

Vendor Evaluation Document

Palm Cove Village

Time and Attendance System

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1 Overview

This document describes the evaluation process that CSI implemented to find the "best-of-breed" system for Palm Coast Village's new Time and Attendance system. Vendors who either received an initial or thorough review are listed in this document. The top contenders are listed in section 3, from highest to lowest score. The requirements were broken down into functional and business requirements. Further subcategories were also assigned to logically group requirements together. For example, all of the "meal plan" requirements were listed together in one section, to give a better idea of how a system evaluates in a specific area. While these categories do exist, these divisions did not influence the overall scoring for the system.

1.1 Ideal Score Calculation

In order to formulate a metric for comparing the different systems, the following scoring system was implemented during this evaluation. Requirements were assigned a priority that represented the upper level category that each item would fit in to. A priority level three (3) is the highest priority, meaning it is necessary to run the system. Priority two (2) items are the middle level and denote items that are important, but not imperative. The lowest priority is a level one (1), which represents the "nice to have's".

Since there are a large number of items in each priority, it is necessary to put the items in each priority class into weighted lists. Again the highest weight was a three(3) and the lowest was a one (1).

The following formula is used throughout the evaluation process to determine the "max score" for each requirement. This formula would take into account the priority of the item and the weight assigned to it. This means that a priority two item would never have a max score higher than a priority three item. See below for the formula

$$\text{MAX SCORE} = (\text{ITEM_PRIORITY} - 1) + (\text{ITEM_WEIGHT} / 3)$$

Roughly these scores break down in the following manner.

Priority	Weight	Max Score
3	3	3.00
3	2	2.67
3	1	2.33
2	3	2.00
2	2	1.67
2	1	1.33
1	3	1.00
1	2	0.67
1	1	0.33

1.2 Actual Scoring System

During the in-depth evaluation of each vendor's product, an actual score is assigned to each item in the requirements list. Totals in each are will be used to compare systems and to each response

to these requirements under a defined system. The following table refers to the scoring used for each requirement.

(Actual Scoring System)

Score	Description	Additional Information Needed
5	FULLY MEETS REQUIREMENT The requirement is fully met by the proposed solution with no changes required.	NONE
4	WORKAROUND The requirement is fully met by the proposed solution through some workaround, such as a report writer or a procedural change.	DESCRIPTION Describes the workaround in terms of what needs to be done to fully meet the requirement.
3	FUTURE RELEASE The requirement is not currently met, but an enhancement planned for inclusion in a feature release will meet the requirement.	FUTURE RELEASE DATE The date for the expected delivery of the functionality. DESCRIPTION Describe the enhancement in term of what changes will be made to fulfill the requirement.
2	MODIFICATION The requirement can be met only by a modification to the proposed solution	LEVEL OF EFFORT Provide the estimated level-of-effort in person months. DESCRIPTION Describe the nature and complexity of the modification.
1	NOT SUPPORTED The requirement cannot be met.	NONE

Each of these scores is then translated into the 0-3 system in the following manner. If, in the process of the evaluation, the evaluator feels that extra points should be added or deducted, decimal increments of the scores may be used.

Actual Score	Converted Score
5	3
4	2
3	2
2	1
1	0

1.3 Schedule of Events

- Vendor Evaluations Complete.
- Vendor demonstrations on PCV Campus.

- Contract negotiation with Vendor.
- Installation and User Training.
- PCV live on new Time and Attendance System.

2 Multiple Company Support

All vendors, when asked about their ability to support the Delray Beach Campus (Company 1) and the Avon Park Facility (Company 30) answered that their systems would be in compliance. This requirement is specified in Technical Requirement T05 with the language that requires the Avon Park to be “interfaced to a separate existing legacy business and accounting system database.” This requirement is further defined in CSI’s response to Vendor’s Questions document in which we state “Delray Beach payroll codes are different from the Avon Park facility payroll codes. Avon Park facility employee numbers will be separate, **and could duplicate Delray Beach employee numbers.**”

Some vendors have responded to the requirement for multi-company and duplicate ID support by stating that their systems can be configured to support duplicate employee numbers. This configurable support usually involves the use of labor levels or user definable fields. Other vendors have stated that there will be multiple copies of their system (per company) installed. One vendor stated that this support would be accomplished through the definition of multiple database servers.

CSI recommends that all vendors whom are invited to make a presentation to Palm Coast Village be required at that time to produce at least a design document that details how support for multiple companies, multiple databases and duplicate IDs will be accomplished within their respective systems.

