



REQUEST FOR INFORMATION
RFI-24-0391
TIME AND LABOR MANAGEMENT SYSTEM SOLUTION

City of Phoenix
Finance Central Procurement
251 W Washington St
FI 8
Phoenix, AZ
85003

RELEASE DATE: November 12, 2024
DEADLINE FOR QUESTIONS: December 10, 2024, 2:00pm
RESPONSE DEADLINE: January 6, 2025, 2:00pm

City of Phoenix
REQUEST FOR INFORMATION
RFI-24-0391
Time and Labor Management System Solution

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1. Introduction

1.1. Summary

This Request for Information (RFI) is issued as a means of discovery and information gathering for an enterprise Time and Labor Management System Solution. The City of Phoenix is interested in procuring a Time and Labor Management System Solution (T&L) to automate and standardize the current time-entry process for its approximately 14,000 employees. The City expects a viable solution to fully integrate with the City's Human Resource Information System (PeopleSoft), also known as eCHRIS.

The RFI is for planning purposes only and should not be construed as a solicitation nor should it be construed as an obligation on the part of the City to make any purchases.

This RFI should not be construed as a means to pre-qualify vendors.

This is not a formal solicitation, but a request for interested parties to provide information as specified herein.

Participation in this RFI is voluntary.

No purchases will be made as a result of this request. Any price information provided shall be used for general comparison purposes only. Do not include applicable state and local taxes.

OBTAINING A COPY OF THE RFI AND ADDENDA

Interested parties may download the complete RFI and addenda from <https://solicitations.phoenix.gov/>. Internet access is available at all public libraries.

1.2. Background

The City is the fifth largest in the U.S. and is composed of more than 43 departments with almost 14,000 employees who will utilize and interact with the T&L solution. The following provides the City's current number of employees; all will utilize the T&L solution:

- A. Total Active Employees: 13,953
- B. Full-Time Hourly Employees: 9,943
- C. Part-Time Employees: 1,362
- D. Part-Time Employees (hired seasonally): 264
- E. New Hires/New Employee Profiles (average per pay period): 60
- F. Labor groups: 7
- G. City Facilities: Approximately 900
- H. Job Share Employees: 13

The following details the volume of current processes and actions (e.g., leave requests or approvals) across the City:

- I. 525,080 leave requests per year.
- J. 13,953 employee schedules and time approvals per pay period.
- K. 46,801 calculations for additional earnings per pay period.

1.3. Contact Information

Ben Arballo

Finance Procurement Officer
251 W Washington St, Fl 8
Phoenix, AZ 85003
Email: benjamin.arballo@phoenix.gov
Phone: [\(602\) 262-4857](tel:(602)262-4857)

Department:

Finance Central Procurement

1.4. Timeline

All times are Local Arizona Time

City reserves the right to change dates and/or locations as necessary. All times are local Phoenix time.

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|--------------------------------|---|
| RFI Posted: | November 12, 2024 |
| RFI Inquires Due Date: | December 10, 2024, 2:00pm Please submit inquiries to benjamin.arballo@phoenix.gov |
| RFI Submittal Due Date: | January 6, 2025, 2:00pm RFI Electronic Submittal: Procurement@phoenix.gov |

2. Information Requested

2.1. Goals and Outcomes

The City is seeking input from potential respondents to aid in the development of a Request for Proposal (RFP) for a T&L Management System Solution. To produce an effective RFP, the City is seeking information pertaining to a T&L Management System Solution and the various aspects of its implementation in a multi-tenant (Department) enterprise environment. The goal of this Request for Information (RFI) solicitation is to invite Vendors to provide the City information as a means of discovery and information gathering for the eventual RFP.

See Section 5 below for Vendor Questionnaire.

2.2. Background

The City of Phoenix (hereupon referred to as "the City" is interested in procuring a Time and Labor (T&L) Management System Solution to automate and standardize the current time-entry process for its approximately 14,000 employees. The City expects the solution to fully integrate with the City's Human Resource Information System (PeopleSoft), also known as eCHRIS.

