



**City of Biddeford
City Council**

August 19, 2025 at 6:00 PM
City Hall Council Chambers & Zoom

[Click to Join Zoom Meeting Online](#)

Or call in by phone: +1 312 626 6799

Meeting ID: 915 7666 0246

Passcode: 965614

1. Roll Call
2. Pledge of Allegiance
3. Adjustment(s) to Agenda
4. Public Hearing
 - 4.a K-Thai Kitchen Liquor License
5. Liquor License Consideration
 - 5.a K-Thai Kitchen Liquor License Application
6. Presentation
 - 6.a Saco-Biddeford Multi-modal Bridge
 - 6.b Legislative Session Wrap Up
 - 6.c J. Richard Martin Community Center Park Renovation Project
7. Appointments
 - 7.a 2025.110 Approval / Mayoral Appointment to Committee-Citizen
8. Public Addressing the Council
(3 minute limit per speaker for up to a total of 15 minutes)
9. Consideration of Minutes
 - 9.a Council Minutes 8-5-25
10. Orders of the Day
 - 10.a 2025.112 Approval / Amend Code of Ordinances, Chapter 42 - *Motor Vehicles and Traffic*, Article IV - *Specific Street Regulations*, Sec. 42-92 *Limited Parking* - Main

Street

10.b 2025.108 Amend/Part II: Code of Ordinances, Chapter 42 Motor Vehicles and Traffic, Article IV Specific Street Regulations, Sec. 42-90(a) - No Parking Hill Street from Birch/Granite Streets to West Street.

10.c 2025.109 Approval Award Finance Payroll Software RFP to Paylocity

10.d 2025.111 Direct City Manager to Evaluate Conservation Commission Recommendation to Place Tax-Acquired Property Map-1, Lot-19 in Conservation

10.e 2025.97 Approval Special Event Biddeford Oktoberfest

11. Committee of the Whole

11.a Update - Main Street Pump Station Project Funding

12. Public Addressing the Council

(5 minute limit per speaker)

13. City Manager Report

14. Committee Updates by Council

15. Other Business

16. Council President Addressing the Council

17. Mayor Addressing the Council

18. Executive Session

18.a Executive Session 1 MRS 405 (6) d Labor Negotiations

18.b Executive Session 1 MRS 405 (6) e Legal Matters

18.c Executive Session 1 MRS 405 (6) a Personnel Matters

19. Adjourn

NOTICE OF PUBLIC HEARING

CITY OF BIDDEFORD

Regarding: Liquor License, K-Thai Kitchen

Notice is hereby given that the City of Biddeford will hold a public hearing regarding this application at its City Council Meeting on

Tuesday, August 19, 2025 at 6:00 pm

at the City Council Chambers, City Hall, 205 Main Street, Biddeford, Maine.

The purpose of the public hearing is to receive public comments on the following liquor license:

K. Thai Kitchen

138 Elm Street

Biddeford, Maine

Restaurant: Beer and Wine

All interested persons are invited to attend the public hearing and will be given an opportunity to be heard at that time.

For New Businesses and Businesses with Liquor Licenses: Please be sure to contact the Code Enforcement Office to schedule an inspection (207) 284-9236

City of Biddeford
BUSINESS LICENSE APPLICATION

BUSINESS NAME: K-THAI KITCHEN

Business Address: 132 ELM ST Map Lot

Mailing Address: BIDDEFORD ME 04005

Business Telephone Number: 603-207-232-1944

Email Address: KHONSANASY72@GMAIL.COM

OWNER/OPERATOR: THAI RESTUARANT

Home Physical Address:

Home Mailing Address: 18 KATANA DR - S. PORTLAND ME 04106

Home Telephone Number: SAMR ABUS

Applicant(s) Date of Birth: 4/20/61

[Signature] 7/8/25
Applicant's Signature **Date**

Any information provided in this application, which is found to be false, will result in the denial or revocation of this license – per 1 M.R.S.A. 17-A §453.