3 Department Change

One of Palm Coast Village’s key requirements is the ability to track Department Changes through the Data Collection terminals. Virtually all vendors provide some kind of support for Department Changes. There will be procedural differences between the specific vendors’ badge swipe and keypunch methods and procedures. Palm Coast Village should be sensitive to the various methods being proposed, as some methods are no doubt more intuitive and more “user friendly” than others.

Likewise, each vendor will have their own reporting methods regarding Departmental Time and Employee Time. Palm Coast Village should request sample reports that show how each vendor’s respective system reports Department Changes.

4 Vendors Evaluated

The vendors listed below fall into two categories. The Vendors Evaluated group, after an initial review, received an in-depth evaluation, which involved materials received from the vendor, demo copies of software, email exchange, and telephone conversations with sales personnel. The systems in the Vendors Evaluated category are discussed in detail in the next section.

The Vendors Excluded group received an initial evaluation and was excluded from the list due to lack of support for the requirements, or lack of response from the vendor.

Vendors Evaluated

Vendor	System	Score
Kronos	Timekeeper	97.47
Simplex	WinSTAR	94.94
FASTECH	TESS	91.98
TimeTrak	TimeTrak 5000	78.06
ADP	e-TIME	00.00

Vendors Excluded

Vendor	System	Summary
AcroPrint	ATR 9800	Terminals not IP addressable.
Coastal Data	Smart Clock	Smart Clock inadequate for PCV needs. No vendor response.
IMTS	Express System	Express designed for healthcare. No vendor response.
Time America	TASC	Terminals not IP addressable.
Vitrix	HourTrack 98	Vitrix wanted a distributorship agreement. No vendor response.

5 In-Depth Reviews

The following vendors were given an in-depth evaluation to determine their composite score. The composite score evaluates to a percentage value between 0 and 100.

5.1 Kronos Timekeeper TKC

Produced by Kronos Inc. of Waltham, MA.

Main features: The Kronos TimekeeperTKC (Time Keeper Central) system will support Palm Coast Village’s Time and Attendance requirements. Timekeeper offers a variety of Management Reports, and a host of Administrative maintenance tools. Kronos proposes that the Timekeeper system provide multi-company and duplicate ID support through the use of user definable labor levels. Kronos offers support from its’ Miami, Tampa, Boca Raton, and Orlando offices. Timekeeper has the added advantage of having an existing interface to the AOD Payroll system.

Kronos also offers the Timekeeper TKC/S system, which is oriented toward the large scale enterprise customer. The TKC/S (Client/Server) system does run on an ODBC database (not included in Kronos’ pricing).

Detractors: Among the systems proposed, the Timekeeper TKC system is one of the higher priced systems, and the Timekeeper TKC/S system is the highest priced system of all. The Timekeeper TKC system runs on a proprietary database (not ODBC), and requires the Database Poster add-on module to export data in an ODBC compliant format.

Evaluation Component	Ideal Score	Vendor Score
Functional Requirements	40.51%	40.51%
Technical Requirements	41.77%	39.24%
Vendor Effectiveness	17.72%	17.72%
Total Score	100.00%	97.47%

5.2 Simplex WinSTAR

Produced by Simplex Time Recorder Co., of Gardner, MA.

Main Features: The Simplex WinSTAR system will support Palm Coast Village's Time and Attendance requirements. WinSTAR offers a variety of Management Reports, and a host of Administrative maintenance tools. Simplex pricing is at a lower point than Kronos pricing. Simplex proposes that the WinSTAR system provide multi-company and duplicate ID support through the use of duplicate systems. Simplex offers support from its' Miami, Orlando, Tampa and Delray Beach offices. Of all vendors contacted, the Simplex vendor has been the most responsive with their proposal.

Detractors: The WinSTAR system has no existing interface to AOD, although Simplex does offer interface services. The WinSTAR system runs on a proprietary database (not ODBC), and requires the FairCom ODBC add-on module to export data in an ODBC compliant format.

Evaluation Component	Ideal Score	Vendor Score
Functional Requirements	40.51%	37.97%
Technical Requirements	41.77%	39.24%
Vendor Effectiveness	17.72%	17.72%
Total Score	100.00%	94.94%

5.3 FASTECH TESS

Produced by FASTECH, of Livonia, MI.

Main Features: The TESS (Time Entry Software System) offers a variety of Management Reports, and a host of Administrative maintenance tools. The TESS system most closely adheres to industry standards for multi-tiered, Client/Server systems. FASTECH proposes that the TESS system provide multi-company and duplicate ID support through the use of multiple databases. The TESS system does run on a variety of ODBC databases, including Oracle.

