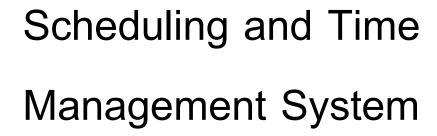# THURSTON COUNTY
WASHINGTON

Scheduling and Time Management System

REQUEST FOR PROPOSAL

THURSTON COUNTY
2000 LAKERIDGE DRIVE SW, OLYMPIA WA 98516

Application System Replacement
Request for Proposal

Thurston County
Central Services Information Technology

1.   Purpose

The Thurston County Sheriff's Office (hereafter referred to as TCSO or "the County") is seeking an information system to perform the functions of workforce scheduling and time management. The purpose of this RFP is to solicit proposals for the most appropriate scheduling and time management system from a qualified Vendor at a firm, fixed price, including implementation services. (For the purposes of this RFP, a "Vendor" is a company that can provide goods and/or services to Thurston County; a "Proposer" is a Vendor who has submitted a response to this RFP; and a "Contractor" is a Vendor with whom the County has contracted for goods and/or services.) The County prefers to purchase an existing system that is commercially available without major customizations, in use by other similar agencies in other jurisdictions of a similar size and complexity, and proven to operate effectively over time.

The County prefers to purchase from a Vendor who has demonstrated long-term viability as a company and a long-term commitment to customers through regular product enhancements and on-going support.

The County is seeking a Vendor that provides a proven, effective, and carefully structured approach to implementation of the chosen system. In this context, implementation refers to all efforts required to provide a complete and functioning system and to prepare TCSO to use it effectively. This includes technology and implementation planning, detailed design, interfaces, software integration, designing minimal software modifications, testing, training, data conversion, end user and technical documentation, project management, implementation change management, and post-implementation warranty support as described in the Statement of Work (Section 5).

Although the County is requesting proposals for complete systems, including software, and services that include any, and all, third-party components, the County at its sole discretion may choose not to acquire all optional system components. The County may also exercise the option to procure third-party components directly, in addition to or in lieu of any identified in specific proposals.

The County expects to fully implement the selected scheduling and time management system by or before March 30, 2018.

The County intends to award to the highest ranked Vendor that will assume financial and legal responsibility for the contract. Proposals that include multiple vendors must clearly identify one Vendor as the "prime contractor" and all others as subcontractors.

The County reserves the right to reject any or all Vendors whose software and implementation proposals do not adequately meet the County's stated system requirements (identified in Exhibit A) or contractor requirements (identified in Exhibit B) or the price of which exceeds the amount that the County determines it is able to afford for this procurement.

2.   **Background**

The currently-used scheduling and time management application, Kronos Telestaff, was acquired and installed in 2007, and the County has paid annual maintenance costs to the original vendor for continued application support. Telestaff is owned and sold by Kronos Incorporated, and is currently in distribution at version 6.1 - more than three major versions later than the version currently in production at Thurston County. The Telestaff application is used daily by all Sheriff's Office employees.

Kronos Telestaff currently runs in production, at Thurston County, on version 2.8. The application is installed on a Windows 2008 R2 SP1 virtual machine deployed on VMware's ESXi 6 hypervisor. The VM is allotted 4 GB RAM, and the application is currently configured to utilize Sybase 12 as a backend database for all application data. Sybase 12 is installed locally on the same instance as the Telestaff application and manages three Telestaff databases: a 224 MB database to manage all time data for 126 correctional officers, a 192 MB database to manage 110 patrol officers' time, and a test database of the same schema used for testing and backups. New production Telestaff data is manually exported to a comma separated values (CSV) file semi-monthly and manually imported into Tyler Technology's Eden payroll system software to perform payroll processing.

Since Telestaff was first implemented over a decade ago, it has failed to keep up with the needs of the Thurston County Sheriff's Office (TCSO). The application allows users to enter inaccurate data that requires payroll staff to conduct manual audits to ensure that staff are paid correctly based on labor agreements. Telestaff is nearing the end of the time period in which Kronos will support the software. In addition, when the county upgrades to Windows 10, payroll staff will no longer be able to pull all reports out of Telestaff to process payroll. The only workarounds for this issue are to keep payroll staff on the County's current version of Windows or to have the affected clients use a centralized Virtual Machine (Citrix server) to access the Telestaff reports.

Given the many detailed requirements that Thurston County has for a workforce scheduling and time management system, it was determined that a Request for Proposal (RFP) would be issued, seeking a replacement system from as large of a solicitation pool as possible.

3.   **Project Goal and Objectives**

The county desires to replace or upgrade the existing workforce scheduling and time

management system, that is currently in use by the Thurston County Sheriff's Office. The replacement system must meet all of the County's system and contractor requirements, identified in Exhibits A and B, respectively.

4.   Scope

The full scope of the Scheduling and Time Management System project will include:

- the deployment of a new time management application for use by the Thurston County Sheriff's Office for performing all timekeeping and scheduling processes
- integrating the new time management system with existing County enterprise payroll systems
- training TCSO staff on using the new time management system
- providing on-going maintenance activities required by the new time management system
- decommissioning existing Kronos Telestaff system components

The scope of the Scheduling and Time Management System project does not include:

- examining, enhancing, or migrating timekeeping or scheduling systems used by County personnel outside the Sheriff's Office
- revising the County payroll system to conform or comply with the interfacing needs of the TCSO's time management system
- upgrading client operating systems or hardware in the TCSO
- migrating existing or historical timesheet data into the new system

5.   County Information Technology Architecture and Standards

Any scheduling and time management system must adhere to Thurston County's IT architecture and maintain compatibility with the existing common computing environment at all architecture layers including data centers, network, operating systems, applications, and clients.