TYPES OF ENTERTAINMENT:

\$150.00 (single/multiple events)

- ☐ Concert
- ☐ Exhibitions (live performances)
- ☐ Circus/Carnival

☐ Playhouse/Play

- ☐ Indoor Skating Rink
- ☐ Bowling Lanes
- ☐ Theater/Movie House
(plus \$25.00 per screen)
- ☐ Billiard Room(s)

\$150.00 (annual)

- ☐ Public Firing Range
- ☐ Bottle Club

AUTOMOBILE REPAIR AND/OR GRAVEYARD:

- ☐ Automobile Repair Garage for maintenance
- ☐ Automobile Graveyard

\$75.00

\$200.00

PLACES/DEALERS IN PRODUCTS:

\$200.00

- ☐ Secondhand Dealers
- ☐ Dealers in gold jewelry, etc.
- ☐ Antique Dealer

- ☐ Flea Market (for 20 tables; \$5 per add'l table)
- ☐ Junk Dealer/Recycling

For New Businesses and Businesses with Liquor Licenses: Please be sure to contact the Code Enforcement Office to schedule an inspection (207) 284-9236

PAWNBROKER: \$200.00

VENDOR ON A PUBLIC PLACE: \$50.00

ICE CREAM TRUCK VENDOR \$75.00

(need to show proof of at least \$500,000 liability insurance)

VENDING ON WATERWAYS \$100.00

OPERATING LICENSE:

- ☐ Victualer (no alcohol)-State Cert. Required **\$75.00**
- ☐ Victualer serving beer and/or wine-State Cert. Required **~~\$100.00~~**
- ☐ Victualer serving beer, wine and/or liquor **~~\$150.00~~**
- ☐ State Cert. Required
- ☐ Taxicab, motorbus, public automobile **\$50.00**
(plus \$20.00 per vehicle)

- ☐ Massage Establishment/Therapist **\$100.00**
- ☐ Combined Massage Establishment/Massage Therapist **\$150.00**

- ☐ Adult Business **\$2,000.00**

- ☐ Sludge Disposal **\$50.00**

MISCELLANEOUS:

- ☐ Advertising (for liquor licenses) **~~\$200.00~~**
- ☐ Newspaper Vending Machines (per machine) **~~\$10.00~~**
- ☐ Video Game Devices (up to a max of \$50.00) **\$10.00 (each machine)**

New Business License Application Disclosure: By submitting, signing and paying the applicable \$10.00 application fee (and \$200.00 advertising, when applicable), the issuance of business license in the City of Biddeford is not guaranteed. You will be required to pay the full business license fee(s) once departmental reviews have been completed and an Occupancy Permit has been issued by the Code Enforcement Office.

CITY COUNCIL APPROVAL DATE (if applicable): _____

CODE ENFORCEMENT APPROVAL: _____
(Occupancy Permit Issued)