The City's departments currently utilize varied systems and processes to manage time and labor activities including but not limited to:

- eCHRIS (Oracle PeopleSoft HCM 9.2) —Used for manual entry of most payroll and leave related data, and accepts limited automated feeds from the a small number of City departments. Processes payroll citywide.
- Telestaff/Kronos (from UKG, LLC) — Used for the Phoenix Fire Department to manage shifts, manual entry, and front-end custom solution to eCHRIS for time entry.
- Overtime Tracking System (OTS) — Used for the Phoenix Police Department to enter time and transfer via flat file to eCHRIS

The T&L solution will integrate with some of the City's existing systems and replace others.

2.3. Future State Vision

Through this effort, the City will implement a single, citywide T&L solution for time reporting and eliminate some department specific T&L solutions as well as paper-based time keeping and manual pay coding and entry, to the greatest extent possible. The proposed solution shall include functionality such as, complex scheduling, decentralized time collection and processing, additional earnings calculations, mobility/remote capabilities, and self-service for T&L activities.

The City also requests information on an objective infrastructure (e.g. timeclocks, badge scanners, phones) needed for success.

The City is interested in the following functional features and information, including but not limited to:

A. Complex Scheduling

1. The T&L solution shall support complex scheduling abilities, including but not limited to:
 - a. Varying scheduling types and patterns.
 - b. Labor union rules; and
 - c. Schedule bidding for daily and future staffing needs.

B. Decentralized Time Collection and Processing

1. The T&L solution shall support the City's decentralized, fixed, and mobile time collection and processing requirements across all departments (i.e., the ability to support the submission of hours worked for various employee types and locations).

C. Additional Earnings Calculations

1. The City currently uses an exception-based method in which is programmed to automatically pay full-time employees their wages. Manual entries are required to deviate from automatic payment calculations. With the new T&L solution, any manual processing for additional pay calculation shall be eliminated, resulting in improved efficiency for providing or loading department data to payroll. The T&L solution shall have the ability to calculate standard and complex earnings (e.g., differential pay, skill-based pay, holiday pay).

D. Self-Service Functionality

1. The T&L solution shall support employee self-service functionality and knowledge-based documentation for time, attendance, leave, labor union rules, additional earnings calculations, and scheduling.

2.5. Demonstrations Instructions

The City, at its sole discretion, may request demonstrations and/or presentations to discuss information received in response to the RFI in order to fully understand the information provided.

The City will define the presentation agenda for all selected vendors to follow prior to holding presentations.

- A. The City does not reimburse the cost of developing, presenting, or demonstrating a solution, and the vendor is responsible for all costs incurred.

3. Submittal Requirements

An electronic PDF copy of the material shall be submitted following the outline provided herein. The following questions shall be answered in no more than twenty (20) physical pages (front and back), plus a one-page cover letter. Pages that have photos, charts and graphs will count towards the maximum number of pages. Sales material can be submitted and shall not count towards the twenty (20) page count.

The submittal shall include:

- A one-page cover letter prepared on the company's letterhead and signed by an authorized employee of the company. Provide primary contact information and contact person's telephone number, e-mail address, and company webpage. A brief summary shall be included in the cover letter that provides information on the company's background and expertise as relates to this RFI. (This sheet will not be included in the page count.)
- Your responses to the questionnaire may be a high-level summary as the purpose is to survey the vendor community for general information. It is recommended that confidential information not be included in the responses. Refer to section 4.5, Public Record regarding confidential and proprietary information.

4. Instructions to Vendor

4.1. PREPARATION OF RESPONSE

It is the responsibility of all vendors to examine the entire RFI and seek clarification of any requirement that may not be clear and to check all responses for accuracy before submitting a response.

- A. The City does not reimburse the cost of developing, presenting or providing any response to this RFI. Responses submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner. The vendor is responsible for all costs incurred in responding to this RFI. All materials and documents submitted in response to this RFI become the property of the City and will not be returned.

4.2. SUBMISSION OF INFORMATION

Please submit your response via email to Procurement@phoenix.gov. The date and time on the email will provide proof of submission and verification if the Offer was received on or prior to the due date and time specified. Please identify the request for information number and title in the subject line of the email when submitting the Offer.

The City email file size is limited. To send larger files electronically, the upload and receipt time may take longer than expected. It is the responsibility of the vendor to ensure that the response meets the due date and time.

Submittals shall be in the actual possession of the Procurement Division on or prior to the exact time and date indicated in the Schedule of Events. Late submittals may not be considered. The prevailing clock shall be the Department's desk clock.

