

**REQUEST FOR PROPOSALS FOR  
TIME & ATTENDANCE SYSTEM SERVICES  
TOWN OF AVON, CONNECTICUT**

The Town of Avon is seeking written responses to a Request for Proposal (RFP) to provide a web-based time and attendance system for the Town of Avon.

An original and six (6) copies of proposals must be submitted to the Town Manager's Office, 60 West Main Street, Avon, CT 06001 by **12:00 Noon on Wednesday, September 24, 2008**. Proposal forms are available at the Town Manager's Office or by accessing the Town's web page at [www.town.avon.ct.us](http://www.town.avon.ct.us) under "Opportunities" Public Bids and RFP's. Proposals must be submitted in sealed envelopes marked "Proposal for Time & Attendance System Services."

Philip K. Schenck, Jr.  
Town Manager

**REQUEST FOR PROPOSALS  
TIME & ATTENDANCE SYSTEM SERVICES  
08/09-10**

**I. GENERAL INFORMATION**

**1.1** **Issuing Office:** This Request for Proposals (RFP) is issued by the Town of Avon, Connecticut.

**1.2** **Purpose:** The purpose of the RFP is to provide prospective firms with essential information to enable them to prepare and submit proposals regarding a need of the Town of Avon to implement a state of the art time and attendance system for use integrated with its present financial system.

**1.3** **Proposals:** All proposals received by the Town in response to this RFP will be retained. Submissions must:

- A. Constitute a complete response to this RFP, using the Proposal Form provided in this document.
- B. Include an original and six (6) copies. The price proposal and/or fee structure must be submitted in a separate envelope from the base proposal.
- C. Proposal must be received by:

The Office of the Town Manager  
60 West Main Street  
Avon, CT 06001

no later than **12:00 Noon on Wednesday, September 24, 2008**. Envelopes must be clearly marked "Proposal for Time & Attendance System Services". Firms mailing proposals should allow for normal delivery time to ensure timely receipt of their proposals. **Proposals may not be submitted by e-mail.**

- D. Must be signed by an official authorized to bind the firm to its provisions.
- E. Must include a statement that the proposal remains valid for a period of at least ninety (90) days from the date of its submission.

**1.4 Rejection of Proposals:** The Town reserves the right to reject any and all proposals received as a result of this RFP.

**1.5 Communications Concerning RFP:** All questions relevant to the development of a proposal are to be directed to:

Ms. Blythe Robinson  
Assistant Town Manager  
Phone: (860) 409-4377  
E-mail: [brobinson@town.avon.ct.us](mailto:brobinson@town.avon.ct.us)

Any questions determined to be of interest to all prospective firms will be answered in writing and provided to all firms either by mail or by e-mail.

**Except as authorized by Ms. Robinson, no vendor may contact any other employee or elected or appointed official of the Town of Avon with respect to the RFP or the submission of a bid.**

**1.6 Additional Information:**

- A. Revisions or addenda to the RFP:** In the event it becomes necessary to revise or supplement any part of the RFP, the revision or supplement will be provided to all prospective firms either by U.S. mail or by e-mail.
- B. Experience:** Firms with experience in the development of time and attendance systems for municipalities are encouraged to apply.
- C. Incurring Costs:** The Town will not be liable for any costs incurred by a firm in the preparation or submission of a proposal.
- D. Civil Rights Compliance:** Where applicable, firms must comply with the Civil Rights Act of 1964, the Equal Employment Act, and the Connecticut Fair Employment Practices Act.
- E. News Releases:** News releases pertaining to this RFP or the services, study or project to which it relates will not be made without prior approval, and then only in coordination with the Town.

- F. Acceptance of Proposal Content:** The contents of the successful proposal may, at the Town’s option, become part of the contract entered into by the successful firm and the Town.