CITY CLERK ISSUED: _____ **DATE:** _____



Joseph Stilwell

Project Manager, MaineDOT

Tracey Desjardins

Local Project Administrator, City of Saco

Liz Brownell

Project Manager, Thornton Tomasetti

Work Identification Number (WIN):
026980.00

SACO-BIDDEFORD SACO ISLAND MULTIMODAL BRIDGE

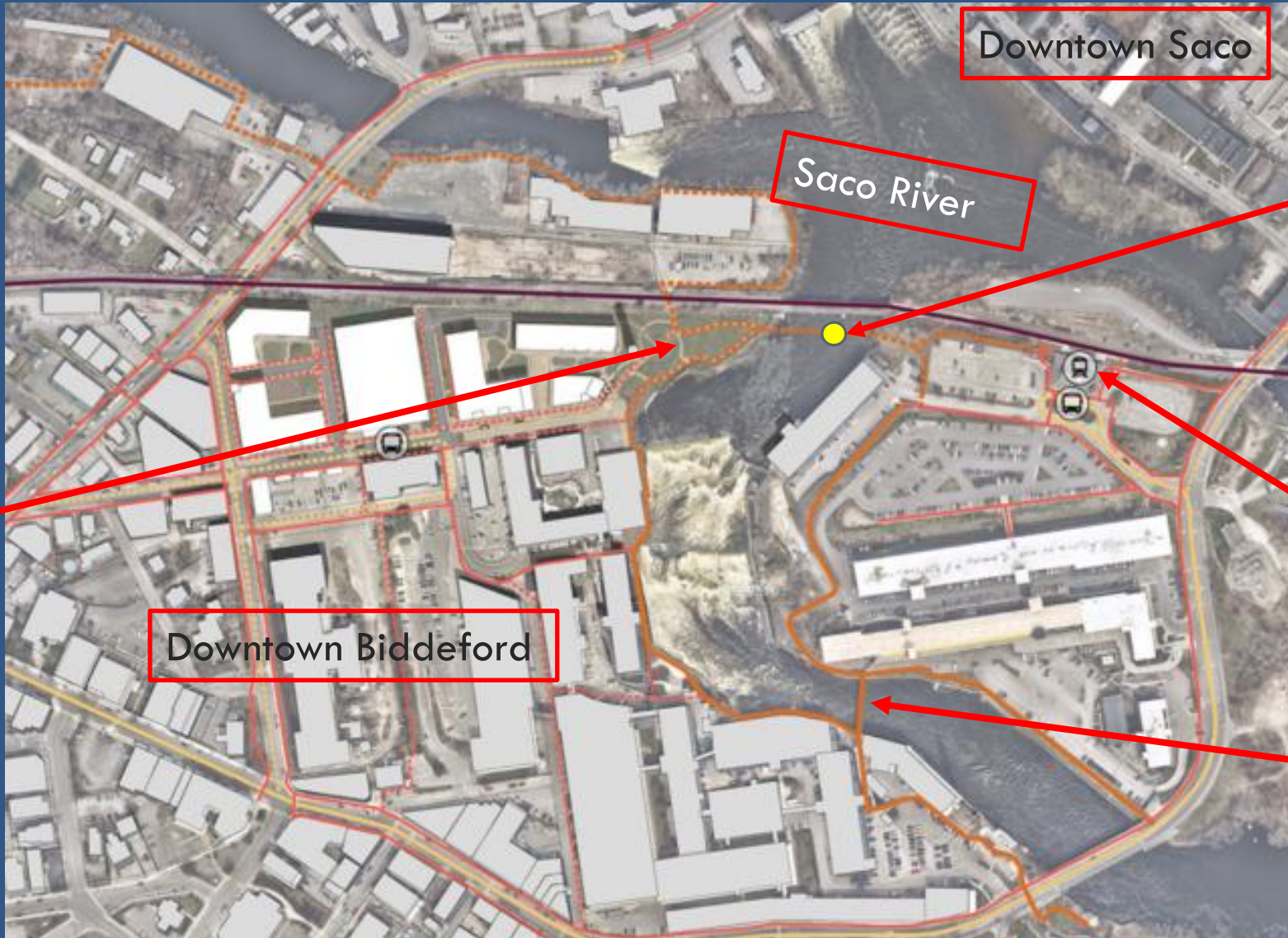
MEETING AGENDA

- Project Location
- Purpose and Need
- Project History
- Existing Conditions
- Preliminary Design Options
- Schedule and Budget
- Closing

