

**DUPAGE PUBLIC SAFETY COMMUNICATIONS (DU-COMM)  
RFP Scheduling Software – Announcement**

**Project Overview:** It is the desire of the DuPage Public Safety Communications (DU-COMM) Board of Directors and the agencies which are signatories to the intergovernmental agreement (IGA) that forms DU-COMM, to procure computer software and related implementation, training, and support of a public safety scheduling system.

The anticipated start date is third quarter of 2014.

**Mandatory Pre-Proposal Conference Call:**

**Thursday, May 8, 2014 at 2:00 PM CST - Central Standard Time** via DU-COMM conference bridge

**Registration for Pre-Proposal Conference Call:**

Participants must register for the conference call by sending their contact information to: [ckeifer@ducomm.org](mailto:ckeifer@ducomm.org) no later than Thursday, May 8, 2014 at 12:00 PM CST. Subject line of email should read: **RFP Scheduling Software**. Registered Participants will receive conference bridge information.

**Deadline for questions after the Pre-Proposal Call:** Friday, May 30, 2014

Please submit questions to: [aathitakis@ducomm.org](mailto:aathitakis@ducomm.org).

Subject line of email should read: **RFP Scheduling Software**

**All conference call participants will receive responses to questions submitted, but not answered during the call, by May 16, 2014.**

**Proposal Due Date:** FRIDAY, May 30, 2014 BY 1:30 PM CST – Central Standard Time.

**The public opening will be: Friday, May 30, 2014 at 1:30 PM CST.** Late receipt of bids will not be considered regardless of postmark. It is the responsibility of the bidder to ensure the proposal is received at DU-COMM on or before the due date and time.

**Submit to:**

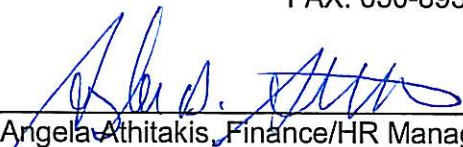
DuPage Public Safety Communications (DU-COMM)  
Attn.: Angela Athitakis  
600 Wall Street  
Glendale Heights, IL 60139

**Sealed proposal packets must include: One (1) Original (marked as Original); three (3) additional hard copies and one (1) electronic “.pdf” version on a CD or flash drive. Mark Envelopes: RFP Scheduling Software**

**Comments:** All proposals must be sealed. No proposals will be accepted after the due date and time. Proposals received after the due opening time will be filed unopened. DU-COMM reserves the right to reject any and all proposals or any part and to waive any formalities or informalities to make an award in the best interest of DU-COMM.

**RFP Documents:** Available on the DU-COMM website, [www.ducomm.org](http://www.ducomm.org); or 630-260-7500.

**Point of Contact:** Finance/HR Manager, Angela Athitakis – [aathitakis@ducomm.org](mailto:aathitakis@ducomm.org)  
FAX: 630-893-2170, or phone: 630-260-7505

  
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Angela Athitakis, Finance/HR Manager

**Published Dates:**

Email: 04/28/14

DU-COMM website: 04/28/14

# REQUEST FOR PROPOSAL

## DU-COMM SCHEDULING SOFTWARE



MANDATORY PRE-PROPOSAL CONFERENCE:  
THURSDAY, 5/8/14 - 2:00 PM CST - via CONFERENCE BRIDGE

PROPOSAL DUE DATE: FRIDAY, 5/30/14  
BY 1:30 PM CST

SEALED PROPOSALS MUST BE MAILED OR DELIVERED TO:  
DuPage Public Safety Communications (DU-COMM)  
Attention: Angela Athitakis  
600 Wall Street  
Glendale Heights, IL 60139

IMPORTANT: PLEASE READ ENTIRE DOCUMENT  
Attached specifications, terms and conditions

PLEASE DO NOT REMOVE ANY PAGES FROM THIS BID DOCUMENT

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Functional Requirements Form Addendum B

## **1.0 OBJECTIVE**

The purpose of this Request for Proposal (RFP) is the procurement of computer software, related implementation services, training, and support of a Public Safety Scheduling System for DU-COMM.

DU-COMM is soliciting a solution, from qualified vendors, to provide a commercially available public safety scheduling system. The system must be able to handle multiple shift designs with different groups of employees assigned to those designs. The system shall be capable to integrate with various payroll systems (SQL Server) for time tracking, payroll, and leave accruals.

A scheduling software solution will be utilized to provide an organized record of data to schedule on-duty personnel for the many facets of the communications center. Scheduling is needed to ensure accountability for staff and to provide adequate coverage of personnel to the communities DU-COMM serves. The solution will be used by Telecommunicators, Supervisors, Managers, and Administrators for recording and documenting activities/assignments for the employees of DU-COMM. The solution should be accessible for off-site use and mobile users.

DU-COMM invites any qualified vendor to respond to this RFP by submitting a proposal consistent with the terms and conditions herein set forth. Final scope of services will be negotiated with the successful vendor.

## **2.0 INTRODUCTION**

DuPage Public Safety Communications (DU-COMM) formed in 1975 by our member departments to provide emergency communications services to Police, Fire, and Emergency Medical Services (EMS) is an intergovernmental agency as defined in the Illinois statutes (5 ILCS 220/1).

DU-COMM is a large consolidated public safety communications center in Illinois currently serving thirty-nine (39) member agencies, over 800,000 residents in DuPage and neighboring counties, and employs ninety-six (96) employees. DU-COMM receives requests for Police, Fire, and EMS via 45 incoming 9-1-1 lines and averages over 350,000 calls per year, almost 1,000 9-1-1 calls per day. DU-COMM processes almost 600,000 calls for Police, Fire, and EMS service a year.

DU-COMM is governed by a Board of Directors, an Executive Committee, a Chiefs Operations Committee (each comprised of member agency associates), and an Executive Director. Member agencies share the authorized development cost, capital equipment, capital assets, and operating cost of DU-COMM's systems. DU-COMM's annual budget is approximately \$13.7 million dollars.

## **3.0 PROJECT OVERVIEW**

### **3.1 History**

DU-COMM currently relies on an extensive collection of paper forms, policies, and a collective bargaining agreement to schedule and manage staffing requirements. Examples of tasks using paper forms are: semi-annual vacation bidding, paid time off (PTO) request, switch time (trading hours), and posting of open shifts. Notifications of short notice openings or to mandate a shift is accomplished via paging employees. Time off accruals for the purposes of approving time off requests is manually reviewed.