Data centers: The County maintains a primary data center at a county-owned facility in Olympia, WA, and a backup data center for disaster recovery in Tumwater, WA. Both data centers maintain an average 60-degree temperature utilizing air-based cooling and heat-removal technologies.

Network: 10 Gbps network backbones exist in both data centers and the data centers are connected via an MPLS 10 Gbps fiber circuit. Stationary Sheriff's Office employees have 1 Gbps shared-circuit connectivity to the data centers. The county has all remote offices connected via a Wide Area Network (WAN). Network connectivity to the various sites varies from standard T-1 (1.54mbps), high-speed broadband, to fiber connections (1 Gbps). Mobile employees have 4G wireless VPN access to the County's network. VPN access is also available for approved vendors to perform system installation,

configuration, and maintenance tasks.

Servers and applications: Thurston County utilizes virtualization where possible and is licensed for enterprise-wide usage of VMware ESXi 6. Microsoft Windows Server 2012 R2 is the standard operating system for new server installations, and SQL Server 2014 is the standard enterprise database platform. The County maintains a SharePoint 2016 server farm in Office 365 (Azure) and an on-premises SharePoint 2013 farm for internal applications and externally-facing web sites. Office 365 is also the Thurston County's electronic mail system for all County employees and the standard authentication directory for all enterprise applications.

Clients:
The standard employee workstation is a PC configured with Windows 7 Pro or Enterprise 64-bit or Windows 10 Pro or Enterprise 64-bit. PC configurations include a minimum of Intel Core i5 3.5 GHz, and at least 8 GB of RAM. All new PCs are being delivered in the county's active directory. The standard office automation software suite is Microsoft Office 2013 or higher, and clients are provided default installations of Internet Explorer 11 and Google Chrome 59 browsers for web application usage. Users have the option of using personal or county supplied mobile devices running iOS or Android.

6.   Statement of Work

Thurston County expects the selected Vendor ("Contractor") to take the lead in the implementation of the software. Specifically, Thurston County expects Contractor's staff to supply the majority of the implementation labor to install and configure the software as well as to provide project leadership, best practices, and tools to guide and effectively collaborate with Thurston County staff to design, implement, test, train, deploy, and stabilize a complete operational, integrated scheduling and time management system according to the requirements and functionality prescribed within this RFP.

The role of Thurston County staff is to provide subject matter expertise and participate in the project throughout the implementation process, relying on the Contractor's extensive experience and resources in implementing this system in similar settings.

The following list of objectives details Thurston County's desired services and associated deliverables. Contractors may offer additional services and deliverables which they believe would be beneficial to Thurston County, but must explain the purpose and content of any such additional offerings.

Objective 1: Provide project management and coordination	
Deliverable 1.1	Baseline Detailed Project Work Plan
Purpose	To establish a mutually agreed-upon project baseline before significant work occurs and to identify the specific tasks and resource levels necessary to timely deliver the elements in the Work Statement.
Content	A hierarchical work breakdown structure, including task

	dependencies, schedules, deliverables, and the Contractor and Thurston County resource assignments broken down to a sufficient level of detail to allow effective project control. The project work plan shall also include a detailed analysis of key project performance indicators and the critical path.
Date Due	7 days following contract execution
Deliverable 1.2	Project Status Reports
Purpose	To provide clear ongoing communications to stakeholders concerning the status of the project.
Content	A weekly report containing sufficiently detailed information to enable Thurston County to determine the status of the project and any variance from the detailed project plan, schedule, or budget. The status report will include, at a minimum: • Technical status of the project including Deliverable status, configuration status, and forecasted Deliverable status for the next reporting period • Resource status for the project including staff utilization • Schedule status for the project including task status, milestones completed, phases completed, schedule trends, and schedule summary • Comparison of actual percent complete versus scheduled for the work breakdown structure • Issues, risks, and resource constraints which are effecting or could affect progress including the proposed or actual resolution • Proposed changes to the project work plan, reasons for the changes, and approval/disapproval determination for any proposed changes • Updated detailed project work plan with approved changes highlighted
Date Due	Ongoing – Weekly until Objective 7, "Provide go-live support and stabilization services", has been completed to the satisfaction of both parties to the contract.

Objective 2: Perform initial installation	
Deliverable 2.1	Installation Certification Document
Purpose	To certify the successful installation of the Licensed Software in the Contractor's Virtual Private Cloud, and that the test, development, and production environments are functioning as necessary to support the implementation effort.
Content	A signed document warranting and certifying that the Licensed Software has been installed in Thurston County's test, development, and production environments, that the Licensed Software works as intended, that the installation has not degraded use of other Thurston

	County computer systems, that user authentication information is correctly shared with Thurston County's network user authentication application, and that the Licensed Software can be accessed via the network and can communicate with other Thurston County network resources necessary for the full functioning of the Licensed Software. The document will also summarize the components installed and describe the means used to verify the installation. If the chosen solution will exist at a cloud service provider (CSP), then the Installation Certification Document should verify that all applicable requirements and benchmarks specified in Exhibits A and B, which are verifiable upon software installation, have been met.
Date Due	14 days following contract execution

