



RFP 1017 Time Attendance

October 12, 2017

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Fairfield County

Municipal Enterprise Resource Planning (ERP) Software Solution

REQUEST FOR PROPOSALS

Fairfield County's Finance Department invites qualified vendors to submit proposals to provide a comprehensive, fully integrated Time and Attendance Software Solution for the County.

Written proposals will be received by Sheila Pickett, Director of Procurement until **November 9, 2017 at 2:00 PM**. Late proposals will not be considered for award.

Criteria for selection will be based on experience, level of fit of the proposed system based on Fairfield County's functional and technical requirements, implementation approach, product demonstrations, reference checks and price. The selection process will be conducted in accordance with the RFP and will be led by an in-house project and evaluation team.

The complete Request for Proposal (RFP) is on file with and may be obtained Sheila Pickett, 350 Columbia Road, P. O. Drawer 60, Winnsboro, SC 29180, 803-815-4004, sheila.pickett@fairfield.sc.gov. The RFP can also be obtained from the Fairfield County website at www.fairfieldsc.com.

Fairfield County's programs, services, employment opportunities, and volunteer positions are open to all persons without regard to race, religion, color, national origin, sex, age, marital status, handicap, or political affiliation.

Sheila Pickett, CPPB

Director of Procurement

Introduction and General Information

Fairfield County hereby requests proposals to provide a comprehensive, fully integrated Time and Attendance solution. Said proposal to include software and implementation services for the entire project solution (hereinafter "Solution"). This Request for Proposal (RFP) states the overall scope of products and services desired, specific software functionality, technology foundation, response instructions, desired qualifications, and evaluation and selection process. Fairfield County will receive Proposals in the office of Sheila Pickett, Procurement Director, 350 Columbia Road, P. O. Drawer 60, Winnsboro, SC 29180, up to the hour of 2:00 PM on the 9th day of November, 2017.

Before submitting a proposal to Fairfield County, vendors replying to this RFP (hereinafter "Vendor" or "Proposer") shall examine the specifications in order to understand all existing conditions and limitations. Fairfield County requests proposals only from Vendor/Proposers who have broad experience with governmental agencies, preferably from Vendor/Proposers who provide software and services only to the public sector, and who are experienced in Financial, Payroll and HR implementations.

Finally, Proposers shall use recyclable and/or "environmentally friendly" products and presentation methods to the maximum extent economically feasible in the preparation of the proposal and in the performance of the work set forth in this RFP.

Criteria for selection will be based on experience, level of fit of the proposed system based on the Fairfield County's functional and technical requirements, implementation approach, product demonstrations, reference checks and price. The selection process will be conducted in accordance with this RFP and will be led by an in-house project and evaluation team.

Purpose of Request for Proposal

Purpose of Request for Proposal (RFP)

Fairfield County invites qualified Vendors to submit responses to its Request for Proposal (RFP) to furnish a Time and Attendance System to include:

- 1) A one-time purchase of a turnkey hosted software package that has an existing interface with the Fairfield County's Tyler New World system;
- 2) A renewable maintenance, support and upgrade contract;
- 3) The option to purchase time capturing devices (clocks) for various county locations;
- 4) Training for employees.

Fairfield County's Project Goals

Fairfield County intends to implement a Solution that will integrate with the existing Enterprise Resource Planning Solution (ERP), containing enhanced features and functionality to support increased automation and operational efficiencies.

Fairfield County's Project Objectives

Fairfield County's objectives of implementing a Time and Attendance Solution include but are not limited to:

- Implement a Time and Attendance solution that will integrate with the County's ERP, New World Systems.
- Features that allow for greater staff efficiency and return on effort such as integrated applications, the ability to enter data once across Human Resources and Payroll applications to guard against clerical errors and data redundancy and ensure increased data integrity.
- Enhanced, user-friendly, robust reporting capabilities to improve decision making.
- User-friendly approval process for managers, to minimize manual entry by Payroll Coordinator, further reducing risk of error.
- A complete, vendor-supported system that is delivered on-time and within budget, preferably by Vendor/Proposer's in-house implementation;
- A partnership with a Vendor/Proposer that offers localized user group meetings and an annual or bi-annual Vendor/Proposer-sponsored conference where Fairfield County staff can attend and learn more about/how to better use Vendor/Proposer's current and future products and services;
- Ongoing system viability and support by the Vendor/Proposer, including minimally-disruptive annual upgrades and enhancements at little or no additional cost to Fairfield County;
- A partnership with a Vendor who offers easily-accessible and fully trained teams for product support, as well as a Vendor who offers their client base the opportunity to participate in beta or similar testing for future product releases;
- A long-term business solution and partnership (preferably one that will serve Fairfield County well for 15 or more years) with a financially and technologically-viable and stable vendor with a long

history in the public sector area, and who supports continual innovation and progression of Fairfield County's practices, services and applications;