Detractors: The TESS system will have to be modified to support Palm Coast Village's Department Change requirement. The TESS system has no existing interface to AOD. FASTECH can not provide on site maintenance. The TESS system is also one of the higher priced systems reviewed.

Evaluation Component	Ideal Score	Vendor Score
Functional Requirements	40.51%	36.29%
Technical Requirements	41.77%	39.24%
Vendor Effectiveness	17.72%	16.46%
Total Score	100.00%	91.98%

5.4 TimeTrak 5000

Produced by TimeTrak Systems Inc., of Port Huron, MI.

Main Features: It is not possible to confidently report an in depth evaluation of the TimeTrak 5000 system, because TimeTrak did not adequately respond to the RFP. TimeTrak did submit some marketing literature, and also provided some answers to questions. However, TimeTrak did not submit any significant written supporting technical documentation.

TimeTrak has submitted a late proposal as of January 20, 2009. This meager proposal includes two systems: Thin Client and Network. However, other than pricing differences, TimeTrak has submitted no documentation to differentiate the design or the features of these two submissions.

TimeTrak has reported an interface to AOD, however the specifics of this interface are not known. The AOD interface is provided at extra cost by TimeTrak as an add on module, and was not included in their base system cost.

For these reasons, there is a relatively low scoring by CSI of the TimeTrak 5000 system.

Detractors: Some of the reporting and features that are standard in other systems are provided at extra cost by TimeTrak as add on modules (HisTrak, OmniTrak). TimeTrak runs on a proprietary database (not ODBC) and requires an add-on module to support ODBC Payroll databases (SQL and Sybase only on NT). TimeTrak can not provide on site maintenance.

TimeTrak has not supported an in depth technical review of their systems. TimeTrak's poor response to the RFP process may be indicative of a vendor with commitments in excess of their resources.

Evaluation Component	Ideal Score	Vendor Score
Functional Requirements	40.51%	31.22%
Technical Requirements	41.77%	32.91%
Vendor Effectiveness	17.72%	13.92%
Total Score	100.00%	78.06%

5.5 ADP e-TIME

Produced by Automatic Data Processing Inc., of Roseland, NJ

Main Features: It is not possible to report any evaluation of the e-TIME system, because ADP was only marginally responsive to the RFP. ADP did submit some marketing literature. However, ADP did not submit any written supporting technical documentation. ADP's initial proposal offered only lease options, and did not fully support the TCP/IP addressable terminal requirement. ADP was offered the opportunity to re-submit a proposal, but as of Jan. 22, 2009 no other proposal has been received by CSI.

For these reasons, there is no scoring by CSI of the e-TIME system.

Detractors: CSI does not recommend any further evaluation of the ADP e-TIME system.

Evaluation Component	Ideal Score	Vendor Score
Functional Requirements	40.51%	00.00%
Technical Requirements	41.77%	00.00%
Vendor Effectiveness	17.72%	00.00%
Total Score	100.00%	00.00%

6 Cost

6.1 Overview

In order to come up with a standard pricing for all packages evaluated the following check list was provided to all Vendors to address pricing issues before contract negotiation startup. The Vendors' responses are provided separately from this document. Please note that each vendor has "interpreted" the meanings of the various categories in their own way, so there is not always a one to one comparison across all categories for each Vendor's proposal.

The following sections describe price categories that may or may not apply to a specific package, but must be evaluated:

6.1.1 Standard Pricing

A checklist has been provided at the end of this section that includes the following headings:

- Non-recurring
- Acquisition
- Modification Costs
- Installation Costs
- Other Implementation Consulting Costs
- Documentation Costs
- Training Costs
- Other Non- Recurring Costs

- Recurring Costs
- Software Maintenance and Upgrade Costs
- Technical Support Costs
- Service Costs
- Other Recurring Costs

Items 6.2.1 through 6.3.4 provide a narrative description of these headings. The tabular format given included in Appendix A should be used to price the different systems. Any items that do not apply should have "included" in the space provided. All items should have an estimate or "included" next to it.

6.1.2 Alternative Pricing Strategy

In addition to providing traditional estimates as in section 6.1.1 above, we encourage you to explore and provide a creative pricing approach or other alternatives. We would entertain an approach that would minimize our up from costs and provide the basis for a long-term mutually beneficial relationship.

6.2 Non-Recurring Costs

Non-Recurring costs refer to any monies that need to be spent on the in initial installation of the new TaA system. A strong estimate from the vendor will help contract negotiation portion of the acquisition process. These prices also make it possible for PCV to develop a cost/benefit

analysis. Each of the sections below describes the cost information category and what kind of information is required.

