



Request for Proposals (RFP)
For A Time Entry and Payroll Solution
For Yuba County, California



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I. Introduction

A. Intent

The County of Yuba, California is issuing this Request for Proposal (RFP) for a time entry and payroll solution and related implementation services. The County will consider all deployment options, including SaaS, Hosted Solutions, or On-Premise solutions.

The functional scope for this project includes core human resources functions to support time entry and payroll, leave management, time entry and payroll. The project will serve the entire County Government (The entire group of participants will be referred to as "County" unless specified otherwise.) The County currently uses several desktop applications, commercial software, and ADP for payroll processing. The County expects to begin implementation in fall of 2016.

B. About the Project

The County initiated this project as part of its overall assessment of its time entry, payroll, and human resources systems. The County currently uses ADP as its payroll processor. The organization's time entry process relies heavily upon manual forms and spreadsheets. Some commercial software is used to help certain departments allocate time across accounts and grants. The County's goal is to improve time entry and implement an integrated time entry/payroll solution. The scope for this project also includes core human resources functions that are required to support time entry and payroll.

The County also chose this assessment as an opportunity to improve time entry and payroll processes. The County has completed current process maps and has designed future process concepts that are being used to define the scope for this project. Attachment VII.P (Process Maps) contains the process maps. The selected Vendor is required to make recommendations for best practice processes utilizing their software.

The organizational scope for this project includes all County Departments (including Enterprise Funds). The County has assigned a Payroll Technician to work on this project full-time. Other County resources will be assigned as required. (Please See Table 3 for the County Resource Assignments.) Ideally, the solution will be implemented by the beginning of the '17/'18 fiscal year; however, the County is open to other options as long as the logic is explained and is reasonable.

The County is interested in all solution deployment strategies, including: on-premises, hosted/managed services; or Anything as a Service (XaaS).



C. About the County

Yuba County is located approximately 30 miles north of the City of Sacramento. The County Seat is the City of Marysville. The County is managed by five elected supervisors; an appointed County Administrator; and seven other elected officials (Assessor, Auditor-Controller, Clerk-Recorder, District Attorney, Sheriff, Superintendent of Schools, and Treasurer-Tax Collector). This project is sponsored by the Auditor-Controller, who is responsible for the general accounting systems and payroll. The County’s project manager for this project is from the Auditor-Controller’s office.

**Table 1
Summary County Statistics**

Background Statistics	
Population, 2015 estimate	74,492
Operating Budget (General Fund)	\$38.4 Million
Approximate Number of Employees (FTE)	850
Fiscal Year	July 1 – June 30

D. Notice to Bidders

Failure to carefully read and understand this RFP may cause the proposal to be out of compliance, rejected by the County, or legally obligate the Bidder to provide more than they may realize. Information shall not be obtained by the Bidder from any officer, agent or employee of the County other than as described in Section III A (County Contacts). All questions will be distributed and posted online and Bidder shall be responsible for acknowledging all addenda. Only the format described in the RFP and the attachments included with this RFP will be accepted as compliant for the submitted proposal. Failure to completely fill out all required attachments may result in disqualification.

E. Conditions

- 1) Bidders shall make all investigations necessary, using the appropriate channels, to thoroughly inform themselves regarding this proposal. No plea of ignorance by the Bidder of conditions that exist or that may hereafter exist as a result of failure to fulfill the requirements of the contract documents will be accepted as the basis for varying the requirements of the County or the compensation to the Bidder.
- 2) In the event that all RFP requirements are not met with products and services provided by one firm, Bidders are encouraged to partner with another firm to



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submit a joint proposal. Failure to meet all requirements will not disqualify a firm. However, the County will evaluate each proposal to determine its overall fit in the best interests of the County.

- 3) In the event that multiple firms partner to submit a joint proposal, the proposal must identify one firm as the primary contact for all subcontractors. This primary contact will be the primary point of contact throughout the procurement process. A primary firm must also be identified for implementation. The primary firm will be held responsible for the overall implementation of all partners included in the joint proposal.
- 4) All third-party solutions proposed as part of a joint proposal are subject to the same requirements of this RFP, unless otherwise stated.
- 5) Implementation pricing must be submitted on a deliverable and "milestone" basis. For implementation services under a milestone arrangement, the County compensates the Bidder a fixed amount for the completion of major milestones. Bidders are to provide all work effort and assumptions used to calculate the fixed fee for each deliverable and milestone. The scope of the project will be defined by the statement of work and detailed functional requirements included as Attachment 8 (Functional Requirements). All firms submitting proposals are encouraged to submit the most competitive proposal possible as the failure to do so may lead to elimination prior to software demonstrations.
- 6) This RFP, its general provisions, and the terms and conditions identified in Section V (Contract Terms and Conditions) shall be incorporated in any agreement resulting from this solicitation, and the RFP and its terms and conditions, plus attachments shall control unless the Agreement expressly provides otherwise.
- 7) All proposals and any subsequent clarification or response to the County's questions shall be valid for a minimum of 120 days.
- 8) Bidders are required to state exactly what they intend to furnish to the County via this Solicitation and must indicate any variances to the terms, conditions, and specifications of this Solicitation no matter how slight. If variations are not stated in the Bidder's offer, it shall be construed that the Bidder's offer fully complies with all conditions identified in this Solicitation.

F. County Rights Reserved

- 1) The County reserves the right to select the proposal(s) which in its sole judgment best meets the needs of the County. The lowest proposed cost will not be the sole criterion for recommending the contract award.
- 2) The County reserves the right to award multiple contracts from this RFP.
- 3) The County reserves the right to reject any or all proposals and to waive technicalities and informalities when such waiver is determined by the County to be in the County's best interest.