Objective 3: Assist with Business Process Design, Address Gaps, and Configure Software	
Deliverable 3.1	System Configuration Documentation
Purpose	To document how the system was configured and the business process decisions behind the configuration. To identify gaps where the software cannot be configured to meet desired business processes and identify resolutions for those gaps, as well as to clearly communicate the system configuration.
Content	A document that effectively describes the entire system configuration, including decisions made and the logic behind those decisions. The document will identify specific business activities that cannot be automated with the Licensed Software, describe alternative solutions, identify related cost, schedule, and design impacts, recommend solutions and document decisions. Thurston County will work in parallel to document their business processes to work with the proposed software configuration. Gaps identified in the existing system will be addressed and best practices considered in the design of the business process.
Date Due	21 days following contract execution
Deliverable 3.2	Configured Software Ready for Test
Purpose	To deliver a functioning set of the Licensed Software to Thurston County configured for test in accord with the System Configuration Reports. To certify that all test and production Computer System environments are functioning as necessary to support the implementation effort.
Content	The configured Licensed Software, installed on Thurston County's Computer System, including all workflows necessary to support Thurston County business operations and certification that the Licensed Software works as intended and is ready for user testing.
Date Due	45 days following contract execution
Deliverable 3.3	Application Architecture Documentation

Purpose	To concisely document the Licensed Software's architecture and interfaces in a manner understandable to all project participants.
Content	A document that details: • The major modules of the software and the interfaces between them • For each software module, the major data inputs, functions to be performed, and major data outputs • All external interfaces, including a description of the information sent and received, and the method and timing of the interface • Data structure definitions • A security plan for user access rights and a template to guide Thurston County's development of a comprehensive security plan
Date Due	21 days following contract execution

Objective 4: Develop Interfaces	
Deliverable 4.1	Interface Specifications
Purpose	To document the specifications for system interfaces defined in Exhibit A and by mutual agreement between Thurston County and the Contractor.
Content	A document that defines the specifications for necessary interfaces at a sufficient level of detail to support development of interfaces.
Date Due	45 days following contract execution
Deliverable 4.2	Tested Interfaces
Purpose	To deliver the real-time or near-real-time functionality that effectively connects the Licensed Software to the required interface programs.
Content	Software code and/or configuration parameters to make the interfaces specified in the Interface Specifications operational. Certification that the interfaces are working in accord with the associated specifications.
Date Due	60 days following contract execution

Objective 5: Perform testing	
Deliverable 5.1	Test Plan and Scripts
Purpose	To define the approach for testing of the Licensed Software.

Content	A document that:
	• Defines the overall testing process, including unit, system, acceptance, field, and performance testing
	• Includes all necessary test scripts – these will be developed by the Contractor and must adhere to Thurston County quality standards
	• Defines a mechanism for tracking test performance and completion
	• Defines procedures for managing the test environment, including change control
	• Defines procedures for assigning severity to problems encountered
	• Defines entrance and exit criteria for each round of testing
Date Due	45 days following contract execution
Deliverable 5.2	**Tested Software**
Purpose	To ensure the software as configured is ready for business use. Thurston County will conduct user acceptance testing against all system requirements identified in Exhibit A of this RFP.
Content	Software certified as ready for use/user-acceptance testing.
Date Due	60 days following contract execution
Deliverable 5.3	**Volume/Stress Testing Report**
Purpose	To conduct volume/stress testing and document the results of performance testing.
Content	Completed volume/stress testing and a document that:
	• Describes the overall volume/stress testing process
	• Documents the volume/stress testing results and provides recommendations for improving system performance
	• Documents improvements made to tune the system for optimal performance
Date Due	60 days following contract execution

Objective 6: Conduct training	
Deliverable 6.1	**Training Plan**
Purpose	To define the approach and schedule for end-user and technical systems operation/configuration training.
Content	A document that:
	• Outlines the necessary classes and curriculum for each class
	• Provides a content outline to guide development of classroom materials
	• Identifies Thurston County attendees and instructors
	• Provides a training schedule
	• Provides a mechanism for tracking completion of training

Date Due	45 days following contract execution
Deliverable 6.2	Training Materials
Purpose	To provide Thurston County with materials for each training session.
Content	Content and materials for each class, tailored to Thurston County's configuration.
Date Due	60 days following contract execution
Deliverable 6.3	Training
Purpose	To train Thurston County "trainers" on system use and train technical staff on system administration and configuration of the Licensed Software.
Content	The delivery of user and technical systems operation training in accord with the Training Plan.
Date Due	75 days following contract execution

Objective 7: Provide go-live support and stabilization services	
Deliverable 7.1	Go-Live and Stabilization Plan
Purpose	To define the steps necessary for a successful Go-Live and subsequent stabilization of the Licensed Software.
Content	A detailed task plan, including a readiness checklist and resource assignments, to support moving the Licensed Software into Productive Use. It will include a data load and conversion plan and a contingency plan in the event that the Go-Live fails. The Plan should anticipate a minimum of two dry runs and include a back-out strategy and clearly defined go/no-go decision points. It will also include a stabilization plan that details the Contractor's commitments to stabilization and the transition to full support by Thurston County staff.
Date Due	90 days following contract execution
Deliverable 7.2	Technical Operations Manual
Purpose	To guide Thurston County IT staff in the technical operation and maintenance of Licensed Software after implementation, including site-specific customizations and operational considerations.
Content	An online Technical Operations Manual that describes the procedures necessary to operate and maintain the Licensed Software after implementation, customized to Thurston County's configuration.
Date Due	60 days following contract execution
Deliverable 7.3	Business User Manual
Purpose	To guide Thurston County business staff with the use and ongoing configuration of the Licensed Software.
Content	Online documentation that supports Thurston County -specific business use of the software and provides guidance to end users in correct execution of user-performed application maintenance and

	configuration activities. Includes site-specific customizations and usage considerations.
Date Due	60 days following contract execution
Deliverable 7.4	Configured Licensed Software in Productive Use
Purpose	To provide Thurston County with functioning Licensed Software configured to meet Thurston County's business needs, loaded with Thurston County's data per the Conversion Plan, and interfaced with other Thurston County systems per the Interface Plan.
Content	Implemented Licensed Software in Productive Use.
Date Due	90 days following contract execution
Deliverable 7.5	Stabilization Services
Purpose	To provide Thurston County with support services for a defined period of time subsequent to Go-Live, including the identification and resolution of malfunctions and operational issues.
Content	Stabilization services, commencing at Go-Live and terminating at Services Final Acceptance.
Date Due	Ongoing

7. **Selection Process**
   Proposals will be reviewed by a team of County staff based on the criteria detailed in Section 6 of this Request For Proposal and the ability to meet the system requirements identified in Exhibit A, and contractor requirements identified in Exhibit B. Finalists may be selected for interview as a part of the selection. The final recommendation for contract award will be made by the Project Sponsor (Thurston County Sheriff's Office).