DU-COMM anticipates utilizing the proposed solution to address time intensive manual processes associated with basic schedule development, overtime management, time off requests, switch time requests, and notification of available shifts. Each of the three (3) shift schedules are managed semi-independently. Future growth at DU-COMM may include a second facility creating even more components with two (2) locations for each shift.

### **3.2 Current System**

Visual Staff Scheduler® Pro version 12.00.109m is a client hosted software application designed to manage shift schedules for various functions of the communications center. VSS Pro gives the ability to document personnel daily assignments and employ future scheduling.

## **4.0 SCOPE OF WORK AND SPECIFICATIONS**

### **4.1 Scope of Work/Deliverables**

Refer to Appendix B - Functional Requirements of this document.

### **4.2 Vendor Demonstrations**

DU-COMM retains the right to request selected vendors to demonstrate their product. These product demonstrations will be held on DU-COMM's premises and follow a script/agenda provided by DU-COMM.

### **4.3 Site Visits**

DU-COMM retains the right to request selected vendors to allow visits to sites currently using the proposed system in a live, production environment.

### **4.4 Proposal Submittal Requirements**

In order to thoroughly analyze the responses to the RFP, vendors are required to prepare their proposals in accordance with the instructions outlined in this section. Vendors whose proposals deviate from these instructions may be considered non-responsive and may be disqualified at the discretion of DU-COMM.

Vendors should present their products, services and applicable features in a clear and concise manner that demonstrates the capability to satisfy the requirements of this RFP. Emphasis should be concentrated on accuracy, clarity, comprehensiveness and ease of identifying pertinent information and suitability of the product and services. The proposal should be organized into the following major sections:

- A. Letter of Transmittal
- B. Table of Contents
- C. Vendor Information (See Appendix A)
- D. Subcontractors/Third Party Vendors
- E. Hardware Environment
- F. Software Environment
- G. System Security
- H. System Interfaces
- I. Remote Access & System Availability
- J. Implementation & Training Program
- K. Maintenance & Support Program
- L. Functional Requirements (See Appendix B)
- M. User Group
- N. Customer References (at least 3)
- O. Price Quote
- P. Sample Documents
- Q. Additional Information

The following items are guidelines for the minimum information requested in each section of the proposal. All responses shall apply to the vendor's latest released product version. Each section requires a response, use the words "Not Applicable" if the section does not apply.

#### **A. Letter of Transmittal**

1. Provide the title of the proposal.
2. Provide a brief written description of the proposal.
3. Provide the date on which the proposal is made.
4. Provide the date on which the proposal expires.
5. Provide the printed name, signature, and signature date for the person or persons authorized by the vendor to make the proposal.

#### **B. Table of Contents**

Provide a list of proposal sections and the starting page number for each section.

#### **C. Vendor Information**

Refer to Appendix A – Vendor Profile, Vendor Certification and Assurance, and Customer References Forms.

#### **D. Subcontractors/Third Party Vendors**

Please explain the extent and nature of all additional companies that may supply goods and services under this proposal. Include in your response the following:

1. The name, address, and telephone number for each proposed subcontractor/third party vendor.
2. A brief description of the goods or services that each subcontractor/third party vendor is expected to provide under this proposal.
3. A brief description of the qualifications/experience of the subcontractor/third party vendor and its key personnel or features of its third party products.

If the vendor's proposal includes subcontractors or third party vendors, DU-COMM expects that the vendor will act as the prime contractor, and will take full responsibility for delivering and implementing the complete system, including acting as the sole point of contact for payment and problem resolution. Subject to DU-COMM's approval, DU-COMM may enter into separate license and maintenance and support agreements for third party products.

#### **E. Hardware Environment**

Base your recommendations on the current and potential future size (2 locations) of DU-COMM.

1. Describe the recommended overall system hardware configuration, including the number and size of server and workstation computers, and any additional components and peripherals.
2. Describe the recommended server and workstation configurations, including descriptions of central processing unit(s), networking hardware, hard disks, power supplies, printers, and any additional components and peripherals, indicating if vendor or client is to provide.

#### **F. Software Environment**

1. Name the programming language(s) that were used to develop the system.
2. Describe the reporting tools that are provided as part of the system or that are compatible with the system.
3. Describe the methods used by the system to prevent errors and to recover from errors.
4. Describe the methods used by the system to archive and/or purge data.
5. Describe the basis for software licensing for the system (i.e., named user, concurrent user, and site license).
6. Indicate whether any or all of the source code is provided to the customer so that the system can be enhanced and customized for the particular customer.
7. Describe the development tools that are provided to allow customers to enhance and customize the system.
8. Describe any third party software products that are part of the system.
9. List any required software necessary for the proposed system to function.

## **G. System Security**

1. Describe the security provisions provided by the system.
2. Describe all security, accounting, and other certifications that apply to the system.
3. Describe the ability of the system to track, and recover if necessary, configuration changes, user updates, and data modifications and deletions.
4. Describe how the system controls user access to specific functions, forms, reports, and data fields.
5. Describe how the system protects data during transmission from or to external systems.
6. Describe how the system protects sensitive information from disclosure. Include information on any data stored remotely if applicable.
7. For systems that provide a remote component, describe how the system verifies user identities and protects information.

## **H. System Interfaces**

1. Describe the standard interfaces provided with the system that allow external systems to pull data from and post data to the system.
2. Describe the protocols used by the system to communicate with external systems.
3. Describe the ability of system users (i.e., DU-COMM staff) to create custom reports and data extracts.
4. Describe the redundancy and error correction features provided by the system.
5. Describe the methods available with the system that allow system users to configure, customize, and update the system (custom menus, configuration files, database views, etc.) to facilitate reporting and communication with external systems.

## **I. Remote Access & System Availability**

1. Describe the features provided by the system that allow users to interact using the internet.
2. Describe the technology used to provide remote services.
3. Describe any special security considerations.
4. Describe how data integrity and security are maintained during transmission across the internet.
5. Describe the process of recovery after down-time (planned and unplanned).
6. What is the guaranteed uptime for the system? Include current uptime performance data and average median outage duration.
7. What is the process for reporting an outage and communicating to all clients?
8. How much notice is given for planned down-time?
9. Is any part of the system hosted remotely? If so, explain.

