CITY COUNCIL AGENDA ITEM

SUBJECT: Recommend the Award of RFP 16-083, Advanced Scheduling/ Timekeeping Software and Implementation

TYPE OF VOTE: Simple Majority

ACTION REQUESTED:
Approve the Award of RFP 16-083, Advanced Scheduling/Timekeeping Software and Implementation, to Novatime for an amount not to exceed $783,985 for the seven year contract period.

BOARD/COMMISSION REVIEW:
N/A

COUNCIL ACTION PREVIOUSLY TAKEN:

Date	Item No.	Action
N/A		

DEPARTMENT: Finance Department

SUBMITTED BY: Rachel Mayer, Finance Director

BACKGROUND
Since 1999, the City of Naperville has been using the Kronos application as our timekeeping system of record. The application runs on the AS400 platform with limited functionality and automation for advanced scheduling and attendance tracking. Over the years, additional labor intensive processes have been implemented to perform scheduling and to supplement the time keeping needs of the departments due to the shortcomings of the existing application.

Specifically, Police and Fire staff rely on very manual processes involving spreadsheets and other paper oriented documents to perform their scheduling and to complete the time keeping that is required for payroll. As an example, both departments have minimum staffing requirements for all shifts therefore, when an employee calls out sick, their position must be filled. This is a manual process that could be automated with the appropriate software. The

implementation of an auxiliary timekeeping and advanced scheduling system is necessary to improve efficiencies across City departments.

The Finance Department identified the following objectives as part of their capital request for an Advanced Scheduling and Timekeeping Software (EG011):

- Improve internal and external communications on scheduling and timekeeping for six public safety bargaining units
- Provide enhanced functionality for all other employee groups scheduling and timekeeping (seven additional bargaining units and non-union employees; both exempt and non-exempt)
- Reduce manual processes and increase productivity
- Improve integration between advanced scheduling and time keeping with the Citywide Human Resources Information System (HRIS) and Payroll applications
- Improve staff's ability to access and interact with the scheduling and time keeping application through automation
- Take advantage of current technology and mobile applications

An RFP was issued to select an automated scheduling system with the ability to track all work hours required to process payroll, and eliminate manual processes. The primary requirements identified were:

- Reduce staff time to schedule and resolve issues;
- Enable automatic call-outs for staff vacancies;
- Track time and attendance through mobile devices;
- Automate time-off requests, eliminating paper copies and
- Provide a hosted solution that would allow for updates and enhancements by the software vendor.

DISCUSSION:

Advertisement Date:	11/02/2015	Notices Sent:	244
Opening Date:	12/01/2015	Planholders:	36
		Proposals Received:	10

Proposals were received from the following firms:

ADP	Intellitime Systems Corporation
Care Systems	Kronos
E Resource Planner	Novatime
Executime Software	Pave Systems, Inc.
Identatronics, Inc.	Workforce Software

A consultant selection committee consisting of representatives from Finance, Police, Fire, Water, Electric and Public Works reviewed the proposals and evaluated the products in demonstrations based upon the criteria set forth in the RFP:

- Technical Requirements (40%)
- Implementation, Support and Training (30%)
- Project Management (15%)
- References (15%)

The firms with the top three scores after the proposal reviews, Intellitime Systems Corporation, Novatime and Workforce Software, were invited to demonstrate their products. Following the completion of the demonstrations, the selection team members individually scored the suppliers and an average qualification score for each supplier was calculated. Based upon the scores from the demonstrations, two suppliers, Novatime and Workforce Software, were invited to submit fee proposals.

The fee proposals were opened and the proposed costs were divided by the respective supplier's qualifications score (expressed as a decimal) to yield an "adjusted cost". The vendor with the lowest adjusted cost, Novatime, is recommended for award.

Firm	Proposed Software and Implementation Fee	Qualification Score	Quality Adjusted Fee
Novatime	$127,665.00	90.71	$140,739.72
Workforce Software	$571,500.00	85.14	$671,224.83

Both systems demonstrated the desired functionality required by the city, along with interface capabilities to FireHouse and Cityworks. The major difference is that Workforce uses an Oracle database whereas Novatime uses a SQL database.