At a minimum, the software must:

- Provide online Help within the Solution;
- Meet the user set up, configuration, operation, and reporting standard set by software systems commonly used by county organizations similar in size and scope to Fairfield County;

Fairfield County's Current Software Environment

Fairfield County currently uses Davisco, Inc. as its Time and Attendance vendor. There is a manual import into Tyler New World System's HR/Payroll Module, where the payroll process is completed.

- Data entry is redundant, new employees have to be created in both systems.
- Reporting is very limited in the current Time and Attendance System.
- There is only the ability to look at one week at a time, not the entire bi-weekly pay period, which results in many errors.

After several years, the system is just not serving the needs of the County.

Fairfield County's Current Technology and Hardware Infrastructure

Information Technology Structure

Fairfield County organizations have fully-staffed Technology Departments, responsible for all technology and IT-related programs and issues, including but not limited to:

- Managing the organization's hardware, software and physical communication;
- Providing a source of guidance for technology issues for staff and associated organizations;
- Maintaining information security and availability;
- Basic computer support and repair for the county;
- Providing a corporate perspective on information technology initiatives;
- Data management, server maintenance, network communication, guidance and infrastructure management to deliver meaningful information.

Hardware Infrastructure

The following sub-sections describe these areas of Fairfield County's technical (hardware) infrastructure and environment.

Internal IT Support Model

Network Infrastructure

Fairfield County technology is standardized on Cisco network and server platforms.

Hardware and Operating Systems

Fairfield County is currently operating on Cisco equipment to support and manage the WAN/LAN.

The department currently supports a Microsoft Windows operating system.

Fairfield County uses a hosted Microsoft Exchange Server to deliver email services to the organization. Fairfield County has standardized on the Microsoft Office Suite of desktop applications and currently supports MS-Word, Excel and MS Outlook versions 2010, 2013, 2016.

Operation Statistics

Fairfield County currently uses the above-noted software applications. The following shows an estimated summary of key transaction and operating volumes.

ORGANIZATION	
Desktop Hardware	Dell
Desktop Operating System	Windows 7 and 10
E-mail System	Hosted Microsoft Exchange
Internet Browser	Internet Explorer 10 and 11
Financial, Payroll and Human Services	Tyler Tech (New World)

Scope of Services

Fairfield County is seeking a comprehensive, fully integrated Time and Attendance System that provides specific capabilities across all proposed modules.

The response “checklist” identifies selected key features, functions and capabilities that Fairfield County is seeking from the new Solution. Vendor/Proposer shall indicate compliance with each requirement to enable Fairfield County to evaluate the proposed Solution. The precise Scope of Services to be incorporated into the final Contract will be based upon the above-noted Proposal checklist in Attachment 1 and may be subject to negotiations between Fairfield County and the successful Vendor/Proposer.

In summary, Fairfield County expects that the Vendor/Proposer understands the following, and the Vendor/Proposers Scope of Services should include, at a minimum:

- A general discussion of the Vendor/Proposer’s understanding of the overall project, a description of the major components or phases of services, and the expected time of completion for each component proposed.
- A description of the software products or modules, licensing options, any customization, operating system and database, and any third party software products included in the proposal that are necessary to achieve Fairfield County’s stated Project Objectives, and to meet the functional requirements. Vendor/Proposer may include any software product modules, third party software, or

hardware in its proposal that are value-added or optional to be provided by Vendor/Proposer to Fairfield County.

- Information on the recommended delivery method for the proposed software solution (on premise or Vendor/Proposer hosted Software-as-a-Service).
- A description of the standard and ad-hoc report features offered by the proposed solution.
- Methodology and frequency for software upgrades and update releases, and services associated with maintaining the software, including the option to load annual enhancements and upgrades via the Web.
- Vendor/Proposer's source code policy, if any.
- Description of any post-implementation and ongoing support for the Time and Attendance System, including any levels of support available and which level is being proposed for Fairfield County. Include telephone support information (hours of operations and time zone), online capabilities (email and/or online, Web-based community forum options); as well as problem reporting, resolution and escalation procedures, response times for the levels of severity, and other support that may be available (online help, knowledgebase, user groups, conferences, etc.).
- Services that shall include installation of software, project management, implementation, data conversion (if applicable), system acceptance testing, training, warranty and documentation. It is preferred that all of these services are provided solely by Vendor/Proposer's own staff and not third-party providers.
- All hardware required to operate the proposed Solution in an optimal environment. Fairfield County will purchase any hardware needed through a separate procurement process.