4.3. WITHDRAWAL OF SUBMITTAL

At any time prior to the RFI due date and time, a vendor (or designated representative) may withdraw the submittal by submitting a request in writing and signed by a duly authorized representative.

4.4. INQUIRIES

All questions that arise relating to this RFI shall be directed in an email to: benjamin.arballo@phoenix.gov as noted in Section: [Introduction](#), Timeline.

RFI Inquires Due Date: December 10, 2024, 2:00pm

Inquiries received will then be answered in an addendum and published on the City's Website.

4.5. PUBLIC RECORD

All submittals in response to this RFI shall become the property of the City and become a matter of public record available for review pursuant to Arizona State law.

If a vendor believes that a specific section of its response is confidential, the vendor shall isolate the pages marked confidential in a specific and clearly labeled section of its response. The vendor shall include a written statement as to the basis for considering the marked pages confidential including the specific harm or prejudice if disclosed and the Procurement Officer will review and make a determination.

5. Vendor Questionnaire

A. Industry Knowledge

1. Please provide any industry knowledge or lessons learned in regards to implementing commercial off the shelf (COTS) T&L solutions either as a replacement for existing custom-built functionality or as a new system implementation. Your response should consider potential risks or issues (what did not work well), as well as tips and suggestions for a successful T&L project (what did work well).
2. What challenges has your company experienced implementing solutions for clients transitioning from exception-based pay/time-tracking to non-exception-based pay/time-tracking.

B. Market Analysis

1. Please provide information about recent (past 5 years) implementations of T&L solutions in multi-tenant (Departments) and unionized organizations. Your response should focus on the functionalities and technical capabilities of the product with respect to the goals mentioned herein, rather than being product-specific.
2. What can the City expect in terms of cost structure, licensing, customization (if applicable), configuration, required third parties and resources for a cloud and/or an on-premise solution?

C. Solution Capabilities

1. What time-capture options has your company supported in previous time and labor implementations for other multi-tenant organizations? Please describe the different methods supported (e.g. biometric, GPS, timeclock, phone, manual entry) and provide examples where possible.
2. Describe essential elements or what you consider to be “must haves” (i.e. staffing, technology capabilities, and governance) from both the City and the vendor for this project. Additionally, provide any recommendations you have to help the City mitigate risks and ensure successful implementation. Include considerations for staffing and other critical factors.
3. What time-capture options has your company supported in previous time and labor implementations for other multi-tenant organizations? Please describe the approach in your example.

4. What does your software offer for time-scheduling? What can the City expect in the time-scheduling capabilities of your recommended solution.
5. What are your recommendations for functionalities supporting different employee groups?
6. What would be the best solution for a client who is administering leave in an existing ERP system to integrate with the proposed solution?

D. Implementation and Support

1. What is the typical implementation strategy?
2. What can the City expect for your implementation timeline and what factors would impact the timeline?
3. What would be the benefits and best practices related to your implementation approach?
4. Provide an overview of what would be a typical project staffing and skills needed post go-live staffing plan?
5. What is your recommended training plan for all level of users (system and end-users)?
6. With the intent to be fully automated, provide an overview of what would be your operational change management for a paper-based organization of our size?
7. Please describe your flexibility in unique negotiated pay/leave benefits.
8. Describe your solutions document retention capabilities.
9. What is your support model? Please provide your Service Level Agreement (SLA) as an attachment to your submission.
10. Is there a best time of year (e.g. calendar, fiscal) to go-live?
11. Is phased approach by Dept or “big bang” preferred?

E. Technical Information

1. COTS Product Integration
Please provide information regarding integration of COTS functionality with configured application components. Respondents may describe the

capabilities of more than one COTS product in each of the categories below.

- Master Data Management
- Business Rules Engine
- Mobility Solutions
- Real-Time Interfaces
- Notice Generation
- Reporting/Data Warehouse
- Single Sign-On

In addition, please describe components related to: end user ease of use, ease to implement and customize the system, product performance, vendor support, and cost effectiveness.

2. Please describe innovative technology solutions/capabilities that are available and/or have been recently implemented for multi-tenant unionized organizations.

F. Recommended City Staff Requirements for Implementation

1. The City is interested in understanding whether City-specific skillsets are needed to support the implementation and whether the skillset is needed throughout the project or in fractions (e.g. payroll specialist, fulltime). If fractional, do you recommend quarter, half, or three-quarters?