8. **Evaluation Criteria**
   In determining the most responsive proposal, the following elements will be given consideration:

   - Technical and functional approach to providing the most complete solution and level of service, based on the ability to meet the requirements of the solution and the verification of the proposer's response to those requirements. (70%)
   - Total cost of the proposed solution. (10%)
   - Qualifications and experience of the proposer. (20%) This includes:
     o Length, scope and depth of past experience delivering similar solutions for similar customers (Sheriff's offices of similar sized counties with jails)
     o Financial capability (Financial Statement Analysis, Dun & Bradstreet Reports, Credit Reports, 10K Report Review, etc.)
     o Licenses and certifications of the company and key personnel (CMMI, ISO, PMI, ITIL, Six Sigma, etc.)

9. **Information Requested**

Please include the following information in your response:

A.	A description of the firm's background and qualifications to include a brief statement of interest, stating why your firm should be considered for this project. This section should be no longer than four pages.

B.	Resumes of project manager and all other personnel who would work directly on the project. Include previous projects for which those personnel were responsible and indicate their roles and approximate percentage of time each would be involved in this project.

C.	Proposed project plan, including time lines.

D.	A complete and itemized cost estimate for the proposed work including: acquisition and implementation costs, professional services hours for system administration training, training costs for 250 users, travel and per diem costs, maintenance costs for 1-3 year support options, and non-fixed costs such as data storage or bandwidth costs for cloud-based solutions.

E.	Five references for past scheduling and time management systems, implemented by your firm, for County or municipal law enforcement organizations, serving constituencies of 50,000 or greater. Please include:
- Organization Name
- Reference name and telephone number
- Brief description of project, final product, and cost of project

F.	The proposer's ability to support all system and contractor requirements identified in Exhibits A and B, respectively.

## 10.	Submission of Qualifications

A.	By no later than 4:00 p.m. PDT on December 7, 2017, submit the information requested in Section 9 of this Request For Proposal by electronic mail to:

tmsbid@co.thurston.wa.us

All information requested may be submitted as email file attachments (individually or zipped) in the following formats: Portable Document Format (PDF), Microsoft Word (.docx), Microsoft Excel (.xlsx), Microsoft Powerpoint (.pptx)

B.	No information other than that set forth in this document and its attachments will be available prior to submitting responses.

C.	Responses received after the deadline will not be considered for contract award.

11.   Approximate Schedule

Process	Target Date(s)
Advertisement of RFP	November 24, 2017
Proposals received no later than 4:00 p.m. PDT	December 7, 2017
Selection of Finalist	December 12, 2017
Execute Contract	December 15, 2017
Period of Performance (PoP) Begin Date	December 18, 2017
Period of Performance (PoP) End Date	March 30, 2018

12.   Cost of Qualifications Presentation
Cost incurred in preparing and presenting the qualifications or included in any other manner by the proposer in responding to this RFP may not be charged to Thurston County.

13.   Fee, Contract and Negotiation
Thurston County intends to negotiate a fee for the provision of consulting services with the firm selected. It is Thurston County's intent to establish a fixed limit for the cost of services on this project.

Thurston County will require the selected proposer to sign a Professional Services Contract (sample attached to this RFP) for services rendered under this project. Incorporated by reference into the contract will be; (a) all of the information presented in or with the RFP, and the proposer's response, and; (b) all written communication between the County and the selected proposer.

Negotiation will begin with the proposer scoring the highest combination total based on the criteria detailed in Section 8 of the RFP. If a contract is not successfully negotiated within ten (10) days following notification, the County shall proceed to negotiate with the proposer scoring the second highest combined total.

14.   Nondiscrimination
Thurston County hereby notifies all proposers that it will affirmatively ensure that all will be afforded full opportunity to submit qualification proposals in response to this Request for Proposal and will not be discriminated against because of race, color, creed, ethnicity, religion, national origin, age, sex, marital status, veteran or military status, sexual orientation or the presence of any disability.   Implementation of this policy shall be consistent with RCW 49.60.400.

15.   Release Authorization for Reference Check
Submit the "Release Authorization for Reference Check" with your Proposal, signed by an Authorized Organization Representative (AOR) of the proposer.

16.   Procedures When Only One Proposal Is Received
In the event only a single responsive proposal is received, the County reserves the right to conduct an analysis of all evaluation criteria submitted in such proposal. The sole Proposer

shall provide such information, data and other documentation as deemed necessary for such analysis. The County reserves the right to reject such proposal.

17. **Cancellation or Rejection of Proposals**
   The Board of County Commissioners retains the right to reject any or all proposals for good cause and, in particular, to reject a proposal not accompanied by any data required by this Request for Proposal or a proposal in any way materially incomplete or irregular. In the event of a cancellation of a competitive solicitation or if all proposals are rejected, all Consultants will be notified by the County via mail, facsimile or electronic means.