SERVICES TO BE INCLUDED

Project Management

Software installation

Data conversion (if applicable)

Integration & interface development

Training

Ongoing support & maintenance services

Change management

Extended Consulting Services (optional)

Disaster Recovery

Software as a Service, or hosted, deployment (optional)

RFP PROJECT TIMELINE

Listed below are projected dates and times of actions related to this Request for Proposal (RFP). There may or may not be a formal notification issued for changes in the estimated dates and times.

RFP Issuance	October 12, 2017
Deadline for Questions	November 2, 2017
Vendor Proposals Due	November 9, 2017 @ 2:00pm
Select Short-list of Proposers	After Committee Meets
Reference Checks and Site Visits	After Committee Meets
Notify Selected Vendors for Demonstrations of Software	Will Be Announced
Selection of Vendor	
Council Approval	December 11, 2017
Contract Negotiations	
Final Contract Signing	

Submittal Requirements and Instructions

The Proposer shall include in its proposal, at a minimum, the information outlined in this Section *Submittal Requirements and Instructions* in a manner which demonstrates the Proposer's competence and qualifications for the satisfactory performance of services and delivery of software and other products identified in this RFP.

Vendor/Proposer Questions and Communications

Questions concerning this RFP: Questions must be submitted in writing via email. Any oral responses to any question shall be unofficial and not binding on Fairfield County.

Name: Sheila Pickett, Director of Procurement

Email: Sheila.Pickett@fairfield.sc.gov

Addenda

Questions will be responded to in the form of written addenda to all Proposers. It shall be the responsibility of each Proposer, prior to submitting their proposal, to determine if addenda were issued. Addenda will be issued via email to all proposers who have received a bid packet from Fairfield County. All addenda issued shall become a part of the RFP documents and shall be acknowledged and dated by the Proposer on the Proposal Signature Page.

Proposal Signature Page

An unsigned proposal is not a valid offer therefore, failure to sign the Proposal Signature Form Page will result in the proposal being considered non-responsive, and the proposal rejected. Receipt of an unsigned Proposal Signature Page is not a minor technicality that Fairfield County reserves the right to waive.

Submission of Proposals

Proposals in response to this RFP shall be considered received at the time actually received by the addressee or designated contact. Proposals received after the appointed time listed on cover page will be determined non-responsive and will not be considered for evaluation and will be returned to the sender unopened.

All proposals should be addressed as follows:

Sheila Pickett, CPPB

Fairfield County

350 Columbia Road, P. O. Drawer 60

Winnsboro, SC 29180

Sealed proposals, submit (1) Original, (6) copies, and (1) CD or jump drive copy.

Proposals must be sealed, and outside markings must identify:

(1) Proposer's Name

(2) Title of this RFP

Proposal Response Format and Organization

To facilitate the analysis of responses to this RFP, the Proposer is required to prepare their proposals in accordance with the instructions outlined in this section. Proposers must respond in full to all RFP sections and follow the RFP format (section numbering, etc.) in their response. Failure to follow these instructions may result in rejection. For each question asked in the RFP, the Proposer shall provide in their response, the question asked and their answer using the section numbering of the RFP. *EMPHASIS SHOULD BECONCENTRATED ON ACCURACY, COMPLETENESS, AND CLARITY OF CONTENT.* All parts, pages, figures, and tables should be numbered and labeled clearly.

The proposal should be organized as follows:

PROPOSAL MATRIX
COVER PAGE (FRONT COVER)
PROPOSAL SIGNATURE PAGE (IMMEDIATELY FOLLOWING THE COVER PAGE)
TRANSMITTAL LETTER (PLACE BEFORE THE TABLE OF CONTENTS)
TABLE OF CONTENTS (NUMBER AS INDICATED)
EXECUTIVE SUMMARY (SECTION 1)
CORPORATE OVERVIEW (SECTION 2)
SOLUTION OVERVIEW (SECTION 3)
FUNCTIONAL REQUIREMENTS (SECTION 4)
TECHNOLOGY (SECTION 5)