## **J. Implementation & Training Program**

Please provide a detailed plan for implementing and providing training for the proposed system. This information should include:

1. An example implementation plan from a previous implementation of similar size and complexity.
2. Include a timeline that identifies the period of time required to perform all work as described in the proposal.
3. Implementation and training approach.
4. Estimated hours required for DU-COMM staff to support system setup, configuration, and startup.
5. List of any equipment or supplies DU-COMM would need to provide during training and implementation.
6. Suggested training course audiences.
7. Training course descriptions, by type of user, including number of hours per day and total duration.
8. Describe how you conduct product acceptance testing and explain how it will ensure the system is ready for production.



## **K. Maintenance & Support Program**

Please explain any post-implementation support that is offered. Include in your response the following:

1. The type of support available (i.e., telephone, web-based), hours of operation using Central Standard Time (CST), average response time and any level of service options.
2. Problem reporting and resolution procedures.
3. Maintenance release schedules including frequency and method of distribution.
4. The methods used to control software configurations.
5. A description of the types of system customizations available.
6. Describe the backup and recovery best practices for the system you are proposing.

## **L. Functional Requirements**

Refer to Appendix B of this document.

## **M. User Group**

Please describe the user group associated with the vendor's products. Include in your response the following:

1. The name and approximate size of the user group.
2. Contact information for user group officers and/or key contributors.
3. User group website address (i.e., <http://www.yourusergroup.org>).
4. A list of conferences and periodic meetings hosted or attended by the user group.
5. Any additional relevant user group information.

## **N. Customer References**

Provide a list of at least three (3) public sector references that use the proposed software which are comparable in size and structure to DU-COMM. Refer to Appendix A – Customer References form.

DU-COMM reserves the right to contact any person or organization for information regarding a vendor regardless of the references provided by the vendor.

## **O. Price Quote**

Using the information provided, please provide a clear and comprehensive price quote that individually lists, describes the basis for, and totals all of the anticipated costs to put the proposed system into operation for DU-COMM, including the following:

1. The method used to calculate maintenance fees (i.e., # of users, % of software purchase).
2. Software license fees, by module, if applicable, and per user.
3. Additional costs for functional requirements listed as "O" Optional in Appendix B should be listed in a separate section of the price quote.
4. Professional implementation services fees including the following:
  - i. Hourly fee schedule for each personnel or position proposed, which includes all costs of labor, overhead, insurance, profit and all other costs except for out-of-pocket expenses.
  - ii. The estimated number of hours for each personnel or position, for configuration (including necessary modifications to meet DU-COMM's required functional requirements), implementation, testing and training phases.
  - iii. Out-of-Pocket expense fee schedule for each type of expense (i.e., copy charges, travel, etc.), an estimated total for out-of-pocket expenses for the implementation services, and a not-to-exceed total for out-of-pocket expenses.
5. Maintenance and support fees for the first five (5) years, including annual costs to provide maintenance and support for the proposed system.
6. Hourly fee schedule for each personnel or position in the event additional work is requested that is outside the scope of work under this RFP.

DU-COMM expects to have a progress payment schedule based upon on-time completion of specific work tasks that will be negotiated during the selection process and contract negotiations.

**P. Sample Documents**

Submit sample reports prepared for other agencies. All sample reports will be considered confidential and not subject to becoming an Open Record.

**Q. Additional Information**

1. Briefly describe your approach and methodology for partnering with DU-COMM to achieve the objectives as stated in this RFP.
2. Insurance – Provide a copy of a valid certificate of insurance meeting the insurance requirements as outlined in section 6.7 or a confirmation to meet the requirements prior to commencing any work.
3. Exceptions – Clearly state any exceptions or limitations to the scope of services, the RFP terms and conditions, contract terms and conditions, or insurance requirements.

**5.0 PROPOSAL SUBMISSION AND EVALUATION CRITERIA**

**5.1 Mandatory Pre-Proposal Conference Call:**

Thursday, May 8, 2014 - 2:00 PM CST via DU-COMM Conference Bridge.

**5.2 Submission**

**PROPOSAL DUE DATE: FRIDAY, May 30, 2014 - 1:30 PM CST**

Sealed proposal packets must include: One (1) original (marked as Original); Three (3) additional hard copies and one (1) electronic “.pdf” version on a CD or flash drive.

Submit to: DuPage Public Safety Communications (DU-COMM)  
ATTN: Angela Athitakis  
600 Wall Street  
Glendale Heights, IL 60139

**MARK OUTSIDE OF ENVELOPE: RFP DU-COMM SCHEDULING PROGRAM**

**5.3 Selection Process**

Only the names of each proposer will be read at the opening. Proposals will be examined after opening. Proposals will be assessed on the basis of the evaluation criteria. The firm selected for the award will be chosen on the basis of the apparent greatest benefit to DU-COMM and not necessarily on the basis of lowest price.

**A. Evaluation Criteria**

1. Evaluation of proposals will include, but are not limited to:
  - Vendor's qualifications and prior experience.
  - Proposed fee(s) to provide the services and deliver reports.
  - Functional requirements responses.
  - Proposed implementation and training timeline.
  - Client references.
  - Sample reports.

## 2. Basis of Award

- DU-COMM reserves the right to award this work not necessarily to the Vendor with the best price, but to the Vendor that demonstrates the best ability to fulfill the requirements of this project.
- DU-COMM will select the highest rated Vendor to enter into contract discussions. At the conclusion of negotiations, the successful Vendor will be required to enter into a contract that is mutually acceptable to the Vendor and DU-COMM.
- In the event an agreement satisfactory to DU-COMM cannot be reached, DU-COMM may enter into contract negotiations with one or more of the remaining qualified Vendors.
- DU-COMM will not pay for any information herein requested, nor is it liable for any costs incurred by the participating Vendors in the preparation of this RFP, or contract for services.
- Missing or incomplete information may be cause for rejection.
- DU-COMM reserves the right to reject any and all proposals in whole or in part received by reason of this Request for Proposal.

## B. Proposed Schedule of Events

1. <u>RFP Issued:</u>	<u>April 28, 2014</u>
2. <u>Mandatory Pre-Proposal Conference Call:</u>	<u>May 8, 2014 - 2:00 PM CST</u>
3. <u>Proposal Due Date – Public Opening:</u>	<u>May 30, 2014 - 1:30 PM CST</u>
4. <u>Select Vendors for Demonstration:</u>	<u>June 10, 2014</u>
5. <u>Select Vendor Finalist:</u>	<u>June 20, 2014</u>
6. <u>Contract Negotiations:</u>	<u>June 2014</u>
7. <u>Begin System Implementation:</u>	<u>3<sup>rd</sup> Quarter 2014</u>
8. <u>Begin Live Operations:</u>	<u>3<sup>rd</sup> - 4<sup>th</sup> Quarter 2014</u>

Depending on the responses received, DU-COMM may alter this schedule or change it completely.