18. **Withdrawal or Modification**
   The Consultant has no right to withdraw or modify the proposal for any reason whatsoever after the time set for the opening thereof, unless the award of the Contract is delayed for a period exceeding forty-five (45) calendar days from the time set for opening of the proposals.

19. **Award**
   A contract will be awarded to the responsive and responsible proposer whose proposal is the most advantageous to the County, taking into consideration the listed criteria. It is the sole responsibility of the County to award or not to award a contract. All proposals and accompanying material will become the property of Thurston County and may be subject to public records requests.

RELEASE AUTHORIZATION FOR REFERENCE CHECK

By signing below, the Firm responding to this Request For Proposal authorizes past or present clients to provide information requested by Thurston County regarding work that is within the scope of this Request For Proposal. The Firm authorizes Thurston County to photocopy this signed release to be used in lieu of the original.

Firm Name: _____

Signature of Authorized Organization Representative: _____

Typed name and title: _____

Appendix A – System Requirements

Vendors submitting proposals in response to this RFP shall certify their solution's ability to meet the following system requirements. Any requirements that are unable to be met by a solution's default configuration, or by customized enhancements that may be purchased from the vendor and specifically identified in the proposal's costs, must be identified and documented as unable to be met by the vendor. Thurston County will verify the completion of these requirements prior to disbursing any payments for the goods and services acquired under the terms of a contract.

- The system shall reside on hardware infrastructure that is redundant at all levels

- The system shall reside on a network infrastructure that is redundant at all levels

- The system shall utilize operating systems that comply with the Center for Internet Security's standards

- The system shall reside on RAID storage at the application and data levels

- The system shall offer the capability to produce ad-hoc reports on all fields that exist in the data dictionary with XML output

- The system shall offer the capability to produce ad-hoc reports on all fields that exist in the data dictionary with CSV output

- The system shall provide an ad-hoc report writer

- The system shall provide the ability to create workforce alerts (e.g. e-mail reminders, reports)

- The system shall provide canned reports

- The system shall provide 99.9% availability.

- The system shall provide scheduling capabilities.

- The system shall provide leave management features

- The system shall provide a fully documented Application Programming Interface (API) utilizing SOAP and web services technologies

- The system shall provide two-factor authentication. Factors may be a combination of: knowledge factors, possession factors, and inheritence factors.

- The system shall undergo an ANNUAL third-party application security assessments

- The system shall provide audit trails throughout the entire application and data center infrastructure

- The system shall be maintained in a data center that is Statement of Auditing Standards (SAS) 70 Type II Certified

- The system shall undergo Annual audits

- The system shall provide online HELP available at the screen level

- The system shall import leave accrual and leave taken data from Eden.

- The system shall perform an audit trail to show who made a change and what the change was as well as who approved the timesheet, when.

- The system shall record all removed entries: accounting code, date and who removed.

- The system shall provide a Test database to test against different scenarios (i.e. flsa periods)

- The system shall not allow an Off roster/back door entry on or to a different shift(s).

- The system shall allow for either position driven or the ability to slide people in and out of positions

- The system shall provide the ability to calculate leave balances and leave accruals

- The system shall prevent the double entry for same time & date or the entry of overtime during normal work hours.

- The system shall provide the ability to lockdown the system during payroll

- The system shall provide the ability to see entries that have been removed and who removed them

- The system shall provide auto-accrual and leave balance tracking

- The system shall retain all Thurston County data for the retention of this contract

- The system shall provide the ability to override accounting codes mapping to a particular budget

- The system shall support multiple corporate organizational structures simultaneously, with special permissions for each organizational structure

- The system shall provide standard, menu-driven reports enabling the user to generate a summary or detail level report categorized by user, project, or activity for a specified date range

- The system shall provide the ability to filter reports by: Time entries that are completed, Approved, Not Approved, Variance from Schedule, Posted

- The system shall provide the following report sorting capabilities: by site or range of sites, by cost center or range of cost centers, by client or range of clients, by project or range of projects, by activity or range of activities, by task or range of tasks, by employee or groups of employees, by a group or range of groups, by team or range of teams.

- The system shall provide access to unlimited years of check and schedule history.

- The system shall provide users the ability to define the following reporting variables: selection criteria, date ranges, sorting and grouping options, output format

- The system shall provide point-in-time reporting capabilities.

- The system shall provide the ability to change field names in reports

- The system shall provide the ability to run reports on live data.

- The system shall provide the ability to select report criteria at run time.

- The system shall provide access to reports is based on a manager's role (filtered security setup).

- The system shall provide data on reports filtered by the manager's security (filtered security setup).

- The system shall provide the ability to store report results

- The system shall provide the ability to view and reuse a previously stored report.

- The system shall provide the ability to select a report sort order.

- The system shall provide the ability to select a report group order.

- The system shall output reports in PDF format.

- The system shall output reports in Excel format.

- The system shall provide the ability to provide the following portal administration features: personal profiles, usage and activity statistics

- The system shall provide facilities for role-based filtering of content

- The system shall provide facilities for Routing and Approval processes, alerts and document management

- The system shall support the current versions of the following web browsers: Google Chrome, Mozilla Firefox, Microsoft Internet Explorer, Microsoft Edge, Apple Safari

- The system shall provide Content access control based on: user profile, user action, role, content type

- The system shall provide native integration with Thurston County's Microsoft Active Directory for user authentication

- The system shall be configured as a single-tenant application with isolated databases, running in its own application instance

- The system shall perform instant upgrades that are installed automatically when they are released

- The system shall guarantee that the County is always running on the latest version of the software

- The system shall offer a facility to easily customize the key field terminology used throughout the system without programming or scripting

- The system shall offer the ability to customize terminology appearing in on-screen Field Labels. For example, "staff" be changed to "technician" in all appropriate on-screen Field Labels