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- 4) The County may modify this RFP by issuance of one or more written addenda. Addenda will be posted on the County's Bid Website (See Section III (General Submittal Instructions))
- 5) During the selection process, the County reserves the right to meet with select Bidders at any time to gather additional information. Furthermore, the County reserves the right to remove or add functionality (i.e., modules, components, and/or services) until the final contract signing.
- 6) This RFP does not commit the County to award a contract. All proposals submitted in response to this RFP become the property of the County and public records, and as such, may be subject to public review.
- 7) The County shall not be liable for any pre-contractual expenses incurred by prospective Bidders, including but not limited to costs incurred in the preparation or submission of proposals. The County shall be held harmless and free from any and all liability, claims, or expenses whatsoever incurred by, or on behalf of, any person or organization responding to this RFP.
- 8) The County shall not be under any requirement to complete the evaluation for this RFP by any specific date and reserves the right to suspend or postpone the evaluation process should the need arise due to budget constraints, time constraints or other factors as directed by the County.

G. Communication Regarding this RFP

All communication from prospective Bidders regarding this RFP must be in writing by email to the address listed in Section III.A (County Contacts). Communication by telephone or in person will not be accepted.

Attempts by or on behalf of a prospective or existing Bidder to contact or to influence any member of the selection committee, any member of the Board or any employee of the County outside of the designated contact with regard to this RFP may lead to elimination of that Bidder from further consideration.



II. Scope of Project

A. Functional Scope

The functional scope consists of the processes listed in the chart below. Specific functionality within each process more thoroughly described in Section VII.H (Functional Requirements).

Table 2
Functional Scope

Functional Scope	
Human Resources Processes	Time Entry Processes
<ul style="list-style-type: none"> • Core Employee Records • Employee Self-Service 	<ul style="list-style-type: none"> • Time Entry • Time Sheet Validation
Leave Management Processes	Payroll Processes
<ul style="list-style-type: none"> • Leave Accruals • Leave Request Management • FMLA Tracking • Leave Donation 	<ul style="list-style-type: none"> • Salary Administration • Overtime Calculation • Special Pay • Deductions and Garnishments • Travel and Expense

B. Functional Vision

The County’s functional concept for the future solution is listed below.

1) Human Resources Processes

The County’s goal for this project is to implement only core human resources functions that will support time entry and payroll.

2) Leave Management Processes

The County’s desired outcome for the new solution is to allow staff to request leave through the system, ideally through an employee self-service application. Electronic workflow would manage approvals and serve as the electronic signature for auditing purposes. The solution would also help manage/track employees on long-term leave.



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3) Time Entry Processes

The County wants an integrated time entry solution. The solution would be intuitive for employees entering their own time. Employees could view leave balances while entering time. The solution would support positive and exception based time entry. Entered time could be allocated (including any associated benefit costs) across multiple accounts or funds. Workflow would be used to approve time. The time entry system could accept data from outside systems for employee information and other time and attendance software. The time entry solution could also export data to an external payroll processing system.

4) Payroll Processes

The future solution could be highly integrated with the time entry system. Time and leave calculation configurations could be completed by staff with little or no intervention from technology staff. Payroll could support direct deposits, special pays and employee reimbursements. Staff could view their paystubs and leave balances after each payroll run. The proposed solution could also utilize the county's existing payroll solution.



C. Project Scope – Implementation Services

The following requirements are expected to be used throughout the engagement:

1) Project Management Methodology

The County expects the Bidder to follow an industry standard implementation methodology. The Bidder must implement strong project management methodology practices that will enable the Bidder to conform to the proposed project delivery schedule.

2) Reengineer Business Processes

The Bidder must make a sincere effort to propose business practice changes that can be brought to the County through the new software solution as well as practice improvements based on the functional requirements that may be associated with processes surrounding the use of the new software.

3) Leverage Standard Functionality

The Bidder must maximize the software's standard delivered functionality and look to finding creative ways to configure gaps between the County's requirements and the standard software instead of proposing customizations, unless absolutely warranted and cost-value justified. Any proposed customizations must be clearly identified and justified by the Bidder and submitted to the County for consideration. No customizations to any software are to be made by the Bidder without written approval by the County.

4) Software Installation

The Bidder shall install all proposed software, and third-party software per relevant Bidder installation requirements. Following the installation, the Bidder technical team shall continue to own, monitor and tune the environments, throughout the duration of the implementation, until the proposed and implemented solution is accepted at the end of the post-production period.

D. Project Scope – Implementation Deliverables

To ensure quality throughout the implementation, Bidders must incorporate the following deliverables into their methodology. Attachment 12 (Deliverable Expectation Documents) should be completed for each of the following deliverables as well as for any additional proposed deliverables.

- 1) Comprehensive Project Plan – Detailed listing of tasks for the entire project that includes the following for each task: due date, responsibility, predecessors. Tasks



to include on the project plan will include all implementation activity, deadlines, milestones, sign offs, review periods, and deliverables.

- 2) Technical Infrastructure Design and Implementation Plan – Design for each of the production and non-production environments proposed by the Bidder.
- 3) Design Document – Work product that identifies the business process decisions, payroll rules and system configuration decisions for each in scope business process and system feature.
- 4) Testing Scripts – Test scripts based on the functional requirements and system design document that require successfully completion of each item in scope (functional requirements) and the set-up of the system (system configuration).
- 5) Training Documentation – Complete system manual for how to use the configured system.
- 6) Cutover Plan – Complete list of activities required for Go-Live.

E. Project Schedule

The County prefers to go live with the time and payroll solution at the beginning of a calendar year. However, the County is open to other schedule recommendations and expects Bidders to recommend the best practice roll-out strategy for the proposed solution. When recommending the rollout strategy and schedule, Bidders should describe the reasons for their recommendations and clearly identify any implementation assumptions.

F. Project Staffing

The County will make every effort to staff the project appropriately and understands that staffing a project is important to its success. The following table lists resources that the County expects to be available for the project, their applicable areas of knowledge/assumed roles in the project, and the maximum participation levels in the project.

