

Cleveland County, North Carolina

Request for Qualifications

TIME AND ATTENDANCE SOFTWARE SOLUTIONS

RFQ Issued: November 2, 2020

RFQ SUBMISSION DEADLINE: 4:30 PM Monday, November 23, 2020

Table of Contents

RFQ Information	3
Introduction	3
Purpose	4
Response Format	5
Executive Summary	5
Company Background	5
Client References	5
Scope of Work	5
Implementation Methodology	6
Support	7
Hardware	7
Evaluation Criteria	7
General Comments	8

RFQ Information

Project Description

Acquisition, implementation, and training of time & attendance, scheduling, and leave management software that is compatible with **Keystone Information System Payroll/ERP** application including continuing support.

Cleveland County (“The County”) seeks to identify a potential vendor and pilot the timekeeping software in specific departments in January of 2021 with an entire organization launch on July 1, 2021.

Project location

Cleveland County, NC

Proposals due

Before Monday, November 23, 2020 by 4:30 PM.

Bids must be delivered electronically to:

Kim Lester

Purchasing Department

kim.lester@clevelandcountync.gov

Proposal questions

Any questions regarding electronic timekeeping within Cleveland County must be directed to

Jeff.sedlacek@clevelandcountync.gov

Opening of Proposals

Proposals, modifications, or corrections received after the closing time on **November 23, 2020** will be considered late and will not be opened.

If only one proposal is received in response to the RFQ, the County staff may either make an award or, re-solicit for the purpose of obtaining additional proposals at their discretion. Cleveland County reserves the right to reject all proposals.

Introduction

Located in the southwest portion of North Carolina, Cleveland County is home to approximately 100,000 residents across 469 square miles. Conveniently located between the two major metropolitan areas of Charlotte and Asheville, North Carolina. The county has, and is expected to continue experience tremendous growth with being home to many manufacturing companies and its convenient location.

Cleveland County is led by the five elected County Commissioners who appoint a county manager to oversee the daily operations of the organization. The county employs approximately 800 employees across 20 departments within the organization to provide efficient and effective services to the citizens and visitors of Cleveland. These employees are located in various offices and locations across the county in order to provide services to everyone in Cleveland.

The county provides a variety of services including public health, public safety, social services, tax collection, and landfill operations to make Cleveland County the ideal location for people to live, work, and play. The staff of Cleveland County work with the mission of the organization to “Make our Community Better.” This mission is accomplished by following the values of high performance, teamwork, customer service, integrity, and innovation.

With 20 departments and a variety of staff, the County has robust operational challenges as it relates to ensuring ongoing timeliness and accuracy of reporting employee time.

Purpose

As Cleveland County is a high performing organization, the county seeks an electronic timekeeping system to better manage its most valuable asset, its employees. Cleveland County is proud to provide a comprehensive benefits package that allows for employees to use petty leave, accrued comp/flex time, accrued sick, holiday pay, and accrued vacation. The desired vendor will be able to account for various rules and work schedules that are unique to various departments, positions, and as well as throughout the organization.

Currently, the County utilizes paper timesheets across the organization, that employees complete and submit their time worked for payroll and tracking accrued benefits. Completing timesheets on paper is time consuming for front-line staff to manually track their time worked and receive proper payment. The paper timesheets are also cumbersome for supervisors to receive and verify that the time worked is accurate and that payment and benefits are tracked appropriately for both part-time and full-time employees.

Across the approximately 800 employees and 20 departments, there is a large variety of employee schedules, locations, and challenges. The diversity of the organization results in a variety of rules for employee timekeeping. Departments with key logistical challenges include EMS, Sheriff’s Office, and 911 Communications. Along with the various rules, the county has a variety of employees working several work schedules in addition the standard work week (Monday-Friday 8-5), part-time employees, and shift scheduled work. In addition to the various work schedules, the county also employees several employee groups that are percentage employees, employees that work a certain percent of the year (I.E. 10-month employees working in school health). The desired timekeeping system will also be able to meet the unique requirements of these various employee groups.

As Cleveland County has not used an electronic timekeeping system software, the desired vendor will be able to provide training for front-line, supervisor, and administrative employees to aid in the implementation of the system. The desired vendor will list and provide several options for capturing time within the county organization that include, but are not limited to: physical timeclocks, mobile solutions, and web-based capabilities. The desired timekeeping system will also have the capabilities to account for the county’s unique rules and be compatible with Cleveland’s enterprise resource planning system, **Keystone Information System**. The timekeeping system must be able to import and export information into Keystone.

Response Format

Respondents (bidders) should submit in electronic format a document which includes the following sections:

1. Executive Summary

The Executive Summary should include a brief overview of the Proposal. It should be prepared in such a manner as to make it understandable to individuals not familiar with the terminology specific to this type of project.

2. Company Background

- Company Headquarters Information
- Company History
- Description of Products and Services Provided
- Experience with County Government Customers

3. Client References

Bidders must supply at least three (3) public sector sites that are currently using a similar system requested by the County.