PROJECT LOCATION

Project Scope:
Design a pedestrian
bridge between
Saco Island and
Biddeford

Planned Pearl
Point Park



Proposed Bridge
Location

Saco Transportation
Center

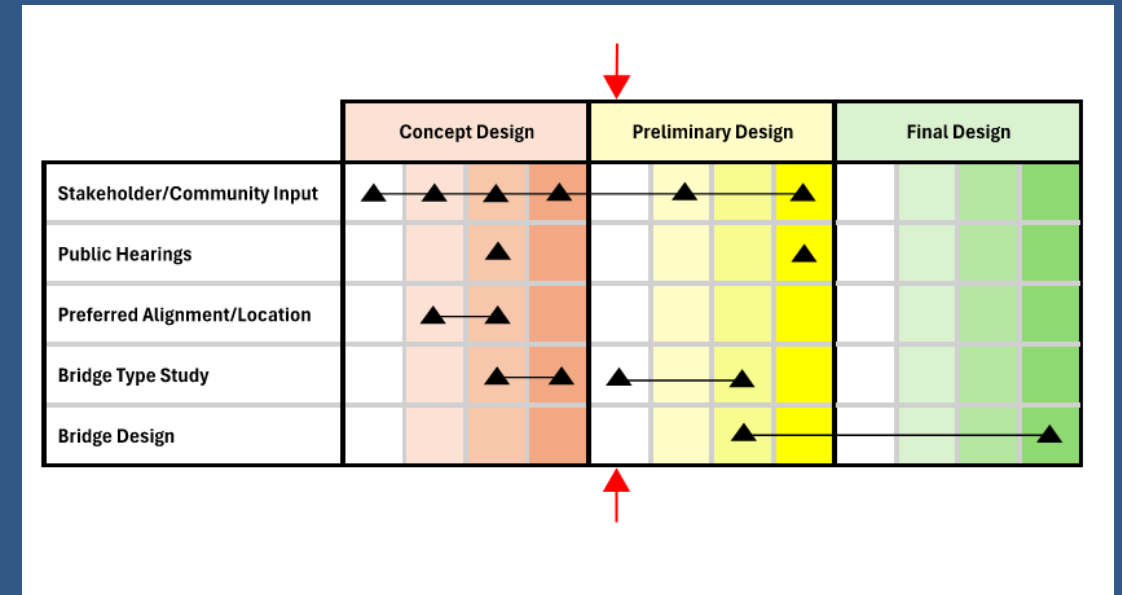
Existing Pedestrian
Bridge

PURPOSE AND NEED

- Create link between Saco and Biddeford, a long-term goal identified in Saco's 2011 and 2018 Comprehensive Plans
- Address increasing need to improve walkability
- Promote equitable access to public transit
- Alleviate congestion by creating a shift away from personal vehicle use
- Encourage economic development

PROJECT HISTORY

- Conducted public outreach and gathered community input
- Held interagency working group workshops and design charrettes
- Researched funding opportunities
- Performed concept level design
- Evaluated alternatives and developed probable construction costs
- Feasibility Study submitted to the City of Saco in July 2021



EXISTING CONDITIONS



Saco Approach — Looking West



Saco Approach — Looking West (at river)