Table 3

County Staff Participation	
Assumed Role	Maximum Participation (FTE)
Payroll Lead	1
Time Entry/Leave Management Lead	.25
Technology Lead	.25



G. Statement of Work

The County will require the development of a detailed statement of work, including a high-level project plan, prior to contract signing. The statement of work will include and describe at least the following and may include additional items the County deems necessary:

- 1) Project scope
- 2) Project milestones
- 3) Project deliverables
- 4) High level project schedule (listing of phases and go-live dates)
- 5) Project resources
- 6) Project roles and responsibilities
- 7) Project change control procedures

H. Number of Users

The following user counts identify expected users for the future solution. Proposals should include services to complete implementation and any appropriate training services to prepare all County staff for using the system. (Note: Employees are counted in multiple columns).

**Table 4
Number of Users**

Type of User	Estimated Number of Users	Estimated Number of Power Users
Time Entry	850	10
Payroll	75 (Time Approvers)	5
Technical/Administrative Users	NA	2

I. Current Applications

The following applications are used by the County for major business functions. Information about their replacement or interface is provided for the Bidder's convenience. The County intends to discuss the future use of these applications during solution demonstrations and contract negotiations.



**Table 5
Current Applications**

Functionality	Application	Primary Owner/(s)	Plan
Accounting	GMBA (SunGard)	Auditor/Controller	Interface
Time Entry	WinCAMS	<ul style="list-style-type: none"> • Information Technology • Community Development and Services Agency • Administrative Services 	Interface
Time Entry	PeopleTrak	Health and Human Services	Replace
Human Resources	WinCAMS	Human Resources	Interface
Payroll	ADP (Payforce)	Auditor/Controller	Replace/Interface

III. General Submittal Instructions

A. County Contacts

Administrative Services-Purchasing is managing the competitive process for this project on behalf of the County. All contact during the competitive process is to be through the Administrative Services-Purchasing Department only.

The evaluation phase of the competitive process shall begin upon receipt of sealed bids until a contract has been awarded. Bidders shall not contact or lobby evaluators during the evaluation process. Attempts by Bidder to contact evaluators may result in disqualification of bidder.

- 1) All questions regarding these specifications, terms and conditions are to be submitted by email to: Andrea Armstrong, Project Manager (email: aarmstrong@co.yuba.ca.us). All responses to questions will be posted to the County website as addenda to the RFP.
- 2) Inquiries or requests for clarification submitted prior to the deadline listed in Section III.C (Procurement Schedule) will be addressed at the pre-proposal Bidder conference. Additional inquires or requests for clarification will be accepted until the deadline listed under Section III.C (Procurement Schedule).
- 3) Proposals may be changed or withdrawn prior to the deadline for proposals. All such changes and withdrawals must be submitted in writing and received by the



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County prior to the deadline for proposals. After the deadline for proposals, no change in prices or other provisions prejudicial to the interest of the County or fair competition shall be permitted.

B. Pre-Proposal Conference

A pre-proposal Bidder conference will be held on the time and date described in Section III.C (Procurement Schedule) by phone. Attendance at the pre-proposal conference is not mandatory. Bidders intending to participate in the pre-proposal conference should request meeting access information. Answers to questions submitted prior to the conference and answers to all questions asked at the pre-proposal meeting will be officially answered by addendum after the meeting.

C. Procurement Schedule

The expected procurement schedule is listed below. The County reserves the right to change the procurement schedule. If changes are made, Bidders will be notified by the County in the form of an addendum to this RFP, emailed directly to all registered Bidders and posted on:

Table 6

Procurement Schedule		
Task	Date	Description
1	5/17/2016	Release RFP
2	5/27/2016	Deadline for requests for clarification prior to pre-proposal conference - 2:00 PM (Pacific)
3	6/3/2016	Pre-proposal conference – 2:00 PM (Pacific)
4	6/13/2016	Last day to accept questions and requests for clarification on the RFP - 2:00 PM (Pacific)
5	6/17/2016	Answers to submitted questions provided
6	6/22/2016	Proposals due – 2:00 PM (Pacific)
7	7/1/2016	Up to three Bidders elevated and notified for software demonstrations
8	Week of 7/18/2016	Software demonstrations and Implementation Presentations
9	8/4/2016	Elevate and notify semifinalist or finalist Bidder(s)
10	8/31/2016	Complete contract negotiations and Statement of Work (SOW)
11	9/13/2016	Award of contract by Board
12	9/19/2016	Implementation Begins



D. Proposal Submission Instructions

Proposals are to be submitted in sealed packages by 6/10/2016 at 2:00 PM (Pacific). Late submissions will not be accepted.

Submittal Address:

Time Entry and Payroll Solution
County of Yuba
Administrative Services, Purchasing Division
915 8th Street, Suite 119
Marysville, CA 95901

NOTE: LATE AND/OR UNSEALED BIDS CANNOT BE ACCEPTED. IF HAND DELIVERING BIDS PLEASE ALLOW TIME FOR METERED STREET PARKING OR PARKING IN AREA PUBLIC PARKING LOTS AND ENTRY INTO SECURE BUILDING.

- 1) Failure to comply with the requirements of this RFP may result in disqualification. Proposals received subsequent to the time and date specified above will not be considered.
- 2) Signature of the proposal by the Bidder constitutes acceptance by the Bidder of terms, conditions, and requirements set forth herein.
- 3) Bidders are required to submit TWO (2) hard copies and TWO (2) electronic copies (on memory stick) of the proposal in a sealed package that is clearly labeled with the Bidder's company name, RFP Name, and contact information. Hard copies of the technical proposal must include a submittal letter signed by an authorized agent of each firm involved in the proposal. The letter should include appropriate contact information for each firm.
- 4) All bids, whether delivered by an employee of Bidder, U.S. Postal Service, courier or package delivery service, must be received and time stamped at the stated address prior to the time designated. The Administrative Services Purchasing Division's timestamp shall be considered the official timepiece for the purpose of establishing the actual receipt of bids.
- 5) Emailed and faxed proposals will not be accepted.
- 6) Use Attachment 1 (Submittal Checklist) to ensure that all required documents, forms, and attachments have been completed and submitted as instructed.
- 7) Proprietary or Confidential Information

No part of any bid response is to be marked as confidential or proprietary. County may refuse to consider any bid response or part thereof so marked. Bid responses submitted in response to this RFP may be subject to public disclosure. County



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shall not be liable in any way for disclosure of any such records. Additionally, all bid responses shall become the property of County. County reserves the right to make use of any information or ideas contained in submitted bid responses. This provision is not intended to require the disclosure of records that are exempt from disclosure under the California Public Records Act (Government Code Section 6250, et seq.) or of "trade secrets" protected by the Uniform Trade Secrets Act (Civil Code Section 3426, et seq.).

