves the right to verify that the item(s) placed in escrow includes the source code for the delivered system. The source code in escrow must be in a format and location acceptable to the Town. The cost for establishing and maintaining the required escrow account is to be born by the vendor.</p>	M					

Comments can be entered in the same “box” as the stated functionality, directly beneath the question or attach additional pages

IT System Technical Requirements	M/D	Yes	Chg	No	Text	Score
Network and Platform The proposed system must run on the Town’s existing TCP/IP network.	M					
Any client code in the proposed system must run on an industry standard platform – i.e., Microsoft Windows XP, Microsoft Windows 2000 or Microsoft Windows 2003.	M					
If not a web-based of Software as a Service Proposal, software and hardware must be installed with a centralized network.	M					
Hardware Procurement The vendor must provide a detailed specification list for all equipment required for a successful implementation.	M					
Database Data shall be stored in a relational or object-oriented database, meeting the latest industry standards from a major vendor.	M					
Relational database should be on the latest version of Microsoft SQL Server.	D					
Database documentation in the form of an ERD (entity relationship diagram) or detailed schema. This documentation should not be in a proprietary format but rather an industry standard format such as .vsd or html.	D					
Interface The system’s services and data must be accessible through an industry-standard interface, which must be at least one of the following: COM, .NET or ActiveX controls and objects; JavaBeans, JMS, J2EE; XML, ODBC or SQL connectivity; a rich, well documented API.	M					
Query and Reporting Facilities The system should offer ad-hoc query and reporting facilities, which are within the capability of end users. Any additional software licenses and training required to implement and use the reporting facility which are outside the cost of the proposal should be clearly documented in the proposal.	M					
System Backup System should suffer no degradation of service during system backup and maintenance functions.	M					
System backups must meet or exceed industry standard best practices and comply with the Town’s business continuity objectives.	M					
Performance Response time for PC client transactions must be measurable and should not exceed 5 seconds per transaction.	M					
The system must be able to handle all transactions which will occur over a 7 day work week, and a 24 hour work period.	M					
Data (Imports and Exports) The system must be able to import and export data in ASCII, CSV, XML, or Access format.	M					
Security The System’s security should be integrated into the existing Microsoft Active Directory security model.	D					
Software should not require Administrator rights to execute any client code.	D					
The System should allow administrators to assign security rights to groups or individual and to assign security rules to the object level.	D					

Comments can be entered in the same “box” as the stated functionality, directly beneath the question or attach additional pages

General Security Requirements	M/D	Yes	Chg	No	Text	Score
<p>Functional Security –Divisional Users The delivered system will have a component that allows for the creation of work groups within the department and will provide the ability to assign these work groups various rights and privileges with respect to interactions within the Time and Attendance Management System. These rights and privileges will be established by management and will be implemented by an appointed system administrator. Each individual’s access to the Time and Attendance Management System will be regulated by the use of either a PIN or password. The use of electronic signatures will also be regulated by the use of a PIN or password.</p>	M					
<p>Data Security Users in defined security groups will have access to only the data required for that specific group. The system administrator will use a tool to define these data security requirements for a group and/or user.</p>	M					
<p>Audit Trail The delivered system will have a component that allows for a comprehensive audit trail of all transaction by any individuals or groups within the Time and Attendance Management System. The audit trail should track access to the system, modifications and changes to timesheets and forms, and any other significant interaction within the Time and Attendance Management System. This information should be available in forms and reports.</p>	M					

Comments can be entered in the same “box” as the stated functionality, directly beneath the question or attach additional pages

Vendor Profile Business Environment	Yes	Chg	No	Text	Score
How many years has your company been in business?					
Define ownership of your company (private, subsidiary, etc).					
What percent of total annual revenue is devoted to Research and Development					
Provide the number of new clients you have installed within the past year					
What was your company’s gross revenue during the last three years?					
How many employees do you have?					
How many employees are dedicated to support, implementation and development of the proposed Time and Attendance Management System?					
Is your software license perpetual?					
How many clients do you have that are fully installed? How many in Connecticut?					
What percentage of your clients are using all of your software’s functionality?					
How many customers do you have installed on the most currently developed system? How many partially installed? Supply list.					
Can source code be held in escrow?					
Did you originally author your own application software?					
Will you provide all hardware as bid?					
Does your company provide all application software as bid?					
Is your company in the process or contemplating merging with another in the near future?					