- The system shall offer the ability to customize terminology appearing in on-screen text boxes. For example, "staff" be changed to "technician" in all appropriate Text Boxes

- The system shall offer the ability to customize terminology appearing in on-screen Drop-Down Boxes. For example, "staff" be changed to "technician" in all appropriate Drop-Down Boxes

- The system shall offer the ability to customize terminology appearing in Screen Captions. For example, "staff" be changed to "technician" in all appropriate Screen Captions

- The system shall offer the ability to customize terminology appearing in Screen Displays. For example, "staff" be changed to "technician" in all appropriate Screen Displays

- The system shall allow a user with proper clearance to designate the input validation rules used to validate data entered into the field

- The Contractor shall develop a dispute resolution plan for resolving disputes that may arise over the terms of any contract that may exist between the two parties. The Contractor further agrees that withholding services to settle a dispute is not an option. Withholding of services can only be done if both parties agree.

- The system shall provide DETAILED error messages that enable the user to identify and correct the problem causing the error provided by the proposed software

- The system shall enable an authorized user to specify the business process rules to be used

- The system shall provide auto refresh/requery of dashboard objects

- The system shall always be in full compliance with the following regulations and guidelines: HIPAA (Healthcare Insurance Portability & Accountability Act), 21 CFR Part 11 on FDA Compliance, FMLA (Family Medical Leave Act), FLSA (Fair Labor Standards Act)

- The system shall allow Time & Attendance Rules to be configured on a user-defined basis

- The system shall allow Approval workflow to be configured on a user-defined basis

- The system shall allow Overtime policy to be configured on a user-defined basis

- The system shall support time-tracking in the following standard time periods: weekly, bi-weekly, semi-monthly, and monthly

- The system shall allow period types and lengths to be overridden on an individual employee basis

- The system shall allow period types and lengths to be overridden on an group of employees basis

- The system shall allow the following functions available at the desktop: Time sheet entry, Activity assignment, Time sheet approval, Reporting

- The system shall allow the following functions to be totally enabled through any Web browser without the installation any other software: Time sheet entry, Activity assignment, Time sheet approval, Reporting

- The system shall allow GPS data to be collected to locate remote time collection

- The system shall allow the following functions are supported and available via email: Activity assignment

- The system shall enable employees to attach NOTES to time entries

- The system shall enable users to enter the activity performed during a specific time range

- The system shall report average hourly employee pay rates in user defined periods without constraints

- The system shall automatically calculate the following: Vacation time accrued, Sick time accrued, Compensation time accrued

- The system shall totally eliminates the requirement for manual time card preparation, collection, filing, storage, and retrieval.

- The system shall support access by and data entry from the following devices: Biometric (fingerprint), wireless devices, Web Punch

- The system shall allow for management overrides as required.

- The system shall allow management to set early/late clock-in thresholds with automatic adjustment to scheduled hours.

- The system shall require management authorization for early/late clock-ins.

- The system shall require management authorizations for unscheduled clock-ins.

- The system shall support an unlimited number of shifts.

- The system shall support an unlimited number of pay policies.

- The system shall be able to manage the following overtime pay capabilities: Daily, weekly, or period level multiple overtime thresholds; Overtime paid if outside of scheduled work time or on holidays; Weekly overtime for semi-monthly or monthly pay schedules; Calculate credits to FLSA requirements for daily overtime according to company policies.

- The system shall be able to identify employees that are clocked in and track hours over user definable periods.

- The system shall support flex time, split shifts, departmental transfers, etc..

- The system shall track attendance records showing late days, absences etc..

- The system shall allow the auditing of time and attendance data as necessary.

- The system shall allow employees to temporarily override automated time and attendance limits.

- The system shall maintain employee schedules for an unlimited number of shifts.

- The system shall allow access rights of employee information to be limited by employee and/or employee group.

- The system shall provide a user interface with access rights per employee and/or employee groups for scheduling.

- The system shall support scheduling of employee by location and position.

- The system shall support true ROTATING schedules

- The system shall fully support REPEAT user schedules

- The system shall support scheduling employees time across multiple shifts and/or locations.

- The system shall track the following time elements used by designated employees over user definable periods: FMLA, Holiday, Sick, Vacation, Leave time earned by exempt or non-exempt employees

- The system shall support the following leave management functions: User-defined leave time usage and entry policies, Supports for borrowed time and negative leave time entries, Automatically updates timesheet for holidays, Automatically updates timesheet for Employer Defined non-work days, Track leave time earned by exempt or non-exempt employees.

- The system shall be able to set constraints for scheduling of employees based on user defined parameters including workable hours, shifts, days of week, vacations, etc.

- The system shall display the currently scheduled hours and cost of labor for the current day

- The system shall display the total hours and cost for the week.

- The system shall display daily and weekly productivity based on the scheduled hours and recent weeks sales information

- The system shall be able to print or export a copy of each individual employee's schedule or the entire weekly schedule displaying all employees scheduled for all days during the week.

- The system shall support any day of the week as a week-starting day

- The system shall support any day of the week as a week-ending day

- The system shall maintain employee schedules for an unlimited number of shifts.

- The system shall keep a journal as back up for all transactions

- The system shall store database of all employees with key personal information, including availability

- The system shall support all federal, state and local regulations regarding wage and hour for adults and minors.

- The system shall maintain employee schedules for an unlimited number of shifts.

- The system shall keep a journal as back up for all transactions

- The system shall store database of all employees with key personal information, including availability

- The system shall support all federal, state and local regulations regarding wage and hour for adults and minors.

- The system shall alert appropriate managers of employee probation period approach, met or exceeded.