## II. CONTENT OF PROPOSALS

### 2.1 Scope of Services

Proposals should address each of the following services, with the cost of the services or system submitted in a separate envelope. In this way the Town can evaluate each proposal as to whether or not it best meets the Town’s interests and needs:

1. The Town of Avon currently operates an automated payroll system through a module of its ADMINS financial system. That system manages the records of approximately 112 full-time employees, 50 regular part-time employees and 145 seasonal or temporary part-time employees. It does not provide for employees to enter their time worked or a means to gather daily attendance information, and all requests for leave (vacation, sick time, etc.) must be made on a separate handwritten form. Information from the forms must be entered by payroll staff so that leave balances can be tracked. The Town wishes to further automate its systems for electronic time and attendance with technology that can accommodate:
  - Various types of employees (full-time, part-time, temporary)
  - Hourly and unclassified salaried positions
  - Multiple rates of pay
  - A number of separate work locations
  - Various methods for employees time and attendance to be recorded (not all employees have computer access)
  - An interface with our ADMINS system with the ability to export this data in a common format such as CSV (comma separated values).
2. As well as addressing the items listed under Number #1 above, the system should have the following features but not be limited to:
  - Different methods of time capture (i.e. computer, time clock, telephone, biometric reader, swipe terminal). Whatever methods that are proposed must be able to eliminate the possibility of employee’s “buddy punching” the system
  - Tracks time and attendance in real time allowing both employees and managers to check their current status
  - The ability to track time by multiple job categories or cost centers for the same employee

- The ability to accommodate employees with multiple pay rates, multiple over-time categories and multiple holiday types
  - Tracking many different types of leave (vacation, sick time, personal days, holidays, compensatory time, etc.)
3. Please provide a sample of the types of reports generated by the system you recommend. You should also indicate but are not limited to what types of hierarchy the system has for security, how information about employees can be sorted, how can custom reports be developed.
  4. Describe the technical requirements of your system. That should include but is not limited to:
    - The time capture hardware types/vendors your system can interface with
    - Can the system archive data to meet legal requirements?
    - Is your system web-based?
    - What language is it written in and what is the current development platform?
    - How is information gathered from time capture hardware communicated to the system?
    - What version is your current system and when was it released?
    - How are upgrades implemented?
  5. Please describe the audit and security features of the system you are proposing including whether or not you can provide a full and un-editable audit trail, if your system includes a bi-directional interface with our payroll system and your software and how does your system ensure data integrity?
  6. What are the hardware requirements for your system?
  7. Please include a sample project implementation and support plan for a system that meets the needs of the Town of Avon. That system should describe among other things:
    - The system integration approach and plan
    - The types of written documentation provided including user manuals
    - How the system is initially populated
    - What type of training is standard and where does it take place

8. Your proposal should also cover maintenance support and warranties you provide. It should describe what is covered, what is excluded and the cost.
9. Please identify whether the Town would be required to purchase any hardware or software to interface with your system, and if there are any related expenses to the Town beyond the initial investment.

## **2.2 Other Requirements**

Proposals should also include the following:

- A. Brief statement as to the firm's particular abilities and qualifications related to this project.
- B. List of municipalities in Connecticut and other states for which the firm has provided similar services in the last three years. Please also include the name and contact information for these references.
- C. Resumes of key personnel who would be assigned to this project.
- D. Additional information or documentation that may be useful and applicable to this project.
- E. Prior to contract, the winning firm will be required to show evidence of insurance coverage of a kind and in an amount satisfactory to the Town. The Town's insurance requirements are attached to this RFP in Exhibit A.
- F. Information concerning any suits filed, judgments entered or claims made against the firm during the last five years with respect to on-line tax payment services provided by the firm (b) or any declaration of default or termination for cause against the firm with respect to such services. In addition, state whether during the past five years the firm has been suspended from bidding or entering into any government contract.

### III. SELECTION PROCESS

**3.1 Review Process:** All proposals will be reviewed by a committee comprised of the Director of Human Resources, Director of Finance, the Public Works Director, Town Accountant, Police Department, IT consultant and the Assistant Town Manager.

The Town reserves the right to waive non-material deficiencies in any proposal.

Proposals will be evaluated based on what is deemed to be in the best interests of the Town, including such factors as the bidder's experience and expertise in developing software and services necessary to track time and attendance for municipalities, clarity and creativity of the proposal, recommendations of entities for which the bidder has previously provided services, the persons to be assigned to the project by the bidder, and total cost. Cost will not be the sole factor in evaluating bids.