PROPOSAL MATRIX
CUSTOMIZATION AND INTERFACES (SECTION 6)
REPORTING (SECTION 7)
IMPLEMENTATION (SECTION 8)
Implementation Methodology (Section 8.1)
Project Management Methodology (Section 8.2)
Project Timeline (Section 8.3)
Project Staffing (Section 8.4)
Data Conversion (Section 8.5)
Training (Section 8.6)
Testing (Section 8.7)
Documentation (Section 8.8)
Reporting (Section 8.9)
Go Live Support (Section 8.10)
SUPPORT AND ONGOING SERVICES (SECTION 9)
Transition to Support (Section 9.1)
Support Hours & Availability (Section 9.2)
Support Features & Approach (Section 9.3)
Priorities & Escalation (Section 9.4)
Upgrades, Fixes, Release (Section 9.5)
Support Tools (Section 9.6)
PROJECT UNDERSTANDING (SECTION 10)
CLIENT REFERENCE (SECTION 11)
COST PROPOSAL (SECTION 12)

Proposal Format Defined

Cover Page (FRONT COVER)

The Cover Page must show the RFP number, subject, name of proposer, address, telephone number, email address, and the date.

Proposal Signature Page - Immediately following the Cover page

Fairfield County reserves the right to accept any or all proposals, to waive informalities, and to reject all or any part of any proposal as they may deem to be in the best interest of Fairfield County.

This Proposal Bid Form is a **mandatory** form. An officer or representative who has official authorization to bind the proposals **MUST** sign this Proposal Bid Form. An unsigned proposal is not a valid offer therefore, failure to sign the Proposal Bid Form will result in the proposal being considered non-responsive, and the proposal rejected.

Proposals not received by advertised due date and time will be returned to the sender unopened.

Proposal Signature Form

The undersigned, as proposal responder, declares that he/she has carefully examined all the items of the Specifications and Instructions herein that he/she fully understands and accepts the requirements of the same, and he/she agrees to furnish the specified items and will accept, in full payment therefore, the amount specified below.

Proposals shall include installation services, and the successful respondent shall obtain all required permits and pay fees required. Proposer agrees to be bound by the terms of the proposal. Signing the Proposal Signature Form affirms that the original Request for Proposal document has not been altered in any way.

Proposer hereby acknowledges receipt of the following Addenda, if any:

No. _____ **Dated** _____

No. _____ **Dated** _____

No. _____ **Dated** _____

Company Name: _____

Business Address: _____

Date: _____

Telephone: _____

Signature: _____

Title: _____

Transmittal Letter (Place before the Table of Contents)

The Transmittal must be signed in permanent ink by an individual authorized to legally bind the person, partnership, company, or corporation submitting the proposal. The Proposer must note the primary contact for the software Proposer. Contact information should include a valid e-mail address and a toll free telephone number.

Table of Contents (Number as indicated)

The Table of Contents should include a clear identification of the material by section and page number.

Executive Summary (Section 1)

In this section of the proposal should include a general discussion (not to exceed 4 pages) of the proposer's overall understanding of the project and how the proposed solution will meet Fairfield County's critical business issues. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. This section should not include price quotes.

Corporate Overview (Section 2)

Proposers must provide information about their company so that Fairfield County can evaluate the Proposer's stability and ability to support the commitments set forth in response to the RFP. Information that Proposers should provide in this section is as follows:

1. Software experience.
2. Company overview, including a brief history of the company.
3. Financial stability and resources to implement the software.
4. Industry awards and recognition.

Solution Overview (Section 3)

The Proposer should provide a brief description of the proposed application software, and include any essays and product descriptions.

Functional Requirements (Section 4)

Responses to the general and functional requirements listed in this RFP must be provided in this section of the Proposer's proposal. Proposers should use the spreadsheet format provided and add explanatory details as necessary in the Comments column. The proposals submitted, including requirement responses, will become attached to the software license and implementation services contract. All responses that indicate that functionality is available out-of-the-box, through customization, or a reporting tool should be included in the Cost Proposal.

Proposers must use one code only per requirement. The following answer key must be used when responding to the requirement:

Y = Yes, Out of Box

N = Not Planned

C = Customization

TP = Third Party Product, please indicate name of Third Party Product the appropriate field in the comments column.

Technology (Section 5)

The Vendor is required to provide a general description of the application program product and how it will meet requirements of this RFP.

- Please describe, including a diagram of, the architecture of the system.
- What server platform(s) does the Proposer proposed application software currently operate on?
- Does the system support VM Ware 6.X?
- What client environments are supported (Mobile App, Web Browser etc.)?
- Does the system provide role based security?
- Describe any disaster recovery services directly provided by the Proposer.
- Please touch on any future development/technology direction and/or development initiatives.