- The system shall support the following Email messaging capabilities: Changes in Timesheet status (completed, approved, rejected), On Timesheet exceptions (early departure, no punch out, lates, etc.), Employee review dates, Employee termination date.

- The system shall allow the user to define the content of a specific message type

- The system shall allow the user to define what event will cause an alert message to be sent automatically

- The system shall allow the user to define in advance which user(s) or group of users should receive a specific type of automatic email alert

- The system shall be able to alert appropriate employees when employee hours or store hours are approaching, reached and/or exceeded.

- The system shall provide anytime-available data exports of time and attendance, leave, and scheduling data in a Tyler Technologies Eden importable format

- The system shall support a full interface with Microsoft Office 365

- The system shall include multiple rounding rules by pay group.

- The system shall allow multiple grace periods by pay group.

- The system shall allow for the ability to automatically lock timesheet records once approved. Allow for authorized users, such as Payroll Admin, the ability to have full access to locked timesheet.

- The system shall allow the ability for supervisors to designate a backup for a defined date/time range.

- The system shall allow Unlimited number of user defined time/earnings code.

- The system shall allow the definition and application of complex pay rules based on timesheet details.

- The system shall allow Date effective recording of all timesheet- and employee-related data.

- The system shall allow Thurston County to maintain and modify any and all complex pay rules without vendor intervention.

- The system shall provide the definition and processing of holiday roll calculations where an employee may be paid for a public holiday on an alternate day. For example, the public holiday falls on an employee's off day. Therefore, employee will take the holiday and receive holiday pay on their last scheduled workday.

- The system shall include shift differentials that are paid in multiple different ways based on pay group, union contract and shift worked.

- The system shall Allow employee punch captured for start and stop times of shifts, breaks and lunches.

- The system shall allow group change capabilities to modify common elements in a group of employee timesheets.

- The system shall allow Timesheet values to be adjusted by week and selected days within a week by authorized users.

- The system shall provide a comprehensive audit trail of all changes made to the timekeeping records.

- The system shall Track both standard and actual hours by activity code for analysis purposes.

- The system shall Store employee (contractor) hours to be withheld from payroll upload.

- The system shall Allow automatic processing of dual rate employees – those that get paid a higher rate when working out of class jobs.

- The system shall allow Retroactive time accounting calculations based on payroll transfer date.

- The system shall provide the ability to view overtime by: employees, shift, time period, color team (red, green, gold, etc.)

- The system shall Allow validation of labor codes, in an on-line fashion, when activity code is entered at timekeeping device.

- The system shall provide various types of payroll lockdown dates to freeze timesheet edits for payroll processing such as: supervisor lockout date, hands-off date, weather/closure date, payroll deadline

- The system shall Allow a fully reconciled payroll, labor and job activity information captured and maintained within the application

- The system shall Allow the tracking of labor metrics (includes project, job, and department).

- The system shall provide tracking of labor metrics such as: Project, Job, Department, Work Code, Major Case Number

- The system shall allow the real-time alerting of immediate time and attendance value/ rule violations including: Minor rule violation, Contract rule violation, State rule violation, Local rule violation, No shows, Approaching Overtime, No punches without override.

- The system shall allow employees to do the following : punch in, punch out, make position changes

- The system shall Allow on-line edits to daily timesheets by employee and by authorized users.

- The system shall provide the capacity to roll schedules forward by person

- The system shall Allow employees to view upcoming schedules on-line.

- The system shall provide the capability by person to add multiple time schedules that work in conjunction with rounding rules

- The system shall Allow real time access to activities and related costing information.

- The system shall Allow the validation of absence codes against associated leave balances.

- The system shall Allow for absence tracking with year at a glance scoring and analysis.

- The system shall Allow for the viewing employee and team attendance data for a given year.

- The system shall Allow employees to request time off, tracks status with dynamic validation against time off business rules.

- The system shall Allow for the employee to view their timesheet along with weekly hours and costs.

- Allow for non-technical personnel to generate standard reports via a web-based, wizard-style interface.

- The system shall Allow for scheduled reports to run automatically and be distributed to specific users/distribution lists, via email or other means of distribution.

- The system shall Allow for the building, modification and maintenance of custom reports by non-technical employees.

- The system shall support the following INDEXING methods: by Author, by last activity date, by Creation Date, by Document Number, by Category, by Keywords.

- The system shall index an entire column and all of it's entries

- The system shall offer reporting of the System Configuration

- The system shall offer the following document purging functions: by Date Range or specific date, by specific Customer (client)

- The system shall filter query response lists by user permission level to only show results the user is authorized to see

- The system shall provide the following document viewing/storing capabilities: Microsoft Word for Windows, Microsoft Excel, ASCII files

- The system shall provide a single "control panel" type screen enabling properly authorized users to access, control, or perform many, if not all, key system functions

- The system shall provide a "control panel" screen to allow an authorized user to access operational areas such as: Access new work to process, Start existing processes, Monitor process performance, View the status of existing processes, Generate reports, View reports, Configure "out-of-office" dates, Determine where work should be sent when the primary recipient is "out-of-office".

- The system shall provide a "control panel" screen to allow an authorized user to access administrative areas such as: Test new processes in simulated environments, Deploy new processes, Manage user privileges, Manage user roles, Manage security.