All other information regarding the bid responses will be held as confidential until such time as the County Selection Committee has completed their evaluation, an intended award has been made by the County Selection Committee, and the contract has been fully negotiated with the intended awardee named in the intent to award/non-award notification(s). The submitted proposals shall be made available upon request no later than five (5) business days before approval of the award and contract is scheduled to be heard by the Board of Supervisors. All parties submitting proposals, either qualified or unqualified, will receive mailed intent to award/non-award notification(s), which will include the name of the bidder to be recommended for award of this project. In addition, award information will be posted on the County's "Contracting Opportunities" website, mentioned above.

- 8) Each bid received, with the name of the bidder, shall be entered on a record, and each record with the successful bid indicated thereon shall, after the award of the order or contract, be open to public inspection.
- 9) Organization of Proposal

The proposal must be organized into major sections defined in Section IV (Detailed Submittal Requirements). Specific instructions for each section are provided in Section IV (Detailed Submittal Requirements) of this RFP. Any required attachments must be included in the proper section as indicated by the instructions.



10) Format of Electronic Submission

Bidders must provide electronic copies of all files on a USB memory stick using the following file formats. Attachments not listed in the table below do not have a required file format and may be supplied in either the original file format or PDF.

Table 7
Submittal Forms

RFP Section	Attachment/Document	Required File Format
IV.C	Attachment 8 (Functional Requirements)	Microsoft Excel (.xls or .xlsx)
IV.D	Attachment 9 (Interfaces)	Microsoft Excel (.xls or .xlsx)
IV.E	Attachment 10 (Conversions)	Microsoft Word (.doc or .docx)
IV.H	Attachment 11 (Cost)	Microsoft Excel (.xls or .xlsx)
IV.F	Attachment 12 (Deliverable Expectation Documents)	Microsoft Word (.doc or .docx)

IV. Detailed Submittal Requirements

So that proposals can be compared fairly, Bidders must assemble their proposals in strict adherence to the submittal requirements identified in this section and following the formats required by Section IV (Detailed Submittal Requirements). Failure to follow all proposal organizational requirements may result in disqualification. Proposals must address the sections and be presented in the same order.

A. Executive Summary and Introductory Materials

(Proposal Section 1.0) The introductory material should include a title page with the RFP name, name of the Bidder, address, telephone number, the date, a Letter of Transmittal, and a Table of Contents. The executive summary should be limited to a brief narrative (less than 6 pages; including Attachments 1, 2, and 4) summarizing the proposal. Please complete the following as part of the summary:

- 1) Attachment 1 (Submittal Checklist)
- 2) Attachment 2 (Vendor Statement)
- 3) Attachment 4 (Company Background)



B. Scope of Proposal

(Proposal Section 2.0) This section of the proposal should include a general discussion of the Bidder’s overall understanding of the project and the scope of work proposed including the following:

- 1) Attachment 3 (Scope of Proposal)
- 2) Attachment 5 (Reference Form)
- 3) Provide a statement about whether the primary Bidder’s contract will/will not encompass the third-party product/service (if proposed) and/or whether the County will have to contract on its own for the product/service (if proposed).
- 4) List and describe all proposed software products that will be delivered as part of the project. If the software is sold by module, the Bidder must explicitly state the software module name and versions that are being proposed. All functional requirements that are responded to with a positive response (anything except “N”) are considered to be in scope. Proposed software and any necessary services required to meet the requirements of the RFP or implement the proposed software should be included in the proposal.

C. Functional and Technology Requirements

(Proposal Section 3.0) This section describes the software and implementation scope of the overall project and the requirements for each functional area. Responses to the functional requirements should be completed to identify the capability of the software, the scope of the implementation plus if the requirement will be include under the scope of any proposed support agreement. Responses to the functional requirements shall use the following response codes:

Functional Requirements Responses	
Implementation Response: Available Responses	
Y	Requirement Met and Proposed (Standard features in the generally available product)
Y-ND	Requirement Met and Proposed (Features that are not offered as a generally available product or require custom development)
N	Requirement Not Met with Proposal
Additional Information for Y-ND: Available Responses (if Y-ND Selected in Implementation Response)	
F	Feature Schedule for Future Release in Generally Available Software
E	Feature Developed as Enhancement for this Project
Support Response: Available Responses	
S	Requirement and Feature Supported by Software Developer
TPS	Requirement and Feature Supported by Third Party
NS	Requirement and Feature Not Supported