A short list of finalists will be developed and firms may be interviewed by the Selection Committee after the proposals are received. Specific information required for the interviews will be provided to finalists at the time of notification.

If interviews are held they will be up to one hour long. Initial presentations will be limited to 30 minutes including a brief demonstration of the product. The final 30 minutes will be reserved for questions from the Selection Committee and subsequent discussion. The key person to be assigned to this project must be present at this interview.

The Selection Committee expects to recommend a firm to the Avon Town Manager for approval by December 2008.

The Town expects to complete its review of all proposals and select the tentative bidder within one month after the receipt of proposals. If necessary, the Town may extend that review period.

Selection as the firm with the preferred proposal does not provide any contract rights to that firm. Any such rights shall accrue only if and when the Town and the firm execute a binding contract. The Town reserves the right to negotiate with the successful firm in any manner necessary to best serve the interests of the Town. If the Town fails to reach an agreement with the successful bidder, the Town may commence negotiations with an alternative bidder or reject all bids and reinstitute the RFP process.

[Form of Cover Page of Proposal]

**TOWN OF AVON**

**PROPOSAL FOR TIME & ATTENDANCE SYSTEM SERVICES**

The undersigned has read, understands, and affirms his compliance with the requirements contained in the Request for Proposals for Time and Attendance System Services for Town of Avon. The undersigned submits this proposal in good faith and without collusion with any other person, individual or firm.

The proposal consists of this cover page and the following attachments:

Name and Address of Firm:

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Name, Title and Contact Information (phone, fax, email) of Authorized Representative:

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Signature of Authorized Representative:

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(Attach additional sheets as necessary)



**EXHIBIT A**

The Contractor must procure and maintain for the duration of the contract insurance against claims for injuries to persons or damage for property which may arise from or in connection with the performance of the contractor's work by the individual or firm, his agents, representatives, employees or subcontractors.

For the purpose of this clause: the term "professional individual or firm" and "contractor" shall also include their respective agents, representatives, employees or subcontractors; the term "Town of Avon" or "Town" shall include their respective officers, employees, volunteers, boards and commissions.

The Contractor must provide a current Certificate of Insurance to the Assistant to the Town Manager with the following requirements:

- a. Commercial General Liability: \$1,000,000  
Combined single limits per occurrence for bodily injury, personal injury, property damage and products/completed operations.
  - 1. The Town and their respective officers, agents, officials, employee volunteers, boards and commissions are to be covered as insureds as respects: liability arising out of activities performed by or on behalf of the contractor; products and completed operations of the contractor; premises owned, leased or used by the contractor. The coverage shall contain no special limitations on the scope of protection afforded to the Town.
  - 2. The contractor's insurance coverage shall be primary insurance as respects the Town of Avon. Any insurance or self-insurance maintained by the Town shall be excess of the contractor's insurance and shall not contribute with it.
  - 3. Any failure to comply with reporting provisions of the policies shall not affect coverages provided to the Town of Avon.
  - 4. Coverage shall state that the contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.
  
- b. Automobile Liability:
  - Each Accident: \$1,000,000
  - Hired/Non-owned Auto Liability \$1,000,000
  
- c. Errors and Omissions Insurance \$1,000,000
  
- d. Worker's Compensation, as required by Connecticut State statutes.
  
- e. The "Town of Avon" is to appear as an additional insured on the contractor's general liability and automobile liability Certificates of Insurance.

- f. All insurance is to be provided by a company authorized to issue such insurance in the State of Connecticut with a Best rating of no less than A:VII.
- g. The contractor shall furnish the Town with certificates of insurance effecting coverage required by this clause. The certificates and endorsements for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The certificates and endorsements are to be received and approved by the Town before work commences. Renewal of expiring certificates shall be filed thirty (30) days prior to expiration. The Town reserves the right to require complete, certified copies of all required policies, at any time.
- h. All insurance may not be suspended, voided, canceled or modified in coverage or limits without thirty (30) days prior written notice be registered U.S. Mail to:  
Town Manager, Town of Avon, 60 West Main Street, Avon, Connecticut 06001-3743.