## 6.0 ADMINISTRATIVE AND PROPOSER INFORMATION

### 6.1 Taxes

DU-COMM is exempt from County, State, and Federal sales/excise taxes. Any appropriate taxes shall be shown as a separate item in your proposal.

### 6.2 Proposer Qualifications

No proposal shall be accepted from and no contract will be awarded to any firm or corporation that is deemed irresponsible or unreliable by DU-COMM. If requested, proposers shall be required to submit satisfactory evidence that they have a practical knowledge of the particular supply/service and necessary financial resources to provide the proposed supply/service.

### 6.3 Right to Investigate

DU-COMM reserves the right to investigate and confirm the proposer's financial responsibility. This may include financial statements, bank references and interviews with, employees, and creditors. Unfavorable responses to these investigations are grounds for rejection of the proposal.

**6.4 No Commitment by DU-COMM**

This Request for Proposals does not commit DU-COMM to award any costs or pay any costs, or to award any contract, or to pay any costs associated with or incurred in the preparation of a proposal to this request, or to procure or contract for services or supplies. In acceptance of proposals, DU-COMM reserves the right to negotiate further with one or more of the Vendors as to any features of their proposals and to accept modifications of the work and price when such action will be in the best interest of DU-COMM. This includes solicitation of a best and final offer from one or more of the proposers.

**6.5 Proposal Representation**

Each proposer must sign the proposal with their usual signature and shall give their full business address on the form provided in this proposal. Proposals by partnerships shall be signed with the partnership name by one of the members or by an authorized representative. Proposals by corporations shall be signed with the name of the corporation followed by the signature and designation of the President, Secretary, or other person authorized to bind it in the matter and shall have the corporate seal affixed thereto.

**6.6 Laws and Regulations**

All applicable State of Illinois and Federal laws, and County ordinances, licenses and regulations shall apply to the award throughout and herein incorporated here by reference.

**6.7 Insurance**

Vendor shall provide and maintain at its' own expense during the term of this contract, the following insurance policies covering its operations hereunder, which are minimum requirements. Such insurance shall be provided on a primary basis by insurer(s) financially solvent and authorized to conduct business in the State of Illinois.

A. Workers' Compensation Insurance limits including:

- 1. Occupational disease coverage and employers liability
- 2. \$500,000 each person
- 3. \$500,000 each accident
- 4. \$500,000 each disease

B. Comprehensive general liability insurance \$1,000,000 each person

C. Comprehensive automobile \$1,000,000 each person

D. The Vendor agrees that the comprehensive general liability and comprehensive automobile insurance policies shall be endorsed to name DU-COMM as an additional insured with respect to: liability arising out of activities performed by or on behalf of the Vendor; products and completed operations of Vendor; premises owned, occupied or used by Vendor; or automobiles owned, leased, hired or borrowed by Vendor.

**6.8 Subcontracting**

No portion of this Proposal may be subcontracted without the prior written approval by DU-COMM.

**6.9 Sales Prohibited/Conflict of Interest**

No officer, employee, or member of DU-COMM, shall have a financial interest in the sale to DU-COMM of any real or personal property, equipment, material, supplies or services where such officer or employee exercises directly or indirectly any decision-making authority concerning such sale or any supervisory authority over the services to be rendered. Soliciting or accepting any gift, gratuity favor, entertainment, kickback or any items of monetary value from any person who has or is seeking to do business with the DU-COMM is prohibited.

### **6.10 Modification of Agreement**

No modification of award shall be binding upon DU-COMM unless made in writing and signed by authorized agents of both parties.

### **6.11 Cancellation**

Either party may cancel the award in the event that a petition, either voluntary or involuntary, is filed to declare the other party bankrupt or insolvent or in the event that such party makes an assignment for the benefit of creditors.

### **6.12 Termination of Award for Cause**

If, through any cause, the successful proposer shall fail to fulfill in a timely and proper manner its' obligations or if the successful proposer shall violate any of the covenants, agreements or stipulations of the award, DU-COMM shall there upon have the right to terminate the award by giving written notice to the successful proposer of such termination and specifying the effective date of termination. In that event, all finished or unfinished services, reports or other materials prepared by the successful proposer shall, at the option of DU-COMM, become its property, and the successful proposer shall be entitled to receive just, equitable compensation for any satisfactory work completed, prepared documents or materials as furnished.

Notwithstanding the above, the successful proposer shall not be relieved of liability to DU-COMM for damage sustained by DU-COMM by virtue of breach of the award by the successful proposer and DU-COMM may withhold any payments to the successful proposer until such time as the exact amount of damages due DU-COMM from the successful proposer is determined.

### **6.13 Termination of Award for Convenience**

DU-COMM may terminate the award at any time by giving written notice to the successful proposer of such termination and specifying the effective date thereof, at least thirty (30) working days before the effective date of such termination. In that event, all finished or unfinished services, reports, material(s) prepared or furnished by the successful proposer under the award shall, at the option of DU-COMM, become its property. If the award is terminated by DU-COMM as provided herein, the successful proposer will be paid an amount which bears the same ratio to the total compensation as the services actually performed or material furnished bear to the total services/materials the successful proposer covered by the award, less payments of compensation previously made. If the award is terminated due to the fault of the successful proposer, termination of award for cause, relative to termination shall apply.

### **6.14 Equal Opportunity**

The successful proposer will agree not to refuse to hire, discharge, promote, demote, or to otherwise discriminate in matters of compensation against any person otherwise qualified solely because of race, creed, sex, national origin, ancestry or physical handicap. It shall be a condition that any company, firm or corporation supplying goods or services, must be in compliance with the appropriate areas of the Americans With Disabilities Act of 1990 as enacted, and from time to time amended, and any other applicable Federal regulation. A signed, written certificate stating compliance with the Americans with Disabilities Act may be required, upon request, by DU-COMM.

### **6.15 Common Language**

Unless otherwise specified in this document, all words shall have a common language unless the context in which they are used clearly requires a different meaning. Words in the singular number include the plural, and in the plural include the singular. Additionally, words in the masculine gender include the feminine and the neuter, and when the sense so indicates, words of the neuter gender may refer to any gender. The words “firm/bidder/proposer/vendor” means any person, partnership, corporation or other entity.