Comments can be entered in the same “box” as the stated functionality, directly beneath the question or attach additional pages

Vendor Profile System Support and Implementation	Yes	Chg	No	Text	Score
Is seven (7) days a week, 24 hour support available for hardware if provided?					
Is seven (7) days a week, 24 hour support available for system and application software?					
Do you have an 800 toll free support number? Do you bill telephone charges to customers? Is telephone support time billed in support fees?					
What is your policy regarding acknowledgment of customer problem calls and escalation?					
Does your company provide regular software updates as part of the software maintenance contract?					
Date of first release of proposed system.					
Last major release date of proposed system.					
Next planned release date of proposed system.					
How often are updates of your software released?					
Please indicated major enhancements made to the software over the last 3 years (by version/release date)					
Next release version number					
Frequency of major releases					
Frequency of minor release					
Do you maintain an Internet connection or modem for access to our Time and Attendance Management System for maintenance of software or software upgrades?					
Is the current client reference list provided with this RFP? Please provide.					
Does your company have a user’s group? Describe.					
What is the time once the order is placed before the implementation process will begin?					
Is your company involved in any litigation with a customer or other entity? Within the past 3 years? If yes, briefly describe.					
What kind of response time will you guarantee for emergency and non-emergency calls?					
What is the average time to implement your system?					
What is the longest it has taken you to implement a system? Explain.					
What warranty period is provided and when does the period start?					
How long do you guarantee support for the current system proposed?					
Please explain your policy on applying customizations for clients and the effect on these changes on warranty agreements and ongoing support. Include pricing structure.					
Effect of client modifications on warranty policy?					
Please explain your policy on creating interfaces (on-line or batch) to other vendor packages. Are you willing to support interfaces that you create? Is there any affect on software warranty agreements? Describe your pricing policy/hourly rate for such work.					

Comments can be entered in the same “box” as the stated functionality, directly beneath the question or attach additional pages

Operations Database	Yes	Chg	No	Text	Score
Is your application based on a leading database platform, e.g. Sybase, Oracle, SQL, etc.-Which?					
Does your application have direct links to SQL and ODBC?					
Is your database “open”?					
Does your system include any database reporting tools or special links to popular reporting products that run under Windows?					
Do you offer an API (Application Programming Interface) toolkit that will allow other Windows applications to connect to your database?					
Will you provide a complete database dictionary that defines the contents and links for each record and field and allow access to the database from other Window applications?					
Are DDE (Dynamic Data Exchange), OLE (object Linking And Embedding) and JavaBeans supported?					
How often is it recommended that the database be reindexed?					
Does your system provide any preventative maintenance tools or utilities to identify database integrity errors, perform clean-up, re-organize the database, etc.?					
What functions ensure integrity and fault –tolerance in a network environment?					
Can the user define data-elements? Additional fields? Tables?					
Is there a limit to the number of data records?					
What utilities are available for monitoring daily activities?					
Does your system require an on site database administrator? If yes, what expertise level does the DBA require?					
Does your system support industry standard report writing software? If so, which one (s)?					

Comments can be entered in the same "box" as the stated functionality, directly beneath the question or attach additional pages

Operations Technical Environment	Yes	Chg	No	Text	Score
Does your Time and Attendance Management System operate in a paperless environment?					
Can the user remain on-line during maintenance?					
Is your Time and Attendance Management System rules-based? Describe.					
Are 'Help' functions available during user interaction?					
Describe your security application.					
When remote access is allowed, and/or access to your system via the Internet is used, please describe the levels of encryption the client has available to them.					
Is security provided for user ID and password?					
Is security provided for individually for each workstation?					
Is security provided for application access?					
Do you provide an 'ad hoc' reporting tool? Describe.					
Is the Time and Attendance Management System Client server? Describe					
Is the Time and Attendance Management System Web based? Is there a browser based reporting/query module?					
Does your Time and Attendance Management System employ a RDBMS (relational database management system)? If so, what is it?					
Does the Time and Attendance require any scheduled down-time? If so, explain.					
What hardware platforms are supported?					
Can any workstation act as a console on the system? Can any printer be defined as a console printer?					
What communication protocols are supported? Describe					
In what application programming language is your system written?					
For what system environment (i.e. operating system, system architecture, DBMS) is your Time and Attendance Management System developed?					
Can the user system administrator support/troubleshoot your system remotely?					
Does your product have or utilize an emulator that can also be used as a Web browser plug-in? Please describe					
Will the operating system be maintained and developed as long as it is in use by us?					
What is the name and current release (version) of the application software?					