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- 5) Submit Attachment 8 (Functional Requirements)
 - Failure to provide some requirements or excluding some requirements from scope will NOT eliminate the Bidder from contention. The County will evaluate the proposal as a whole including price/value comparisons when evaluating proposals.
 - The requirements responses submitted will become part of the agreement. Bidders are expected to warrant both software and implementation of all positive responses (every response except "N").
 - For requirement responses other than "N", Bidders must indicate the module or product that is required to meet the requirement.
 - For requirement responses other than "N", Bidders must indicate the phase of the project that the functionality will be implemented.
 - All responses which are marked Y or Y-ND will be considered to be included in the scope, and the cost proposal and all other information submitted in this proposal should reflect this. Furthermore, the module necessary to perform that functionality must be included in the scope and cost of this proposal.
 - Bidders must be ready to demonstrate any requirements listed as "Y" during software demos.
 - For functionality that is not currently available and not available for viewing at a demo, but that will be in scope for the project either as generally available features in a future release or as a customization, modification, or enhancement specific for this project, Bidders should indicate a response code of Y-ND and answer in the column, entitled "Additional Information for Y-ND".
 - Bidders are also required to respond if the feature will be supported in the product as part of the proposed maintenance and support offering and the proposed provider of support. Support services shall include technical support, access to patches and upgrades that accommodate the requirement, and helpdesk support for the requirement.
- 6) Identify any licenses, hardware, or other products not included in this proposal that would be required to operate any of the proposed solutions contained in this proposal.
- 7) Describe the technical environment necessary for the proposed solution by completing Attachment 6 (Technical Specifications) for the proposed primary software and for each third-party software solution (if applicable).
- 8) Describe the proposed maintenance and support for each proposed software solution by completing Attachment 7 (Maintenance and Support).



D. Interfaces

(Proposal Section 4.0) The County has provided anticipated interfaces in Attachment 9 (Interfaces). Bidders should indicate their plan for the interfaces using the key presented below. If additional interfaces are proposed, please add them to the form and indicate how they will be implemented using the same key.

Item	Response	Response Description
Interface Plan	Permanent, Temporary, Go-Away	Permanent – permanent interface, even after the complete solution is installed. Temporary – interface that is only required during implementation. Go-Away – interface that is no longer required as a result of the new solution.
Type of Solution	C,P	C - Configurable Solution P - Customized developed program
Estimated Consulting Hours	Number of Hours	Include the number of estimated consulting work hours to complete the interface.
Included in Price	Y,N	Indicate with a Yes or No whether or not the interface is included in the price.
Type of Support	S TPS NS	S - Requirement and Feature Supported by Software Developer TPS - Requirement and Feature Supported by Third Party NS - Requirement and Feature Not Supported
Comments	Text	Include any comments or assumptions relevant to the answers above.

E. Conversions

(Proposal Section 5.0) Bidders must provide responses to the conversion requirements in Attachment 10 (Conversions). If additional items to be converted are proposed, please add them to the spreadsheet. The following answer key shall be used when responding to the conversion requirements.



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Item	Response	Response Description
Agree	Y/N	Respondents should identify whether or not your firm agrees that this item needs to be converted.
Included in Price	Y/N	If your firm agrees that this item needs to be converted, indicate with a Yes or No whether or not your firm's work effort to complete the conversion is included in the pricing schedule.
Estimated Consulting Hours	Number of Hours	Include the number of estimated consulting work hours to complete the conversion.
Comments	Text	Include any comments or assumptions relevant to the answers above.

F. Implementation Plan

(Proposal Section 6.0) This section should describe the proposed implementation plan. Bidders should reference Section II.F for listing of likely County resources devoted to this project.

- 1) Provide a detailed plan for implementing the proposed system. This information must include:
 - Proposed phasing for roll-out of proposed system
 - Explanation of advantages AND risks associated with this plan
- 2) Explain the proposed plan for implementation. This information must include:
 - Description of implementation tasks and activities
 - Description of key deliverables (and how they relate to the implementation approach and activities). Please note the required deliverables listed in Section IV.F.
- 3) Explain the proposed Bidder staffing for the project including:
 - How many staff will the Bidder have assigned to the project
 - Approximate dedication to the project of each resource and approximate time work will be completed on-site vs. off-site
 - Major roles and responsibilities for each resource
- 4) Explain proposed project management services including:
 - Role of the Bidder project manager
 - Expected role of the County project manager
 - On-Site presence of Bidder project manager
 - Proposed integration oversight methodology



- 5) Provide an overview of proposed training plan/strategy, specifying how and when training is to be delivered for both on-site and off-site training and web training services for the core project team, end users, and technology personnel (if required).

Explain any roles and responsibilities the County is expected to provide for the training effort including (but not limited to) training coordination, training material development, training delivery, etc.

- 6) Complete a Deliverable Expectation Document (DED) for each of the required deliverables described in Section IV.F- Implementation Plan.

G. Exceptions, Clarifications, Amendments

(Proposal Section 7.0) Bidders may take exception to certain requirements in this RFP. All exceptions shall be clearly identified by completing Section VII.L (Exceptions, Clarifications, and Amendments). The County, at its sole discretion, may reject any exceptions or specifications within the proposal.

To avoid the scenario where the County is unable to negotiate successfully with its finalist Bidder, any material exceptions to the RFP including those to the terms and conditions listed in Section V will be clarified prior to elevation for software demonstrations.

H. Sample Documents

(Proposal Section 8.0) Bidders should include sample copies of the following documents.

- 1) Sample software license agreements for all proposed software. The sample agreement should contain a completed ordering document based upon the proposed software.
- 2) Sample Implementation Services Agreement
- 3) Sample documentation of payroll rules and time entry calculations.

I. Price Proposal

(Proposal Section 9.0) - Bidders should submit their price proposal according to the format provided in Attachment 11 (Cost) to this RFP.

- 1) Identify major milestones as part of the project. It is required that costs will be invoiced upon completion of major milestones. Please provide a schedule of all payments necessary to complete the proposed scope in schedule 6. Please note: the County will be assessing a 10% retainage fee for each milestone payment. The retainage will be released upon Final Acceptance of the system.