Customization and Interfaces (Section 6)

- Describe the Proposer's approach and methods for interfacing with 3rd party software systems.
- Describe the process for requesting software customization. How are requested changes in functionality prioritized by the Proposer?

Reporting (Section 7)

- Describe the reporting capabilities of the proposed system.
- What is the Proposer's proposed custom report writer and does the Proposer provide a library of customizable reports?
- Does the Proposer offer a library of standard reports?

What report services does the Proposer offer?

- Describe the business intelligence reporting features included.
- Does the Proposer offer a report writing service?
- Are there costs associated with this service?

Implementation (Section 8)

The Proposer is expected to provide information about the following services included which should be included in the proposed implementation project.

1. Implementation Methodology
2. Project Management Methodology
3. Project Timeline
4. Project Staffing
5. Data Conversion (if applicable)

6. Training
7. Testing
8. Documentation
9. Reporting
10. Go Live Support

These items represent the required information, but the Proposer should not feel constrained to only address these areas if they feel that additional elements may add value to the overall evaluation of the Proposer's proposal to Fairfield County.

Implementation Methodology (Section 8.1)

- Describe how you transition from the sales cycle to the implementation phase.
- Provide a comprehensive description of your company's methodology for implementing your proposed software solution.
- Will 3rd party resources or contractors be utilized during this project?
- How many new client implementations did the Proposer perform in each of the past 3 years?
- What level of guarantee does the Proposer offer to insure the quality of implementation services delivered?

Project Management Methodology (Section 8.2)

- Provide your approach to Project Management and the governance of the proposed implementation project.
- Describe how you intend to manage the project materials that are produced during the proposed project.
- Describe the project management resources that will be assigned to Fairfield County's project.
- Describe the roles and responsibilities of both the Proposer and Fairfield County project managers as proposed.
- What percentage of your project managers are certified Project Management Professionals (PMP)?

Project Timeline (Section 8.3)

- Describe how the project schedule will be developed to meet **Fairfield County's goals** while minimizing project risk and any impact to current county operations.
- What factors help you to determine the appropriate implementation project phases and project schedule?
- Provide a high level project schedule based upon a **July 2, 2018** project completion date. If the Proposer is proposing a phased implementation approach, please indicate which products will be included in each project phase.
- Provide a sample project plan for implementing the proposed system. Include all major project activities, tasks, milestones, and resources with the appropriate dates and dependencies.

Project Staffing (Section 8.4)

- Describe the proposed project resources that will likely work with Fairfield County during the implementation project.
- Provide key roles and responsibilities for the identified Proposer resources within the overall project.
- Describe the proposed project resources that will work with the Proposer during the implementation project.
- Provide resumes for proposed project personnel likely to be assigned to Fairfield County project.

Data Conversion (Section 8.5)

- How do you assist Fairfield County to determine what data, if any, will be converted into the new system?
- Explain the costs associated with data conversion and how they are determined.

Training (Section 8.6)

- Describe your approach to training Fairfield County on the proposed system.
- Identify the types of training that will be offered to Fairfield County resources. Specifically IT staff, Core users, Management, and End users.
- Indicate the options for on-site, off-site, and remote training services.

Testing (Section 8.7)

- Describe your approach to Testing throughout the proposed project.
- Describe testing activities for each of the following testing types:
 - System Testing
 - Static Environment /System Design Testing
 - Integration Testing
 - Parallel Process Testing
 - User Acceptance Testing

Documentation (Section 8.8)

- Describe the help features that are built into the proposed software.
- Describe what documentation is included with the proposed project. Specifically address User Guides, Technical Guides, Training Materials, and System Documentation.
- Identify any restrictions on Fairfield County's use of all documentation.

Reporting (Section 8.9)

- Describe how Fairfield County's reporting needs are identified and developed during the implementation project.

Go Live Support (Section 8.10)

- Describe the Proposer's approach to preparing Fairfield County's transition to Live Processing.

- Describe the Proposer's support of Fairfield County during the Go Live.
- Identify the type and level of Post Live on-site support that Fairfield County's project team will provide to Fairfield County.

Support and Ongoing Services (Section 9)

Transition to Support (Section 9.1)

- Describe the process of preparing Fairfield County for Live Processing.
- Describe the role of the Proposer's Support Department in this process.

Support Hours & Availability (Section 9.2)

- Provide the hours, phone number, and nature of the Proposer's telephone support services.
- Describe all methods for contacting and connecting with the Proposer's product support.