EXISTING CONDITIONS



Biddeford Approach — Looking West

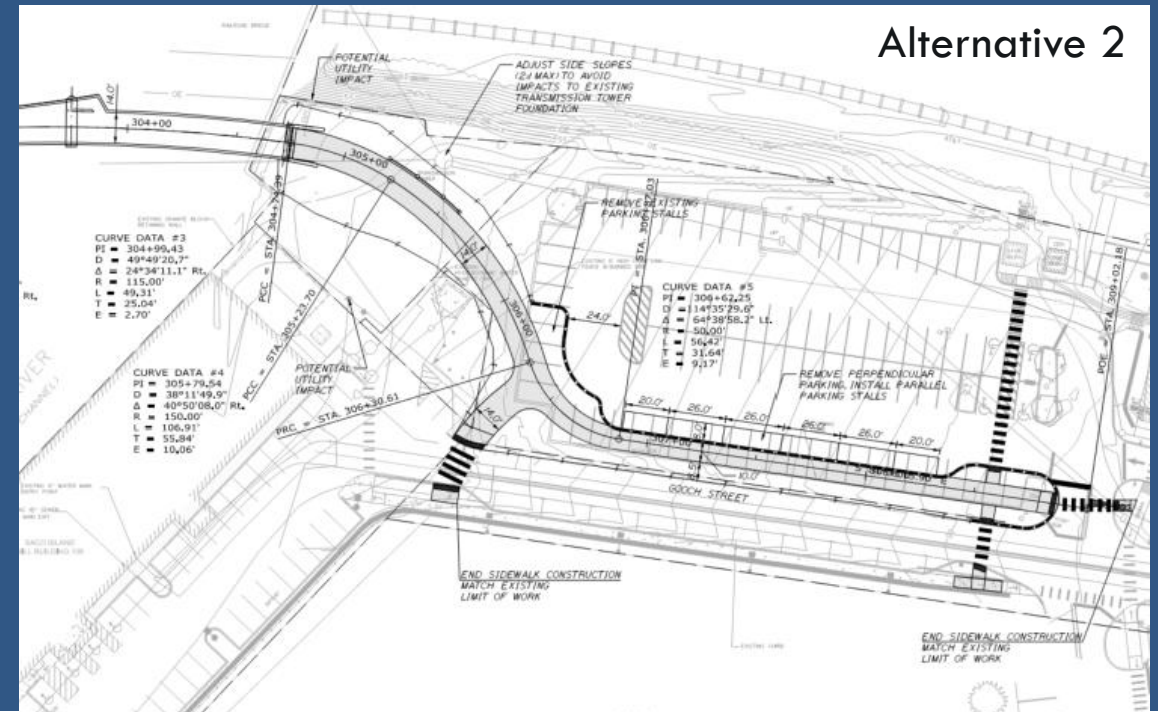
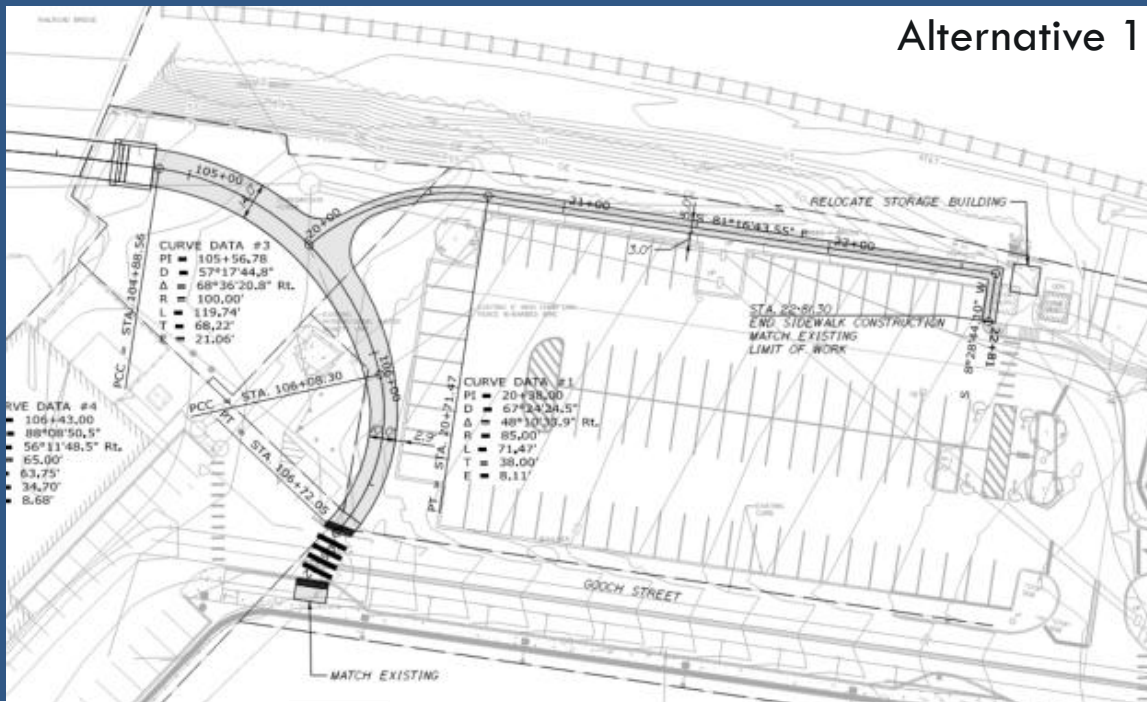


Biddeford Approach — Looking East

PRELIMINARY DESIGN OPTIONS

■ APPROACH ALIGNMENT

- Alternative 1 – Connects to existing Gooch Street and includes 5'-0" wide path along north side of Transportation Center parking lot
- Alternative 2 – Consists of generous, sweeping 10'-0" wide approach path on south side of Transportation Center parking lot