### **6.16 Proprietary Information**

The evaluation committee will hold information provided by proposers during the RFP process in confidence until the date of an award. After that date, proposals will become public record. Proposers may request parts of their proposals to remain confidential and shall indicate in the proposal and on the appropriate proprietary or financial pages. All information included in any proposal that is of a proprietary nature must be clearly marked as such. DU-COMM shall be held harmless from any claims arising from the release of proprietary information not clearly designated as such by the proposing firm.

### **6.17 Competitiveness and Integrity**

The Finance/HR Manager maintains control of its internal and third party communications during the procurement process to prevent biased evaluations and compromises of confidential information and to preserve the competitiveness and integrity of such procurement efforts. Proposers should not disclose their pricing to any employees of DU-COMM other than the contact representative. Attempts by proposers to establish informal communication channels regarding this procurement will be viewed negatively and shall result in rejection of the offending firm’s offer.

### **6.18 Proposal Format**

All responses to this RFP shall use the format specified in section 4.4 except for those pages which have blanks to be filled in by the proposer (Appendix A & B). A proposal can be rejected by DU-COMM, if the firm fails to completely fill in all blanks for evaluation of the proposal or fails to answer all questions. Proposal should be submitted initially on the most favorable terms. All proposals shall be prepared in a comprehensive manner as to content; however no necessity exists for expensive binders or promotional material. All costs, including travel and expenses incurred in the preparation of this proposal shall be borne solely by the proposer.

### **6.19 Proposal Rejection and/or Partial Acceptance**

DU-COMM reserves the right to:

- A. Reject any and all proposals
- B. Accept other than the lowest price
- C. Waive minor defects or technicalities, formalities and informalities
- D. Accept in whole or in part such proposal where it is deemed advisable
- E. Make an award on the basis of the apparent greatest benefit to DU-COMM
- F. Alter the scope of work reasonably and RFP documents until a contract is executed.

### **6.20 Governing Law**

The laws of the State of Illinois shall govern any contract executed between the vendor and DU-COMM. Further, the place of performance and transaction of business shall be deemed to be in the County of DuPage, State of Illinois. In the event of litigation, the exclusive venue and place of jurisdiction shall be the State of Illinois, and more specifically, DuPage County, Illinois.

### **6.21 Taxes and Licenses by the Awarded Vendor**

Vendor shall promptly pay, when they are due, all taxes, excises, license fees, and permit fees of whatever nature applicable to work, which it performs under this agreement and shall take out and keep current all required municipal, county, state or federal licenses required to perform this work. Vendor shall furnish DU-COMM upon request, duplicate receipts or other satisfactory evidence showing or certifying to the proper payment of all required licenses and taxes. Vendor shall promptly pay, when due, all bills, debts and obligations it incurs performing work under this agreement and to allow no lien, mortgage, judgment, or execution to be filed against land, facilities, or improvements owned by DU-COMM.

### **6.22 Prompt Payment Discounts**

In determining the most responsive priced proposal(s), DU-COMM will consider all acceptable proposals on a basis of the net price to be paid after deduction of the discount specified in the respective proposals. Prompt payment discounts allowing less than 10 days for the discount to apply shall not be considered as a cost factor in the evaluation of proposals. In connection with any prompt payment discount offered, time will be computed from date of receipt of a correct invoice and acceptance of performance.

### **6.23 Ownership of Contract Products**

All products produced from the awarded contract shall be the sole property of DU-COMM.

### **6.24 Indemnification**

The Vendor agrees to indemnify and to hold DU-COMM and its agents harmless for, from and against any and all claims, suits, expenses, damages or other liabilities, including reasonable attorney fees and court costs arising out of damage or injury to persons, entities, or property causes or sustained by any person or persons as a result of the negligent performance or failure of the Vendor to provide services pursuant to the terms of this Agreement.

### **6.25 Independent Contractor**

The firm is an independent contractor. Notwithstanding any provision appearing in this RFP, all personnel assigned by the firm to perform work under the terms of this RFP and any subsequent agreement shall be, and remain at all times, employees or agents of the firm for all purposes. The firm shall make no representation that it is the employee of DU-COMM for any purpose.

### **6.26 Due Diligence**

Due care and diligence has been used in the preparation of this information and it is believed to be substantially correct. However the responsibility for determining the full extent to the exposure and the verification of all information shall rest solely with the proposer. DU-COMM is not responsible for any errors or omissions in the specification or for the failure on the part of the proposer in determining the full extent of exposure.

### **6.27 Debriefing**

Offers not selected or placed on a short list may request a debriefing on the selection process as well as discussion of the strengths and weaknesses of their firm's proposal upon receipt of notification that their firm was not selected or short listed. Firms that were on the short list but not selected may request a debriefing after they have been notified that another firm was selected. A debriefing may be scheduled with DU-COMM.

**APPENDIX A – VENDOR PROFILE, FORM, AND REFERENCES**

**A. Vendor Profile**

Please provide the following vendor information.

Year founded:	
Headquarters location:	
Local officer(s):	
Total gross revenues:	
Total gross revenues for public sector:	
Average rate of growth in sales over the last three years:	
Number of full-time personnel: <ul style="list-style-type: none"> <li>• total company</li> <li>• management</li> <li>• support</li> <li>• research and development</li> </ul>	
Number of full-time personnel dedicated to public sector products: <ul style="list-style-type: none"> <li>• support</li> <li>• research and development</li> </ul>	
Number of total customers by product suite: <ul style="list-style-type: none"> <li>• past year</li> <li>• past three years</li> </ul>	
Number of public sector sales by product suite: <ul style="list-style-type: none"> <li>• past year</li> <li>• past three years</li> <li>• Illinois State</li> </ul>	
Describe the evolution of the employee scheduling software. Include the date of the first installation and the major developments which have occurred (i.e., new version, new modules,).	
Number of communication centers using the proposed solution.	
Number of public safety agencies using the proposed solution.	
Does your company have current pending or threatened litigation? If yes, explain in detail.	