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- 2) Identify any additional costs for upgrades (if costs are not already included in the maintenance fees) in the maintenance cost schedule.
- 3) Complete and submit Attachment 11 (Cost)
 - It is important that Bidders use the format presented in this RFP even if an additional format is provided. Attachment 11 (Cost) should include total price for all software, services, and additional costs to acquire all software and services referenced in the proposal including third party prices. If third party products or services are included, do not provide separate version of Attachment 11 (Cost) for each third-party product.
 - If the Bidder is offering a SaaS solution, then Schedule 6 of the Cost sheet should be completed.
 - All pricing must be submitted as fixed by milestone. Costs listed as “to-be-determined” or “estimated” will not be scored.
 - All service costs must be provided on a task or completion basis with costs assigned to each milestone, deliverable and/or task. Bidders are required to fill in deliverables and tasks under the provided headers (project initial knowledge transfer, process analysis/system design, system build, testing, training, and closure) Additional detail may be provided to further explain deliverable/task costs.
 - Bidders should include all software modules and state any limitations on module use. If no limitations are listed, the County will consider that pricing is based on full enterprise wide access for the County.
 - Bidders must submit implementation costs as fully loaded rates that include all necessary travel or other expenses. By submitting a proposal, all Bidders acknowledge that all pricing (including travel) must be a fixed fee or included in the implementation milestones.



V. Contract Terms and Conditions

Below are important contract terms and conditions that the County expects to be part of an agreement with the finalist Bidder(s). Please indicate your willingness to comply with each condition by noting any exceptions per the instructions in Attachment 13 (Exceptions, Clarifications, Amendments) of this RFP. Contract terms in the final agreement should include but will not be limited to those listed below. The County will carefully evaluate any exceptions to the terms and conditions listed below.

A. Key Personnel

The County requires assurances as to the consistency and quality of Bidder staffing for its project. Key points of the key personnel provision include:

- 1) The County shall have the ability to interview and approve key personnel proposed by the Bidder.
- 2) The County shall have the right to dismiss key personnel from the project.
- 3) Bidder key personnel may not be removed from the project without the County's approval.

B. Implied and Express Warranty

The Bidder will expressly warrant that the proposed and implemented system will conform in all material respects to the in scope requirements and specifications as stated in this RFP including the functional requirements in Attachment 8 (Functional Requirements) for a period no less than 12 months after final acceptance. The rights and remedies provided herein are in addition to and do not limit any rights afforded to the County by any other clause of this proposal.

C. Express Warranty Remedy

The County requires that the Bidder commit to repair or replace any function not working in the system during the life of the warranty. In the event a problem cannot be fixed or replaced, the Bidder will refund the full amount paid for the software, implementation and any paid hosting and/or maintenance costs.

D. System Acceptance

For purposes of acceptance of the system (or portions thereof), the County intends to use a two-staged acceptance procedure for each phase and for the entire project. Key points include:

- 1) "Conditional Acceptance" will occur at or prior to go-live. The County will have up to forty-five (45) days to test the system ("pre-live testing") before going live.
- 2) The County will have a 90-day period after Conditional Acceptance to "live test" the system. Live testing is the County's opportunity to verify that the system



complies with the functional requirements and any other written specifications delivered to the County by the Bidder during the course of the project.

- 3) If after the live testing the system performs in accordance with the system specifications (including the design document and functional requirements), the County will issue "Final Acceptance." The 90-day time frame for Final Acceptance shall be extended if problems are found in the live test. Specifically, the County expects to document the date the problem is found and the date it is certified as fixed. The acceptance period would pause when issues are reported and would restart on the date the problem is certified as fixed. The warranty period shall begin at the time of Final Acceptance.

E. Milestones

The County requires that all payments be based on successful completion of milestones. After the County's acceptance of the milestone, the Bidder will invoice for any applicable milestone payments. Milestone payment amount shall either be a fixed fee or hourly based on the amount of time spent on the milestone up to a not-to-exceed limit.

F. Additional Users and Modules

The County will require "price protection" for a minimum of two (2) years from the effective date of the agreement for additional County users and modules that are listed in the proposal but are not initially purchased.

G. Restrictions on Growth

The County requires that any proposed licenses or fees to access the software be adequate to allow the County to use the system unrestricted for all business purposes of the County. The County will not be subject to expansion fees, additional license purchases, or fees for additional users, increases in County employee count, budget size, population size, or data storage requirements for a period of 10 years from the effective date of the agreement.



VI. Evaluation Method

The County will review all proposals received as part of a documented evaluation process. For each decision point in the process, the County will evaluate Bidders according to specific criteria and will then elevate a certain number of Bidders to compete in the next level. Bidders not previously elevated may be elevated at a later date if the previously elevated Bidders lead to an unsuccessful outcome.

A. Criteria

The criteria that will be used to evaluate proposals may include, but are not limited to the following:

- 1) Submittal Compliance
- 2) Overall Understanding of the County's Needs
- 3) Cost
- 4) Functionality
- 5) Response to All Schedules in RFP
- 6) Implementation Methodology/Approach
- 7) Software Demonstrations/Implementation Interviews
- 8) Software and Implementation References
- 9) Compliance with Contract Terms and Conditions

The County reserves the right to determine the suitability of proposals on the basis of any or all of these criteria or other criteria not included in the above list.

B. Selection Committee

- 1) All proposals will be evaluated by a County Selection Committee (CSC). The CSC may be composed of County staff and other parties that may have expertise in the system needs of the Yuba County and experience in working with the County's time entry and payroll systems. The CSC will select a contractor in accordance with the evaluation criteria set forth in this RFP. The evaluation of the proposals shall be within the sole judgment and discretion of the CSC.
- 2) All contact during the evaluation phase shall be through the Administrative Services-Purchasing Division only. Bidders shall neither contact nor lobby evaluators during the evaluation process. Attempts by Bidder to contact and/or influence members of the CSC may result in disqualification of Bidder.
- 3) The CSC will evaluate each proposal meeting the qualification requirements set forth in this RFP. Bidders should bear in mind that any proposal that is unrealistic in terms of the technical or schedule commitments, or unrealistically high or low in cost, will be deemed reflective of an inherent lack of technical competence or