The proposed software and implementation fee is $127,665. In addition to the software purchase, new time-clocks will be required. Staff is recommending the purchase and installation of 55 time-clocks, at locations to be determined during implementation, at a cost of $124,630. The software, hardware, implementation, and vendor hosting costs total $252,295.

This advanced scheduling and timekeeping system will have the capability to integrate with the City's future Enterprise Resource Planning system (ERP). During the process, staff was diligent in making sure that the chosen system would be nimble enough to work with the variety of ERP's that the City is currently examining. Staff initially investigated the option of including this functionality as part of the ERP. However, ERP's only offer basic timekeeping functions, limited to no scheduling functions and would not reduce any of the manual processes currently employed by the City.

FISCAL IMPACT:
CIP #: EG011 – Advanced Scheduling and Timekeeping

The Advanced Scheduling and Timekeeping system will be expensed to the following capital project line items in the accounts listed below. The total project budget for EG011 for CY2016 is $250,000. The award for software, hardware, implementation, and vendor hosting of $252,295 aligns with CY2016 budget projections.

Account Number	Fund Description	Total Budget Amount
301-1510-415.70-85	Capital Projects Fund	$125,000
332-1510-415.70-85	G.O. Bond Fund	$45,000
410-3390-533.70-89	Electric Utility	$5,920,000
430-3490-537.70-89	Water Utility	$8,857,000

This award also recommends the award of six (6) years of annual maintenance and vendor hosting at an annual cost of $88,615 or $531,690 over the term of the contract. This cost will be expensed to the support services line item in the account listed below in CY2017 through CY2022. The City has averaged an annual expense of $50,000 for Kronos maintenance; the annual budget will be adjusted in future budget requests.

Account Number	Fund Description	Total Budget Amount
010-1510-415.30-29	General Fund	$114,042

RECOMMENDATION:
Approve the Award of RFP 16-083, Advanced Scheduling/Timekeeping Software and Implementation, to Novatime for an amount not to exceed $783,985 for the seven year contract period.

ATTACHMENTS:
1. CIP Page

CITY MANAGER PROCUREMENT AWARD

ACTION REQUESTED:
Approve the award of Change Order #1 to Contract 16-083, Advanced Scheduling/ Timekeeping Software and Implementation Services, to NOVATime Technology, Inc. for an amount not to exceed $6,250 and a total award of $790,235

DEPARTMENT: Finance Department

SUBMITTED BY: Rachel Mayer, Chief Procurement Officer

BOARD/COMMISSION REVIEW:
N/A

BACKGROUND:
On April 5, 2016, City Council awarded Contract 18-083 to NOVATime Technology, Inc. to implement and host a new advanced scheduling and timekeeping software. The City is currently in the second year of the seven-year term.

DISCUSSION:
When the City originally solicited the RFP for these software services, the proposed solutions were evaluated to ensure they were capable to integrate with the City's future Enterprise Resource Planning system (ERP). A change order in the amount of $6,250 is requested to allow NOVATime to host a test database to allow City staff to test the integration between the NOVATime time and attendance system and the Human Resources/Payroll modules of the new Tyler Munis ERP. The Human Resources and Payroll modules are scheduled to go live January 1, 2019. The cost of the test database includes implementation costs and a monthly hosting cost based upon the number of City employees.

FISCAL IMPACT:
CIP #: N/A

NOVATime maintenance and upgrades are expensed to the software and hardware maintenance account listed below. A total of $88,615 was budgeted for NOVATime maintenance in CY2018. This change order will be funded through savings in personnel.

Account Number	Fund Description	Total Budget Amount
15101100-531312	General Fund	$187,157

ATTACHMENTS:
1. Original Award

SUBMITTED BY:

[signature]   9/10/18
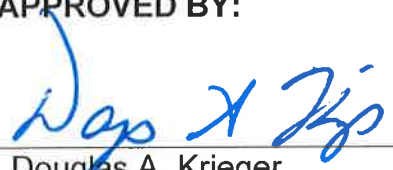
Erik Hallgren, Budget Manager   Date
Finance Department

[signature]   9/10/18

Rachel Mayer   Date
Chief Procurement Officer

[initials] KAS
_9/10/18_

APPROVED BY:

[signature]   9/14/18

Douglas A. Krieger   Date
City Manager