**B. Vendor Certification and Assurance Form**

I/we make the following certifications and assurances as a required element of the proposal to which it is attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contract(s):

1. I/we declare that all answers and statements made in the proposal are true and correct.
2. The prices and/or costs data have been determined independently, without consultation, communication, or agreement with others for the purpose of restricting competition. However, I/we may freely join with other persons or organizations for the purpose of presenting a single proposal.
3. The attached proposal is a firm offer for a period of 180 days following receipt, and it may be accepted by DU-COMM without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 180-day period.
4. In preparing this proposal, I/we have not been assisted by any current or former employee of DU-COMM whose duties relate (or did relate) to this proposal or prospective contract, and who was assisting in other than his or her official, public capacity. (Any exceptions to these assurances are described in full detail on a separate page and attached to this document.)
5. I/we understand that DU-COMM will not reimburse me/us for any costs incurred in the preparation of this proposal. All proposals become the property of DU-COMM, and I/we claim no proprietary right to the ideas, writings, items, or samples, unless so stated in this proposal.
6. Unless otherwise required by law, the prices and/or cost data which have been submitted have not been knowingly disclosed by the Vendor and will not knowingly be disclosed by him/her prior to opening, directly or indirectly, to any other Vendor or to any competitor.
7. I/we agree that submission of the attached proposal constitutes acceptance of the solicitation contents and general terms and conditions. If there are any exceptions to these terms, I/we have described those exceptions in detail on a page attached to this document.
8. No attempt has been made or will be made by me/us to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.
9. I/we grant DU-COMM the right to contact references and others, who may have pertinent information regarding our firm's prior experience and ability to perform the services contemplated in this procurement.

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Print Name of Vendor/Firm

---

Signature of Vendor/Firm Representative

---

Title

Date

**C. Customer References**

**Must submit at least three (3) Public Sector References.** At least two (2) references should describe projects completed by the proposing Software Vendor/Implementation Team combination.

Organization \_\_\_\_\_

Contact Name \_\_\_\_\_

Contact Title \_\_\_\_\_

Address \_\_\_\_\_

Address 2 \_\_\_\_\_

Telephone \_\_\_\_\_

Email \_\_\_\_\_

Number of software users \_\_\_\_\_

In the table below, list the modules that were included in the project and the dates they went live.

Module	Approximate Go Live Date

## APPENDIX B - FUNCTIONAL REQUIREMENTS

In the RFP process DU-COMM seeks to solicit a proposal from a qualified vendor for the procurement of computer software, related implementation services, training, and support of a Public Safety Scheduling System that addresses the features identified below.

The features listed in the following tables have been identified by DU-COMM for inclusion in the desired system. The answers provided in this section must directly reflect the proposal being made. The responses should be in the following format for each checklist item:

- Mark the “Yes” box (left) if the item is included as part of the standard package or is configurable out of the box.
- Mark the “No” box (middle) if the item is not available.
- Mark the “Mod” box (right) if the system requires a custom programming to meet the specification.

Please enter brief explanatory comments in the Vendor Response column where appropriate or for clarity purposes, provided additional more lengthy comments on a separate attachment with the section title and item number being commented on clearly referenced.

Each item is labeled as follows:

- “R” (Required) for items that are expected to be included in any proposed system, or
- “O” (Optional) for items that would be considered a useful enhancement, or
- “I” (Information Only) for items that would be considered valuable when considering the long term viability of the system. Information Only items will not be scored as part of the vendor response.

I. Employee Information						
#	Feature	Type	Yes	No	Mod	Vendor Response
1.	The employee master must have the following fields: <ul style="list-style-type: none"> <li>▪ Last/First/Middle Names</li> <li>▪ Display name for schedule</li> <li>▪ Employee ID – Internal identifier</li> <li>▪ Multiple Dates (Hire, Re-hire, Seniority, Termination)</li> <li>▪ Contact Phone Numbers, primary &amp; secondary</li> <li>▪ Pager Number</li> <li>▪ Multiple Email Addresses</li> <li>▪ Emergency Contact Phone Number</li> <li>▪ Multiples Statuses (Active, Inactive, on leave, probationary, trainee)</li> <li>▪ Status Reason</li> </ul>	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

#	Feature	Type	Yes	No	Mod	Vendor Response
	<ul style="list-style-type: none"> <li>▪ Location (assigned building)</li> <li>▪ Multiple Certifications (LEADS, EMD-Q, EMD, ETC, ENP)</li> <li>▪ Certification Expiration Date</li> <li>▪ Multiple Training Completed (seminars, classes, NIMS, FIAT)</li> <li>▪ Multiple Training Dates (attended and expiration)</li> <li>▪ Multiple Roles (Pub Ed, Tactical Dispatch, Committee member)</li> <li>▪ Multiple Positions (TC1, TC2, TC3, Alarm Op, Manager, Supervisor)</li> <li>▪ Multiple Assignments (CTO, OIC, Language, Police, Fire)</li> </ul>					
2.	<p>The employee master contains the following fields:</p> <ul style="list-style-type: none"> <li>▪ Bargaining Unit</li> <li>▪ Union Affiliation</li> <li>▪ Union Role</li> </ul>	I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3.	Ability to track status (audit trail) – active, inactive, probationary.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4.	Ability to associate training requirements to a position.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5.	Ability to support multiple roles and assignments for each employee but have only one primary position.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.	Ability to create a new employee record from a template based on various employee roles.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7.	Ability to check for duplicate records when creating new records.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8.	<p>Ability to maintain and enforce bargaining unit information:</p> <ul style="list-style-type: none"> <li>▪ By Name</li> <li>▪ By Number</li> <li>▪ Effective Dates</li> <li>▪ Seniority Date</li> </ul>	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.	<p>Ability to enter an employee's availability preferences:</p> <ul style="list-style-type: none"> <li>▪ Work times preferred, or limitation</li> <li>▪ Contact preference – phone, email</li> <li>▪ Overtime preferences</li> <li>▪ Workplace exclusions</li> </ul>	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10.	Ability to retrieve historical schedule data of an employee regardless of status (active, inactive, on leave etc)	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<b>II. Scheduling Information</b>						
<b>#</b>	<b>Feature</b>	<b>Type</b>	<b>Yes</b>	<b>No</b>	<b>Mod</b>	<b>Vendor Response</b>
11.	Ability to define and maintain master schedules based on start and end times, and duration supporting: <ul style="list-style-type: none"> <li>▪ Multiple shift patterns (0700-1500, 1500-2300, 2300-0700,</li> <li>▪ powershifts (i.e. 1900-0300)</li> <li>▪ Multiple employee roles</li> <li>▪ Multiple locations and sub-locations (i.e. police or fire)</li> <li>▪ Multiple skill requirements</li> </ul>	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12.	Ability to easily move employee assigned to one location to fill openings at another location.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13.	Ability to create calendar/rosters incorporating any projected absences, expirations of certification, training or qualifications.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14.	Ability to list the differences between the base (shift definition) and master (actual) schedules for any given date and time range (schedule variances).	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15.	Ability to support multiple departments scheduling independently and discretely.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16.	Ability to have employees to bid on shifts. (Semi-annual shift bidding)	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
17.	Automated vacation bidding – Notify next employee, by seniority, to begin bidding	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
18.	Vacation bidding sign-up – Ability to have employees bid on vacations.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
19.	Vacation bidding acceptance – Ability for a Supervisor/Scheduler to accept vacation bids and propagate into master schedule.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
20.	Vacation bidding – Restrict vacation picks to a maximum number of days.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
21.	Cancelation of vacation day, follow contract rule to cancel the last overtime offered for that date/time.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
22.	Ability for employee to electronically request paid time off (PTO).	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
23.	Ability for Supervisors or Scheduler to approve or deny PTO requests.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