PRELIMINARY DESIGN OPTIONS

■ BRIDGE ALTERNATIVES

- Option 1 – Curved, multispan bridge steel plate girders and piers in river
- Option 2 – Straight, single span tied arch bridge



Option 1



Option 2

PRELIMINARY DESIGN OPTIONS

■ APPROACH ALIGNMENTS

- Alternative 1 —
 - Pros: Minimum impacts, lowest cost
 - Cons: Less prominent approach
- Alternative 2 —
 - Pros: Generous, intuitive and welcoming approach
 - Cons: Requires loss of approx. 25 parking spaces at the Transportation Center

■ BRIDGE ALTERNATIVES

- Option 1 —
 - Pros: Unique opportunities for scenic overlooks, more conventional construction, maintenance and inspections
 - Cons: More complex permitting related to piers in center of river
- Option 2 —
 - Pros: Signature, gateway structure, no piers in river
 - Cons: Requires specialty contractor and inspectors, high upfront and maintenance costs

ANTICIPATED SCHEDULE AND BUDGET

■ Schedule:

- PDR: Q4 2025
- PIC: Q1 2026
- PS&E: Q2 2027
- Seek Funding: 2027
- Advertise: Q2 2027
- **Begin Construction: 2028**

■ Design Engineering Funding:

- 80% Federal / 20% Local PACTS sponsored
- Current Opinion of Probable Construction Costs:
 - \$5,500,000 Construction & CE

CONTACT US



Joseph Stilwell
MaineDOT Project Manager
mainedot.gov



(207) 441-4510



Joseph.R.Stilwell@maine.gov

Tracey Desjardins
Local Project Administrator/Economic Development Director
sacomaine.org

(207) 710-5009

tdesjardins@sacomaine.org

David Galbraith
Deputy Director Planning & Development/City Planner
biddefordmaine.org

(207) 284-9115

David.Galbraith@biddefordmaine.org

Liz Brownell
TT Project Manager
thorntontomasetti.com

(207) 888-9918

ebrownell@thorntontomasetti.com



J. RICHARD MARTIN COMMUNITY CENTER PARK RENOVATION PROJECT

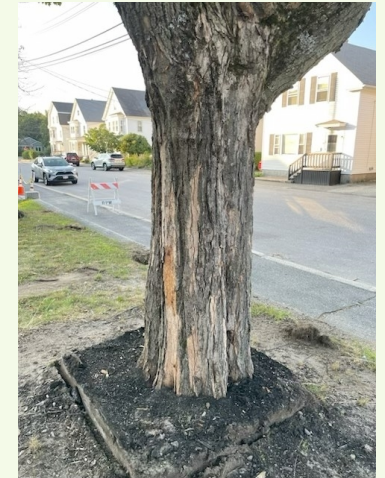
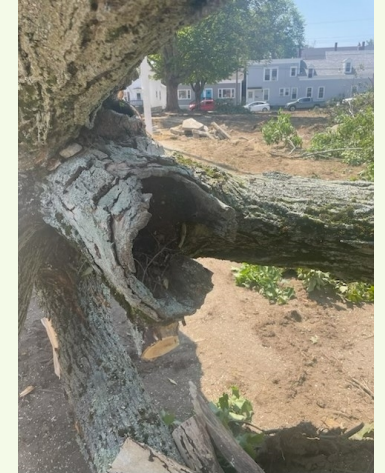
PROJECT OVERVIEW

- April 15, 2025 - Finance and Council Approval
 - (01:23:15 – 01:24:20 discussion on tree replacement and grass seeding)
- August 12, 2025 - Start of Construction
 - Demolition and tree removal
- September 30, 2025 - Planned Completion of Construction
 - Tree planting dependent upon temperature and weather
 - Trees at 4-6" caliper, actual height TBD
- Spring 2026 – Evaluate Need for Add'l Shade Once Trees Spread in the Spring