Support Features & Approach (Section 9.3)

- Define what services are covered by the Proposer's maintenance contract.
- Are there additional charges associated with periodic releases and future functionality beyond the annual maintenance contract?
- Does the Proposer publish a product version life cycle?
- Does the Proposer offer Operational and Database Support?

Priorities & Escalation (Section 9.4)

- Define the support call priority levels, the criteria used to determine the priority, and the response times associated with each level.
- Does the Proposer allow for escalation of support calls?
- Explain the call escalation procedure.

Upgrades, Fixes, Release (Section 9.5)

- Does the Proposer publish a product release life cycle?
- Explain the timing and nature of the Proposer's product release schedule.
- How are new versions of the proposed software deployed at Fairfield County?
- Who is responsible for installing these upgrades?
- Are there costs associated with the upgrade process?
- How are bug fixes and product enhancements delivered and loaded into Fairfield County's environment?
- Can these items be tested prior to impacting the production environment?

Support Tools (Section 9.6)

- Does the Proposer provide and maintain a customer-only support website with tools and features to assist Fairfield County?

- Does the Proposer provide and maintain a searchable knowledgebase of product support materials for Fairfield County?
- Does the Proposer provide and maintain an electronic forum for collaboration between customers and employees?
- Does the Proposer facilitate and manage local, regional, and national user groups?
- Provide information about the location, frequency, and value of these groups.

Scope of Services (Section 10)

This section of the proposal should include a general discussion of the proposer’s overall understanding of the project and the scope of work proposed.

Client Reference (Section 11)

Please provide three (3) public sector client references. At least one of the references should be similar in size to Fairfield County and have a similar implementation scope. Regional clients are preferred.

Cost Proposal (Section 12)

Fairfield County reserves the right to contact proposers on price and scope clarification at any time throughout the selection process and negotiation process.

Do NOT use “To Be Determined” or similar annotations in the cells for cost estimates. Fairfield County is asking proposers to estimate prices and hours for all categories with the understanding that they may have to make assumptions. Such assumptions should be stated.

Fairfield County may award a purchase contract, based on initial offers received without discussion of such offers. A proposer’s initial offer should, therefore, be based on the most favorable terms available. It may also request revised pricing offers from such proposers, and make an award and/or conduct negotiations thereafter.

Evaluation and Selection Process

Fairfield County intends to enter into a long-term relationship with a well-established vendor whose products, features, design philosophy, and support policies come closest to meeting Fairfield County’s needs. The selected vendor must be a well-established, financially stable firm committed to providing time and attendance software solutions to the public sector. The ideal vendor will have a significant installed base of public sector clients using the proposed time tracking applications and a proven track record of delivering products and services on-time and within budget. The Vendor evaluation process will utilize the following approach:

Vendor/Proposers should submit all the information and documentation requested in Section 4 (Vendor/Proposer Information) of this RFP. Most subsections require a narrative description and then also have questions listed in a table format for ease of evaluation. All responses should be added to this document or submitted as a separated Word document with the subsections clearly identified.

Response Compliance

Vendor/Proposer shall be familiar with and abide by all laws, ordinances, and regulations in conducting themselves during the term of their relationship with Fairfield County. The cost of this compliance will be included in the prices provided in the Vendor/Proposer’s proposal to Fairfield County.

All Vendor/Proposer proposals are required to be offered for a term not less than 180 calendar days in duration. A proposal may not be modified, withdrawn or cancelled by the Vendor/Proposer during the 180 day time period following the time and date designated for the receipt of proposals. All prices are assumed to Best and Final.

Proposal Evaluation Criteria

After proposals are received and opened by Fairfield County, Fairfield County shall review and evaluate all proposals on a variety of quantitative and qualitative criteria, in order to determine which proposal(s) best meet Fairfield County’s needs for this Project. This level of evaluation will be performed prior to any formal demonstrations, reference checking and/or site visits.

The key criteria upon which the Proposal Evaluation is based will be weighted according to percentage of importance to Fairfield County, and includes, but is not limited to, the following:

Proposal Adherence	Adherence of the proposal to the format specified herein; all required information must be provided as indicated herein; completeness of proposal.	5
	TOTAL	5
Functional & Technical	Adequacy with which the proposal addresses the components of the project as presented in Sections 1.3 Purpose of Request for RFP, 1.4 Fairfield County’s Project Goals, and 1.5 Fairfield County’s Project Objectives	3
	Design, capability and functionality of system and application software as determined by the evaluation team and as outlined in Section 1.9 Scope of Services , including the ability for Solution to be a self-hosted solution, or a Vendor/Proposer-hosted SaaS solution.	15
	Level of integration between applications and demonstrated interfaces with external systems/devices, as well as whether or not Vendor/Proposer will provide all proposed core requested applications (Financial/Payroll/Human Resources) or will provide one or more of these applications with a third-party Vendor Solution.	5
	Capability, design, reliability, warranty, and expandability of proposed hardware.	5
	Quality and extent of documentation to be provided.	2
	TOTAL	30
Experience & Vendor Relationship	Experience with Financial and HR/Payroll application development, implementation and support, as well as Vendor/Proposer’s financial stability, length of time supporting public sector software solutions (preferably solely), and resources. Includes Vendor/Proposer’s ability to embrace current technology, move Vendor/Proposer’s products forward technologically in a prudent way, and Vendor/Proposer’s vision for the systems proposed for Fairfield County.	5

	Vendor/Proposer's experience, stability and technical expertise of staff. Includes number of staff currently employed by Vendor/Proposer who are focused exclusively on public sector software.	5
	Vendor/Proposer's quality and depth of references, including Vendor/Proposer Financial and PR/HR, as well as hosted SaaS client testimonials.	5
	TOTAL	15
Implementation Support	Feasibility, timeliness and quality of software implementation process, schedule and conversion plans (if applicable). Includes level experience, training and certification of Vendor/Proposer's implementation staff.	20
	Number of hours and extent of user training provided by Vendor/Proposer staff.	5
	Level of assistance to be provided to Fairfield County by Vendor/Proposer during the implementation process as part of the contract. Favorable weighting will be given to Vendor/Proposers who follow the Project Management Institute's (PMI®) approach to project implementation.	5
	TOTAL	30
Post-Implementation Support	Level of service and responsiveness that the Vendor/Proposer commits to providing to Fairfield County after implementation, including support services, online customer forum capabilities, local user groups, and Vendor/Proposer sponsored conferences.	5
	Vendor/Proposers ability to provide regular and consistent enhancements, maintenance and software upgrades on an annual basis, at no or reasonable cost to Fairfield County outside of Fairfield County's annual maintenance fee. <i>Favorable weighting will be given to Vendor/Proposers who embrace a philosophy of minimally-disruptive, perpetual upgrades.</i>	5
	TOTAL	10
Cost	Economic feasibility and justification of all costs as proposed by Vendor/Proposer.	5
	Ability/ease in negotiation and contract finalization/execution with Vendor/Proposer.	5
	TOTAL	10

Each proposal will be carefully reviewed by the evaluation team based on these criteria. A quantitative score will be assigned to each proposal based on a scale of 100. The Vendor/Proposers with the highest score (no more than two) will proceed through to additional evaluation.

Vendor/Proposers shall be accorded fair and equal treatment with respect to review of Proposals. Fairfield County reserves full discretion to determine the competence and responsibility, professionally, technically, and/or financially, of Vendor/Proposers.

Product Demonstrations

Following the first level of evaluation, no more than two selected Vendor/Proposers may be invited to make oral presentations or demonstrations to Fairfield County's evaluation team, consisting of product, implementation, configuration and services. The Vendor/Proposer representatives present during the Product Demonstrations shall be technically qualified to respond to questions related to the proposed Solution and its components.

The Product Demonstrations will focus on the:

- History and Overview of the Vendor/Proposer;
- Ease of use of the system setup and operations by Fairfield County staff;
- Standard reporting capabilities of the systems, including any Microsoft or other business intelligence-type reporting tools providing Fairfield County with the ability to make informed decisions;
- Software's ability to perform integrated, seamless workflow and scheduling processes throughout the Solution;
- Vendor/Proposer's implementation process, certifications and track record;
- Solution's hardware and infrastructure requirements and capabilities;
- Service level commitment of Vendor/Proposer.

References and Site Visits

Fairfield County will pursue references checks and/or a visit to the selected finalist(s) reference site(s), to discuss and/or observe the applications in an actual working environment at their discretion. Fairfield County may also request a site visit to the selected finalist(s) place of business.

Vendor Selection

Following the product demonstrations, reference checks and site visits, and based on discussions of conversion and implementation processes, Fairfield County may select a single Vendor/Proposer based on initial proposals received, without discussion of such proposals. Selection will not be based on price alone.