#	Feature	Type	Yes	No	Mod	Vendor Response
24.	Ability to notify Supervisor or Scheduler of a pending PTO request.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
25.	Ability to notify Supervisor of Scheduler if approval of PTO would create a shift shortage.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
26.	Ability to notify employee of approval or denial of PTO request.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
27.	Ability to block PTO requests for specific dates/times due to training, meetings, holidays, etc.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
28.	Ability to track scheduled employees assigned to a location and workstation.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
29.	Ability to identify special skill requirements for a given schedule period, such as languages.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
30.	Ability to alert the Supervisor or Scheduler to specific deficiencies when scheduling an employee at a location (too few police or fire Telecommunicators)	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
31.	Ability to define locations that require scheduled employees based on specific skills.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
32.	Ability to support multiple leave types.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
33.	Ability to alert Supervisor or Scheduler if a shift shortage exists based on location, shift, certification, or skills.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
34.	Ability to alert Supervisor or Scheduler if an employee's schedule has less than or more than prescribed hours.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
35.	Ability to highlight and alert employees going over their allotted hours.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
36.	Ability to adjust assignments.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
37.	Ability for an employee to request a switch (shift trade) with another employee and require approval from both switching employees and Supervisor or Scheduler. Switch can be in increments as small as 30 minutes.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
38.	Ability to project schedule month/years ahead, based on current staff, and determine number of open shifts.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
39.	Ability to track tasks assigned (channel assignments) and rotate staff to work all channels over a period of time.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<b>III. Schedule Viewing</b>						
<b>#</b>	<b>Feature</b>	<b>Type</b>	<b>Yes</b>	<b>No</b>	<b>Mod</b>	<b>Vendor Response</b>
40.	Ability to view and print employee rosters based on multiple criteria: <ul style="list-style-type: none"> <li>▪ Alphabetical</li> <li>▪ By Status</li> <li>▪ By Department</li> <li>▪ By Shift</li> <li>▪ By Supervisor</li> <li>▪ By Job Classification</li> <li>▪ By Hire Date</li> <li>▪ By Date (Daily schedule roster)</li> </ul>	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
41.	Ability to display in different colors or flag the following conditions: <ul style="list-style-type: none"> <li>▪ An open shift/hours</li> <li>▪ A special assignment</li> <li>▪ Leave assignment</li> <li>▪ An assignment that has been swapped with another employee (switch/shift trade)</li> <li>▪ An assignment with a conflict, such as overtime limits, skills mismatch or</li> <li>▪ fatigue management.</li> </ul>	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
42.	Ability to view scheduled employees assigned to a location.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**IV. Schedule - Operations**

#	Feature	Type	Yes	No	Mod	Vendor Response
43.	Ability to support the following operations: <ul style="list-style-type: none"> <li>▪ Make assignments</li> <li>▪ Update assignments</li> <li>▪ Check for assignment conflicts</li> <li>▪ Record a leave request</li> <li>▪ Copying an assignment</li> <li>▪ Filling an assignment with a ranked list of eligible employees.</li> </ul>	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
44.	Changes to the schedule are in real time (all users see immediate updates) with all changes tracked (date/time/user)	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
45.	Ability to preserve the schedule in the event the system is unavailable due to planned or unplanned downtime.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
46.	Ability to make comments on the schedule so a scheduler can enter special circumstances for an employee, schedule or position.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
47.	Ability to archive and retrieve past base and master schedules by schedulers with appropriate permissions.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
48.	Ability to prevent a scheduler from assigning overtime for positions not designated to require relief.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