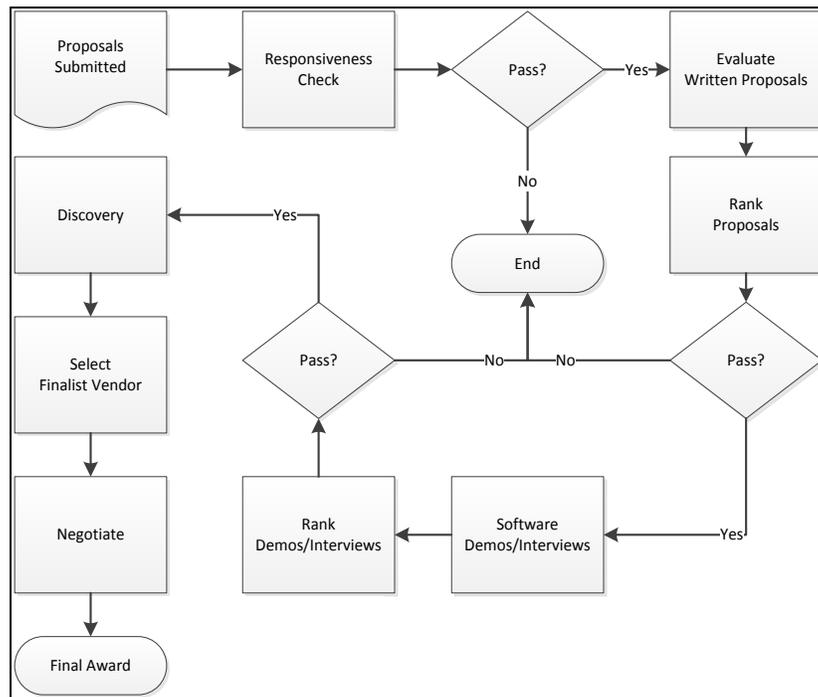


indicative of a failure to comprehend the complexity and risk of the County's requirements as set forth in this RFP.

C. Evaluation Process Summary

The County will follow the evaluation steps summarized below:

Figure 1
County Selection Process



D. Evaluation Steps:

- 1) Proposal Opening: Proposal submittals shall be received and publicly opened. Only the names of Respondents will be read at this time.
- 2) Compliance: A preliminary evaluation by the County shall determine whether each received proposal is complete and compliant with the all instructions and/or submittal requirements in the RFP. Any proposals that are incomplete or that do not comply with the instructions and/or submittal terms and conditions may be rejected and excluded from further consideration. Bidder proposals, which are compliant, are advanced to the written evaluation stage.
- 3) Written Evaluation. The County will evaluate Bidder's written proposals according to the criteria outlined in Section A.11 (Evaluation Criteria). The highest ranked Bidder proposals will advance to the Software Demonstration/Interview Stage.



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- 4) Software Demonstrations/Interviews. Bidders that are advanced to this stage will be required to provide on-site software demonstrations to County Evaluators. The County will also interview key Bidder staff to be assigned to the project. The demonstrations and interviews will be conducted in accordance to Section A.10.1. Bidder demonstrations and interviews will be evaluated by the County. Highest ranked Bidder proposals will advance to the Discovery stage. Only products that have been proposed may be demonstrated.
- 5) Discovery. Bidders advanced to this stage will be asked to make a second on-site presentation to discuss the details of the implementation strategy. The process will run in accordance with Section A.10.2.
- 6) Negotiations. Upon satisfactory completion of the Discovery process, the County will select a finalist Bidder to complete software and implementation negotiations. If third-party software is involved, the County may elect to negotiate with these Bidders first. The primary Bidder will be expected to assist with negotiations. The final contract award recommendation will be made to the County Board.
- 7) Contract Award. The County Board authorizes all County contracts. The contract for this RFP will be awarded upon signing by the County Board.

E. Notice of Award

- 1) At the conclusion of the RFP response evaluation process ("Evaluation Process"), all bidders will be notified in writing by e-mail or fax, and certified mail, of the contract award recommendation, if any, by County of Yuba Administrative Services. The document providing this notification is the Notice of Intent to Award.

The Notice of Intent to Award will provide the following information:

- The name of the bidder being recommended for contract award; and
 - The names of all other parties that submitted proposals.
- 2) The submitted proposals shall be made available upon request no later than five (5) business days before approval of the award and contract is scheduled to be heard by the Board of Supervisors.

F. Bid Protest / Appeals Process

Any actual or prospective bidder, offeror or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the Director of Administrative Services. The protest shall be submitted in writing to the Director of Administrative Services within five (5) working days after such aggrieved person or company knows or should have known of the facts giving rise thereto.



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The Director of Administrative Services (or Designee), shall issue a written decision within ten (10) working days after receipt of the protest. The decision shall:

- 1) State the reason for the action taken.
- 2) Inform the protestant that a request for further administrative appeal of an adverse decision must be submitted in writing to the Clerk of the Board of Supervisors within seven (7) working days after mailing of the decision by the Director of Administrative Services.

The Director of Administrative Services shall discuss with County Counsel all protests and appeals before issuing a written decision.

If so requested as set forth in Section III - P (b) above, the Clerk of the Board of Supervisors shall schedule the appeal for hearing by the Board of Supervisors at a regularly scheduled meeting within twenty (20) working days from the date of receipt of the appeal. The decision of the Board of Supervisors is final.