6.2.1 Acquisition Costs

Acquisition costs are all costs associated with the initial purchase of the proposed solution. Prices for any components of your system should be included. This should identify the following costs, where applicable: initial license cost, individual system modules, database licenses, utilities or supplemental software (such as a report generator), development tools, and any other acquisition costs that may be incurred.

6.2.2 Modification Costs

Modification costs refer to costs associated with enhancing the existing system functionality to meet our initial needs. Enhancements could include: programming required to modify the underlying system logic, addition of data fields, modifying or adding screens, adding tables to the system, etc. Please indicate the cost for modifications along with an estimate of the average number of man-hours required for each type of modification. It is anticipated that this cost would be an hourly cost and there may be varying costs depending on the type of personnel required to execute the modification (e.g., application programmer, system analyst, system programmer, or some combination). If some other method of costing is used please describe.

6.2.3 Installation Costs

Installation costs refer to any cost associated with the initial installation of the software. This may include costs for setting up initial system parameters and tailoring for PCV. This cost does not include any programming costs or data conversion.

6.2.4 Other Implementation Consulting Costs

Other implementation consulting costs refer to costs associated with having a representative from the vendor's organization (or an outside organization, which may have a strategic alliance with the vendor's company to provide these services) assist in the implementation.

6.2.5 Documentation Costs

Documentation costs refer to the cost to purchase system documentation if it is not included in the acquisition cost described in Section 6.1.1. If a limited number of sets of documentation are provided as part of the acquisition cost, the additional cost for the extra documentation should be noted.

6.2.6 Training Costs

Training costs refer to the cost of training not included in the acquisition cost described in Section 6.1.1. If training is provided to a particular number of PCV personnel as part of the acquisition cost, please provide pricing for additional training. This information should include pricing for training for users, DBAs, programmers, etc.

6.2.7 Other Non-Recurring Costs

This section refers to any other one time costs that may be incurred by PCV that are not covered in the preceding sections. These include any one time licensing costs associated with the system (e.g., Oracle license) and whether they are provided through the vendor's company or a third party vendor.)

6.3 Recurring Costs

Recurring costs are costs that will be incurred on an annual basis or at regular intervals after implementation of the product. These costs will be used to conduct a 5-year life cycle cost evaluation on proposed solutions. Specify costs should be included for each of the Fiscal Years: FY2009-FY2004.

6.3.1 Software Maintenance and Upgrade Costs

Software maintenance and upgrade costs are costs incurred in maintaining the product and upgrading to subsequent versions of your product. All costs associated with software maintenance and upgrade and the time frame (e.g., Biannual, Annual, Monthly) in which they are typically incurred should be included.

6.3.2 Technical Support Costs

Technical support costs include any cost for support for the system that are not provided as part of the base price for the product. This includes any monthly or annual user support costs such as a hot line or costs for providing technical support for PCV personnel responsible for maintaining the system. Indicate the type of cost, how it is assessed (e.g., annual, per call basis), and the cost.

6.3.3 Service Costs

Service costs are costs associated with providing additional services to PCV on an on-going or sporadic basis. This might include off-site backups, disaster recovery services, etc.

6.3.4 Other Recurring Costs

Other recurring costs include any costs that may be incurred by PCV that are not covered in the preceding sections.

7 Appendix A – Sample Vendor Price Checklist

For each vendor in the in-depth evaluation list a cost sheet needs to be completed to give the final determination of the TaA systems. The in-depth review, the vendor demonstration, and the cost information will provide the needed information to chooses the best-of-breed TaA system.

Vendor Price Checklist		
Line	Item	Unit Cost
	Non-Recurring /One Time	
1	• Acquisition Total	
2	• Initial license	
3	• System Module(s)	
4	• Database license(s)	
5	• Utilities	
6	• Supplemental software	
7	• Development tools	
8	• Other	
9	• Modification	
10	• Installation	
11	• Other Implementation	
12	• Documentation	
13	• Training	
14	• Other Non-Recurring	
15	Total Non Recurring	
	Recurring	
16	Software Maintenance and Upgrade	
17	Technical Support	
18	Service	
19	Other Recurring	
20	Total Recurring	

8 Appendix B - Attachments

Attached to this document are the:

- Vendor Cost Comparison for year 2009 through year 2013.
- Summary Requirements Worksheets per Vendor.
- Price Checklists for year 2009 only per Vendor.

Note that there are no ADP e-TIME attachments included in this document.