<b>V. Software Security</b>						
<b>#</b>	<b>Feature</b>	<b>Type</b>	<b>Yes</b>	<b>No</b>	<b>Mod</b>	<b>Vendor Response</b>
49.	Supports varying levels of administrator security. If yes, describe these levels.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
50.	Provides the capability to deactivate and reactivate a user.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
51.	Allows a user's security to be managed/changed from a central location and configured from a domain.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
52.	Ability to restrict the information a user can see and/or change based up their security profile. If yes, describe how user access is restricted?	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
53.	Security reporting available for audit purposes.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
54.	Single sign in using LDAP	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
55.	Ability to export schedule to various time and attendance applications. If yes, provide list of compatible vendors/software.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<b>VI. Workload and Calendar/Scheduling Rules (Features related to the assignment of staff and staff workload)</b>						
<b>#</b>	<b>Feature</b>	<b>Type</b>	<b>Yes</b>	<b>No</b>	<b>Mod</b>	<b>Vendor Response</b>
56.	Ability to prevent a scheduler from assigning an employee without the proper skills for a position.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
57.	Ability to define workload restrictions for each position. These could include number of hours between shifts, maximum hours worked per regular shift, maximum overtime hours per time period.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
58.	Ability to override workload restrictions in the event of a disaster.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
59.	Ability to ensure minimum staffing numbers and skills by location for a specific time frame.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
60.	Ability to identify employee as not available for overtime for given time period and specify reason.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
61.	Ability to distinguish seniority for 2 or more individuals with identical hire dates and skills.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
62.	Ability to define a mandatory-overtime back- fill list based on prescribed union contract rules, number of overtime shifts already worked, time worked preceding or after the current shift and scheduled time off.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
63.	Ability to track the number of hours an employee has worked for a given time period	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<b>VII. Time Tracking</b>						
<b>#</b>	<b>Feature</b>	<b>Type</b>	<b>Yes</b>	<b>No</b>	<b>Mod</b>	<b>Vendor Response</b>
64.	Ability to record actual daily time worked.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
65.	Ability to track time not worked, but paid (i.e., call back and the resulting minimum OT to be paid or paid switch time).	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
66.	Ability to track when and why an employee worked beyond scheduled assignment, extra hours.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
67.	Ability to track banked hours such as comp time and PTO accrual.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
68.	Ability to track hours worked outside schedule work classification. For example in an acting role.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<b>VIII. Notification and Alerts Features (Features related to automated alert and notification events)</b>						
<b>#</b>	<b>Feature</b>	<b>Type</b>	<b>Yes</b>	<b>No</b>	<b>Mod</b>	<b>Vendor Response</b>
69.	Ability to perform call back notification based on workload rules within master schedule.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
70.	Ability to support multiple notification methods: <ul style="list-style-type: none"> <li>▪ Pager</li> <li>▪ Telephone voice messages</li> <li>▪ Email</li> <li>▪ Text message</li> </ul>	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
71.	Ability to show a listing of employee available or unavailability based on workload rules within the master schedule.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
72.	Ability to send notifications (see above # 72) for available shift openings created in advance or on short-notice (i.e. sick calls).	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
73.	Ability to create custom alerts and notifications.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
74.	Ability to automatically page a specific group when a shift shortage is created.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
75.	Ability to manage who is being notified.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
76.	Ability to notify a shift scheduler that an employee mandated has already signed up for additional OT in a 24-hour period and allow them to override.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
77.	Ability to notify a shift scheduler that an employee has called in sick, but does not have enough sick time available.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
78.	Ability to notify a shift scheduler that an employee has requested PTO, but does not have enough PTO accrual available.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
79.	Ability to alert the shift scheduler to specific levels of employee assignments or coverage at a location (over or under requirements).	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
80.	Ability to notify a shift scheduler that an employee has called in sick for a third consecutive day, requiring a doctor's notice.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**IX. Reporting Features**  
**(Features related to any non-security/system related reporting, report creation, and customization)**

#	Feature	Type	Yes	No	Mod	Vendor Response
81.	Is the reporting tool an integral part of the system? If no, explain.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
82.	Ability to report employee leave activity, by person, leave type, location, reason code, or pay period	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
83.	Ability to report by position or date range where the most overtime occurs and employees working the most overtime.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
84.	Ability to generate vacation schedules.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
85.	Ability to generate evaluation or certification due dates.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
86.	Ability to create custom reports.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
87.	Ability to customize the list of reports that are available to each system user, including standard and custom reports.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
88.	System provides reports that can be printed and exported to text, PDF, Microsoft Excel, and database table formats.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
89.	Ability to run reports based upon system security roles.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
90.	Ability to calculate current pay rates for an employee based on accrued work hours for a given work period.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<b>X. Vendor Support Features</b>						
<b>#</b>	<b>Feature</b>	<b>Type</b>	<b>Yes</b>	<b>No</b>	<b>Mod</b>	<b>Vendor Response</b>
91.	Training program provided to new installations. If yes, describe.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
92.	Indicate how many hours of training are typically required for: <ul style="list-style-type: none"> <li>• Users</li> <li>• Supervisors/Trainers</li> <li>• System Administrators</li> </ul>	R				
93.	End user support options available, including after-hours support. If yes, describe.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
94.	Describe technical support options available, including after-hours support and maximum response time for submitted issues.	R				
95.	After implementation – user training or webinars hosted by vendor. If yes, describe.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
96.	Provide a full set of documentation for: <ul style="list-style-type: none"> <li>• User</li> <li>• Supervisor/Trainer</li> <li>• System Administrator</li> <li>• Other (please describe)</li> </ul>	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
97.	Provide an electronic searchable version of the documentation.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<b>XI. Software Features</b>						
<b>#</b>	<b>Feature</b>	<b>Type</b>	<b>Yes</b>	<b>No</b>	<b>Mod</b>	<b>Vendor Response</b>
98.	Is the system cloud based/vendor hosted, client/DU-COMM hosted, or both available?					
99.	System compatible with Windows 7 or higher.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
100.	System allows ODBC access to database.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
101.	System supports SSL encryption for access.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
102.	Vendor certifies within one month of release of Windows software updates that the proposed system will run correctly.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
103.	Vendor provides a detailed document (e.g., Data Dictionary) that describes all system tables and the links between system tables.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
104.	System works with Crystal Reports. If yes, describe.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
105.	System includes on-line context based help facility.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
106.	Describe your systems basic architecture.	R				
107.	Describe the application development environment used to build your system.	R				
108.	Describe if your system has a module to allow limited remote access. (Example: Setup employees so they can see their schedule via a secured system.)	R				
109.	System supports standard Windows application functionality. (For example, ctrl+c copy, ctrl+v paste, etc...)	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
110.	System supports custom shortcuts?	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
111.	System is able to print and read bar codes.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
112.	Describe how your system handles multiple users, data concurrency control, record locking, and conflict resolution.	O				
113.	System operates at 99% reliability (uptime) or better for all system functions.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
114.	Ability for users to securely view the schedule and make requests remotely.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
115.	iOS/Android/Smartphone Apps for viewing/requesting PTO.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
116.	Ability to run concurrent fully functional test/training systems for non-production uses without additional licensing costs.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<b>XII. System Interface Features</b>						
<b>#</b>	<b>Feature</b>	<b>Type</b>	<b>Yes</b>	<b>No</b>	<b>Mod</b>	<b>Vendor Response</b>
117.	Supports communication with Microsoft Outlook/Exchange.	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
118.	Integrates with Microsoft Office products. If yes, describe how your system supports integration with Word, Excel, Outlook, and Access.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
119.	Integrates with a NetClock.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
120.	Integrates with time clocks. If yes, describe what time clock or time/attendance hardware specifically card readers.	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<b>XIII. Features – Information Only</b>							
<b>#</b>	<b>Feature</b>	<b>Type</b>	<b>Yes</b>	<b>No</b>	<b>Mod</b>	<b>Vendor Response</b>	
121.	System automatically imports system configuration, and other information supplied via text files, spreadsheet files, or via real-time links to other databases.	I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
122.	Support other common desktop tools. If yes, please indicate which ones.	I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
123.	Describe if your system has out-of-the-box capability to integrate/interoperate with other systems. (Please indicate which ones.)	I					
124.	System provides a mechanism for real-time bidirectional data transfer with external systems.	I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		