- The system shall enable an authorized user to specify the business process rules to be used

- The system shall provide a graphical, drag & drop, point & click design workflow modeling environment

- The system shall provide built-in property editors to configure automatic activity information such as: Business rules, Escalation rules

- The system shall allow passwords for each employee

- The system shall allow passwords for each department

- The system shall allow passwords for each corporation possible, assuming multiple corporations may be defined in the proposed software

- The system shall automatically keep a system access log

- The system shall allow document access rights to be assigned by: Group, User, Document Category

- The system shall provide a security function with the following GROUP restrictions: No Access rights, Read Only rights, Edit rights, See Filename Only

- The system shall provide a security function with the following USER restrictions: No Access rights, Read Only rights, Edit rights

- The system shall allow multiple user security profiles to be created to control the access to all of the proposed system's features and functions enjoyed by different groups of users

- The system shall allow a security profile controlling the ability of multiple users to access specific features and functions of the proposed system to be created

- The system shall enable the creation of a security profile controlling a user's ability to: View ALL documents, View only specific document groups, View only departmental documents

- The system shall provide the ability to view all user-defined security profile codes, and select the one desired, via a drop-down list box when maintaining help desk staff members

- The system shall allow the establishment of access privileges at the following levels: Individual, Role (position), Group

- The system shall ensure process participants are able to see only what their security privileges enable them to see (participants see only what they need to perform their activities)

- The system shall provide the ability to lock and hide specific data fields

- The system shall allow an implementation of fatigue rules and restrictions for overtime.

- The system shall provide an exportable/downloadable CSV file with the following data elements in individual columns: Date of activity, Employee's schedule, Code (FLSA, Sick, Vacation, etc.), Description of Code, Notes, Employee #, Employee Name, # of hours worked, Start time, End time, Account. The below is an example of the minimum data element requirements for the CSV file.

    "Date","Schedule","Code","Description of Code","Notes","Emp #","Name","Hours","Start Time","End Time","Account"
    "4/16/2017","ARC 0730-1530 Control","flsa","Overtime (OT)","c/note","5027","Doe, John","4","0700","1100","d b203"

Appendix B – Contractor Requirements

In the event a contract is entered into between a vendor submitting a proposal in response to this RFP and Thurston County, the contractor must certify their ability to meet the following requirements as part of the proposal submission process. Any requirements that are unable to be met by a contractor must be identified and documented as unable to be met in the proposal. Thurston County will verify the adherence to these requirements prior to disbursing any payments for the goods and services acquired under the terms of a contract.

- The Contractor shall have established, well defined Business Continuity Plans that address all forms of natural and man-made catastrophes.

- The Contractor shall have the ability to perform client production work in multiple geographically dispersed locations

- The Contractor shall have an established Crisis Action Plan dedicated to the transfer of data, documents, systems, and client projects from a facility impacted by a crisis to another, unaffected facility

- The Contractor shall maintain a continuously updated Disaster Recovery Plan containing preventative and emergency response procedures for both natural and man-made catastrophic events

- The Contractor shall maintain a continuously updated plan for achieving a state of normal business operations as quickly as possible after a natural or man-made disaster

- The Contractor shall conduct detailed risk assessments on a periodic basis to continuously validate these disaster recovery and business continuity procedures are sufficient

- The Contractor shall require all of the production and support facilities utilized by the Contractor to be protected by backup electric power generation systems

- The Contractor shall agree that they are not permitted to withhold services in the event a dispute arises over some aspect of the contract between the Contractor and Thurston County. The Contractor agrees to establish a binding dispute settlement process as part of the transition plan discussed elsewhere in this document.

- The Contractor shall prepare a detailed "Cessation of Services" plan designed to transfer the outsourced business processes back to Thurston County. This plan must be developed as part of the Transition effort.

- The Contractor shall provide a Disaster Recovery and Business Continuity Plan to ensure that all resources supporting Thurston County's outsourced business processes are protected. The plan must be an ongoing process, in which both preventive and preparedness measures are taken to help prevent a business interruption and survive a disaster.

- The Contractor shall provide proof of existing management policies and procedures addressing the development, maintenance, and testing of business continuity and recovery plans for the services being provided. The plan must include the technology infrastructure that ensures the continued operation of critical business functions when business services are disrupted or otherwise unavailable. Subjects that must be addressed include: risk assessment and control, business continuity alternatives, emergency response, communication plans, and overall business recovery plan maintenance.

- The Contractor shall provide a HelpDesk via a toll free telephone number for service calls. The phone number must be available 24 hours a day, 365 days a year with response consistent with the service level selected by the client.

- The Contractor shall implement and manage systems and procedures that address Thurston County's security policies, and adopt any revised or expanded policies that Thurston County implements during the life of the contract. Activities that must be addressed include user ID creation/deletion, password setting/resetting, creation of limited access shared space on servers, secured installation of assets, secured backup tape storage, destruction of data on failed hardware components (for example, data on a server hard drive that fails) and confidential data protection methodologies. The Contractor will also secure network resources against unauthorized access from internal or external sources

- The Contractor shall protect all information the Client considers to be sensitive from unauthorized disclosure, modification, or access. Types of sensitive information that will be found in Thurston County's systems that the Contractor may support or have access to include, but are not limited to: Privacy Act information, information subject to special statutory protection, including data with respect to children and family services, information on pending cases by Equal Employment Opportunity (EEO), labor relations, legal actions, disciplinary actions, complaints, IT security, pending cases, civil and criminal investigations, Health Insurance Portability and Accountability Act (HIPAA) data, and Federal Tax data subject to IRS Publication 1073.

- The Contractor shall allow the customer to exit the contract without penalty if there are multiple quarterly failures to meet 99.9% system availability

- The Contractor shall enforce data center policies and procedures designed to ensure that only those staffers who have a need to access production systems are given access

- The Contractor shall provide a Help Desk offering live telephone support to be available 24 hours a day, 365 days a year

- The Contractor shall provide a web site dedicated to HelpDesk needs and on-going support

- The Contractor shall provide training manuals, i.e., software procedure manuals, provided during the training