- Entity name
- Address
- Contact name
- Phone number
- Payroll function

4. Scope of Work

The county is seeking qualified firms with extensive knowledge and background in electronic timekeeping and human resource management. Qualified applicants shall include a scope of work that includes, but is not limited to, the following information.

1. Solution overview
 - a. Have you ever transitioned an organization to your system using Keystone Information System? If yes, please explain.
2. General functionality
 - a. Describe how employees will interact with the system. Please describe the types and functionality of hardware and software clock-in/ clock-out interfaces
3. Time and attendance
 - a. Describe how your system tracks and collects time and attendance of employees.
 - b. Does the system have the ability to track time to projects, grants, business units, or specific activities?
4. Leave absence management
 - a. Can the solution track and manage all types of leave concurrently; including federal and state mandated leave, medical leave, and short-term disability, as well as intermittent leave? Please describe

- b. Explain how your system facilitates handling the provisions of the Family and Medical Leave Act (FMLA).
5. Scheduling
 - a. Describe how the solution handles accrued benefits (e.g., vacation, holiday, sick time.)
 - b. Does the solution allow a payroll administrator or manager/supervisor to enter or create schedules for employees?
 - c. Describe how employees and supervisors manage schedule changes.
6. Human Resources
 - a. Describe how your system does, or can, track percentage employee time.
 - b. Describe the integration between benefits and payroll.
 - c. Describe how your system handles leave requests and PTO.
7. Payroll
 - a. Describe your solutions payroll capabilities.
 - b. Describe how your system imports and exports information into Keystone Information Systems.
8. Security
 - a. Describe your solutions' security features that mitigate employee misuse and external attack.

For items 2-5 above, please describe how employees who do not have access to desktop applications will have access to functionality, either via mobile web or vendor supplied hardware. Bidders shall include any information related to the topics above and any information that separates their product and services from the competition.

5. Implementation Methodology

The implementation methodology should include every facet of the implementation process to integrate the software into Cleveland County operations. Please provide thorough information on the following:

- Project Management
 - Please describe the vendor project management team and responsibilities, as well as duties and role of county staff in implementation.
- Training
 - Methodology
 - Training Options
 - Curriculum for various county personnel
 - On-going training resources for new personnel
- Data Conversion
 - Data conversion services provided
 - Timelines
 - Provide an implementation Gantt Chart
- Timeline
 - **Use the implementation timeline focusing on launching pilot departments in January and organization launch on July 1, 2021.** Please include

estimated hours of both vendor and county staff time needed to dedicate to a successful conversion process.

6. Support

The bidder will provide the following Support information:

- Support Options
 - Does the Vendor provide a toll-free support number?
 - Does the Vendor provide Online Support?
 - Who from the County may contact Support?
- Support Goals
 - Please provide Response Times and Service Level Agreements
 - Who is responsible for hardware and system software maintenance?
 - Who is responsible for hardware and system software support? If 3rd Party, provide details.
- System Updates
 - How are updates managed?
 - How often are updates released?
 - What is the typical downtime during an update?
- Provide a summary of the accounting/payroll/ERP software packages with which your software/hardware can currently interface.

7. Hardware

The bidder is encouraged to recommend any enhancements to the minimum requirements stated below that will improve the overall performance and usability of the system.

Describe the following requirements of the proposed system:

- Provide details (including technical) for the hosting service used to host the SaaS product.
- Client System Requirements (include any add-ons and plug-ins required)
- Compatible Web Browsers
- Any additional hardware required to be purchased and maintained by the County

8. Cost Summary

Provide a total cost proposal for all products and services to be delivered and a breakdown of costs delineated by one-time, ongoing, and annual costs for products and services as described in your proposal. Amounts should contain no taxes and include all transportation and delivery to the County. All costs shall be in actual dollar-and-cent amounts. Please provide best estimate for travel costs and other miscellaneous items.

The proposal pricing must remain in effect for at least one hundred and twenty (120) days after the date of submission.

9. Evaluation Criteria

Following the closing of the RFQ application period, Cleveland County will assemble a selection committee to review applications and select a vendor that best fits the needs of the organization. The county reserves the right to select the bidder who best meets the overall needs of the County based on the following criteria (not listed in order of importance):

1. User friendliness
2. Ability to accurately track time worked and accrued PTO
3. Ability to account for unique employee groups and work schedules
4. Ability to schedule employees
5. Providing notifications to employees, supervisors, and administrators
6. Availability and quality of customer service capabilities
7. Ability to import and export information into Keystone Information Systems

General Comments

- Any cost incurred by the respondents (bidders) in preparing and submitting a response to the RFQ shall be the respondent's sole responsibility.
- All responses, inquiries, or correspondence relating to this RFQ will become the property of Cleveland County when received and will not be returned.
- Cleveland County reserves the right to accept or reject any submittals.
- Cleveland County reserves the right to award contracts as it deems will best serve its interests, including award of the services being sought to one or more of the applicants.
- Any questions relating to the RFQ should be directed to Jeff Sedlacek at jeff.sedlacek@clevelandcountync.gov.