Fairfield County reserves the right to reject any or all proposals and to waive irregularities or excuse technical defects in any proposal when, in its sole discretion, such waiver/excuse is beneficial to Fairfield County. Fairfield County further reserves the right to reject the proposal of any Vendor/Proposer who has previously failed to perform property or complete on-time contracts of a similar nature and on a consistent basis, or of any proposed Vendor/Proposer who is not in a position to perform the Scope of Services. Finally, Fairfield County reserves the right to award a contract based on initial offers received from Vendor/Proposers, without discussion and without conducting further negotiations. Under such circumstance, the acceptance of a proposal by Fairfield County shall be deemed to be an acceptance of an offer that such acceptance will be binding upon both parties. A proposing offer should therefore be based on the most favorable terms available from a price, business requirements and technical standpoint.

Information and/or factors gathered during interviews, negotiations and any reference checks, and any other information or factors deemed relevant by Fairfield County, shall be utilized in the final award.

It is the policy of Fairfield County that contracts are awarded, among other considerations, only to responsive and responsible Vendor/Proposers. In order to qualify as responsive and responsible, a prospective Vendor/Proposer must meet the following standards as they relate to this request:

- Have adequate financial resources for performance or have the ability to obtain such resources as required during performance;
- Have the necessary experience, organization, technical and professional qualifications, skills and facilities;

- Be able to comply with the proposed or required time of completion or performance schedule;
- Have a demonstrated satisfactory record of performance; and
- Adhere to the specifications of this proposal and provide all documentation required of this proposal.

Again, the Vendor/Proposer selected will be the most qualified and not necessarily the Vendor/Proposer with the lowest price.

Contract Advisement and Negotiations, and Statement of Work Development

Contract Advisement and Negotiation

Upon completion of the evaluation process, the selection committee will advise all Vendor/Proposers of its final decision. Once the final determination has been made, Fairfield County and Vendor/Proposer will enter into negotiations in order to refine and finalize the terms and conditions of the contract. A Statement of Work will be negotiated and agreed upon between both parties.

Statement of Work Development

If Fairfield County determines to award a Contract to the finalist Vendor/Proposer, both parties shall enter into the development of a Statement of Work (SOW).

The Software and Services Contract Agreement shall be sent to the successful Vendor/Proposer for signature. Award of Proposal, if awarded, shall be made by Fairfield County's Procurement office to the Vendor/Proposer offering the most advantageous proposal as it meets the requirements, goals and objectives of Fairfield County as set forth herein. Although cost is an important factor in this evaluation, it is not the only factor and therefore the Fairfield County's office is not obligated to accept the lowest proposal, but will make an award in the best interests of Fairfield County after all factors have been evaluated.

No proposal or agreement for Project shall be binding upon Fairfield County until after the Agreement is signed by duly authorized representatives of both the Vendor/Proposer and Fairfield County.

No Fairfield County employee or Fairfield County Department has the authority to legally and/or financially commit Fairfield County to any contract or agreement for goods or services without the final approval by Fairfield County Council.

Modifications After Award

Fairfield County reserves the right to modify the scope of work as it deems necessary during the course of implementation. The Vendor/Proposer shall notify Fairfield County of any additional price change, as well as any impact on implementation and/or conversion schedule(s) related to the changed scope of work, prior to proceeding with the scope change.

Disqualification

Awards will not be made to any person, firm or company in default of a contract with Fairfield County, any South Carolina county, the State of South Carolina or the Federal Government.

Project Understanding

This section of the RFP is intended for the Proposer to elaborate and organize its approach to the Fairfield County project. The Proposer should describe how the overall proposal meets Fairfield County's requirements, helps Fairfield County to achieve its goals, and is the best solution for Fairfield County. The Proposer should relate its understanding of Fairfield County requirements and goals, the Proposer role in assessing and meeting them, and the challenges that the Proposer unique proposal will help to overcome. These responses should not contain previous answers to questions contained in other sections of this RFP. The intent is to assess project understanding and approach.

- Provide your understanding of Fairfield County's requested scope of services.
- How do your solution's unique characteristics make it a good fit for this project?
- What differentiates your proposed solution from your competitors?
- Describe how your proposed system enables Fairfield County to achieve greater access to data to meet its business intelligence objectives.
- Describe how your proposed system will enable Fairfield County to reduce or eliminate duplication of effort, double entry of data, and the use of off-line systems.
- Based on your understanding of Fairfield County project, what are the most significant risks to the project, and how do you plan to mitigate them?
- What is your process for managing, monitoring, and resolving issues that occur during the implementation project?
- How do you keep the project on task during the implementation project?
- Do you recommend any products or services not included in the scope of services that you feel would benefit Fairfield County and should be considered for inclusion in the eventual contract?

APPENDICES

ATTACHMENT A – Response Checklist