Comments can be entered in the same "box" as the stated functionality, directly beneath the question or attach additional pages

Operations Hardware and Networking	Yes	Chg	No	Text	Score
What vendors/ and models do you recommend for hardware CPU and storage?					
What is the capaTown recommended for the main computer or file server(s)?					
What vendors are recommended for printers, PCs, terminals, etc.?					
Can you accommodate thin client? What platform?					
Describe the system architecture (LAN, open, PC based etc.)					
What is the method of backup for the proposed Time and Attendance Management System?					
Is your system fault tolerant or provide redundancy to eliminate unscheduled downtime?					
How expandable is the system proposed? (Memory, disk storage, workstation, etc.)					
What cabling methods are needed? (10BaseT, coaxial, wireless, etc.)					
What is required but not included in your proposal?					

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Operations	Yes	Chg	No	Text	Score
How many clients are on this software release?					
When was the software first developed and installed?					
When is the next major software upgrade planned for this system? Briefly describe.					
Does the system support a graphical user interface (GUI) such as Windows or web? What is it and what versions are supported?					
Does your system provide EDI (Electronic Data Interchange) functions? Describe.					
Does your client application support context sensitive help screens?					
Does the system support the use of digital signatures on data reports?					
Does the system support XML?					
What personnel and qualifications do we need to support and operate this system					
Does the system require regularly scheduled downtimes for backups, system maintenance, file reorganizations, etc.?					
What are the data retention capabilities and recommendations for maintaining history on-line?					
What system monitoring tools are provided?					
Is a log of transactions available?					

Comments can be entered in the same “box” as the stated functionality, directly beneath the question or attach additional pages

Applications Application Software Environment	Yes	Chg	No	Text	Score
Does your Time and Attendance Management System include separate environments for “TEST”, Upgrade, and Training?					
Is your Time and Attendance Management System menu driven? Describe					
How are enhancements and fixes to software applications provided and implemented?					
Does your standard Time and Attendance Management System package include an electronic mailbox function?					
What is the method of backup for the proposed Time and Attendance Management System?					
Archiving					
Describe the Time and Attendance Management System archive procedure. How long are results kept in the active database prior to recommended archive?					
Can reports be archived to tape media?					
Can reports be archived to optical disk storage and/or compressed Magnetic storage?					
Is retrieval of archived data fast and user-friendly					
Set Up Files					
Can someone without programming capabilities make setup file changes? (e.g. changes in normal ranges/print format)					
Ability to schedule system jobs, reports, labels, at specified dates and times					
How long are audit trails retained on the system					
Provide an automatic log off feature in all screens / functions causing the workstation to automatically back out and after a user-defined time period sign off the user if no activity is detected					

Comments can be entered in the same "box" as the stated functionality, directly beneath the question or attach additional pages

Training and Implementation	Yes	Chg	No	Text	Score
Describe training provided.					
Are ongoing classes available? Are they charged extra?					
Please provide the location of the training.					
Describe documentation provided with the Time and Attendance Management System.					
Is documentation provided with updates/new releases?					
Provide standard implementation plan and schedule.					
<u>Describe the recommended client implementation team. Describe the recommended Post live client support team.</u>					
<u>Is training included in the Time and Attendance Management System cost?</u>					

THE UNDERSIGNED AFFIRMS AND DECLARES that this proposal is executed with full knowledge and acceptance of the specifications, requirements, terms and conditions contained herein and with complete understanding and full compliance of system requirements and hereby submits this proposal for the request noted above and certifies that this proposal meets all the specifications and conditions requested herein. Any substitutions to the specifications requested are clearly and completely noted. Any alternate proposals are presented in a similar format to those requested and are attached herein. It is understood that the Town reserves the right to reject any or all proposals or waive any formalities in this request.

_____ Company Name

_____ by (Signature)

_____ Address

_____ Print Name

_____ City, State, Zip code

_____ Title

_____ Date

_____ Telephone/Fax

_____ Email

(Federal Taxpayer ID Number) _____

END OF SECTION