VII. Attachments

A. Submittal Checklist

Attachment 1

Submittal Checklist

Submittal Checklist		
Section	Item	Submitted
IV.A	Attachment 2 (Bidder Statement)	
IV.B	Attachment 3 (Scope of Proposal)	
IV.A	Attachment 4 (Company Background)	
IV.B	Attachment 5 (Reference Form)	
IV.C	Attachment 6 (Technical Specifications)	
IV.C	Attachment 7 (Maintenance and Support)	
IV.C	Attachment 8 (Functional Requirements)	
IV.D	Attachment 9 (Interfaces)	
IV.E	Attachment 10 (Conversions)	
IV.I	Attachment 11 (Cost)	
II.D	Attachment 12 (Deliverable Expectation Documents)	
IV.G	Attachment 13 (Exceptions, Clarifications, Amendments)	



B. Bidders Statement

Attachment 2

Time Entry and Payroll Solution

BIDDERS STATEMENT

By submitting a bid, the bidder acknowledges that he/she has acquainted themselves with the terms, scope, and requirements of the project based on the information contained in this RFP and any addendums. Any failure by the bidder to acquaint him or herself with available information will not relieve them from the responsibility of estimating properly the difficulty or cost of successfully performing the work. The County is not responsible for any conclusions or interpretations made by the bidder on the basis of the information made available by the County.

The following addendums have been acknowledged and are included in our proposal. RFPs that do not acknowledge addendums may be rejected.

Addendum Number	Initials

COMPLETE LEGAL NAME OF COMPANY

BUSINESS ADDRESS, CITY, STATE, ZIP

PRINTED NAME OF AUTHORIZED AGENT (TITLE)

SIGNATURE OF AUTHORIZED AGENT

FEDERAL IDENTIFICATION NUMBER

DUNS NUMBER

PHONE NUMBER

DATE

THIS FORM TO BE COMPLETED BY CONTRACTOR AND INCLUDED IN THE BID.



C. Scope of Proposal

Attachment 3

Scope of Proposal

Identify the scope of the proposal and if the proposal contains software and services.

Software and Implementation Services:

Primary Software Product

Proposed Product _____ **Version** _____

Primary Implementation Firm _____

Third Party Products/Services Yes No

Firm _____ **Purpose** _____

Name of Firm Submitting Proposal

Authorized Signature



D. Company Background

**Attachment 4
Company Background**

Complete one form for each firm included in the proposal.

Company Background	
Company Name:	
Location of corporate headquarters:	
Vendor Experience	
# of years in business:	
# of years providing systems/services to public sector:	
Customer Base:	
# of clients using proposed software/services	
Last five most recent contracts	
Market Focus:	
Identify other industries that your solution serves	
User Group:	
Identify national and regional user groups	
If not Primary Vendor	
# of past projects partnering with primary Vendor	
Official Partnership status/certification (if applicable)	
About the Company	
Number of Total Employees:	
Number of Employees Providing Implementation Services (if applicable)	
Number of Employees Supporting Product (Maintenance and Support) (if applicable)	
Number of Employees Dedicated to Product Development (if applicable)	



E. References

Attachment 5
References

Please provide at least five (5) references for past projects that include products and services similar in scope for a public agency that has implemented in the past five years to those proposed for this RFP. Please use the following format in submitting references. NOTE: References should be submitted for each company proposed to work on this project.

GENERAL BACKGROUND

Name of Client: _____
Project Manager/Contact: _____ Title: _____
Phone: _____ E-mail: _____
Software Program/Version: _____
Summary of Project: _____

Number of Employees: _____ Size of Operating Budget: _____

PROJECT SCOPE

Please indicate (by checking box) functionality installed:
 Time Entry Payroll Human Resources

TECHNOLOGY INFORMATION

Server Platform: Database Platform: Desktop Platform:

IMPLEMENTATION INFORMATION

Project Duration: _____
Initial Go-Live: _____
Describe Role on Project: _____



F. Technical Specifications

Attachment 6 Technical Specifications

Technical Specifications	
Infrastructure	
Optimal and minimum network requirements	
Optimal and minimum database requirements	
Optimal and minimum application server requirements	
Optimal and minimum database server requirements	
Optimal and minimum desktop (client) requirements	
Browser requirements	
If client software is required to be installed on the desktop, describe the application	
Reporting	
Does the software come with a report writer? (Which one)	
Does the report writer utilize a separate database?	
Security	
What security tools are provided in software?	
Does system support Active Directory?	
System Administration	
Provide a list of all system administrator tools and their functions	



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Provide benchmark statistics for proposed application. Benchmarks should be based on Microsoft Windows Servers and Microsoft Windows desktops	
How often are major upgrades released? How often are patches and fixes released?	



G. Maintenance and Support

Attachment 7 Maintenance and Support

Proposed Maintenance and Support	
Post-implementation Support:	
Days of on-site support after go-live	
Other on-site support after go-live (number of payrolls, payroll tax processing, etc.)	
Telephone Support:	
Hours available (and time zone)	
Problem Reporting and Resolution Procedures	
Response time for various levels of severity	
Third Parties:	
Support provided for third party products?	
Upgrades/Patches:	
How are upgrades delivered?	
How many versions are currently supported?	



H. Functional Requirements

See Spreadsheet Attachment 8: Functional Requirements



I. Interfaces

See Spreadsheet Attachment 9: Interfaces



J. Conversions

See Spreadsheet Attachment 10: Conversions



K. Cost

See Spreadsheet Attachment 11: Cost



L. Deliverable Expectation Documents

Attachment 12

Deliverable Expectation Document

DED Number:	Deliverable Name:	Phase:
Description/Objective:		
Scope:		
Format:		
Outline:		
Assumptions:		
Other Comments:		



M. Exceptions, Clarifications, Amendments

Attachment 13

Exceptions, Clarifications, Amendments

Item No.	Reference To:		Description
	Page No.	Paragraph No.	



N. Sample County Agreement

The Standard Services Agreement template may be found online at:

<http://www.co.yuba.ca.us/departments/admin%20services/purchasing%20solicitaions.aspx>

Final contract terms and conditions will be negotiated with the awarded vendor.



0. Sample County Confidentiality Agreement

All Contractors are required to sign the attached Confidentiality Agreement prior to commencing work. The template may be found online at:

<http://www.co.yuba.ca.us/departments/admin%20services/purchasing%20solicitaions.aspx>



P. Process Maps

Process Maps can be found online at:

<http://www.co.yuba.ca.us/departments/admin%20services/purchasing%20solicitaions.aspx>