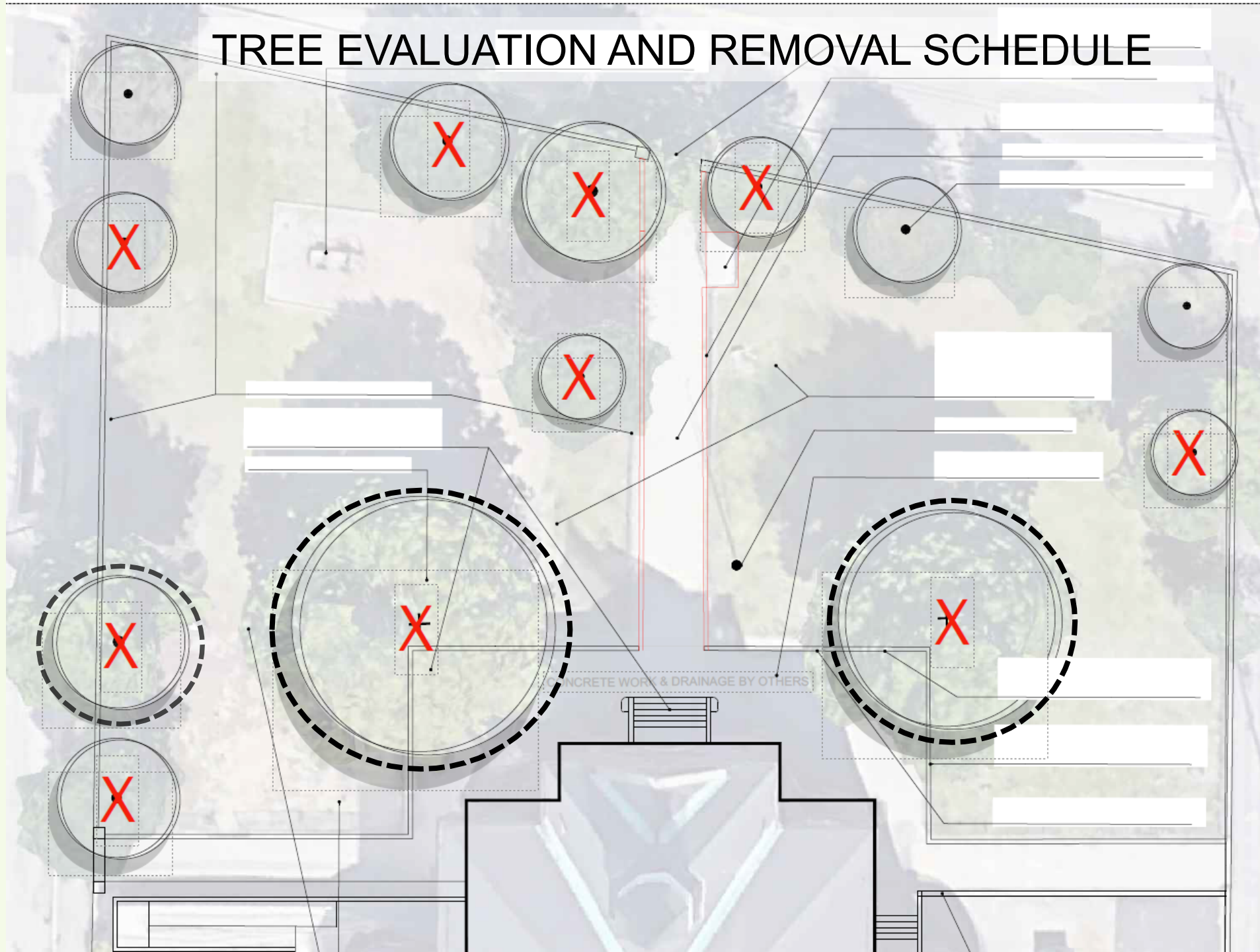
SEASONAL VIEW OF EXISTING PARK



EXAMPLES OF TREE DAMAGE AT J. RICHARD MARTIN COMMUNITY CENTER



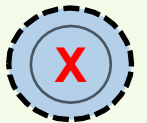
TREE EVALUATION AND REMOVAL SCHEDULE



Tree
Removal
(Root
Impact)



Tree
Evaluation



Tree
Removal
Confirmed
Dead

TREE EVALUATION AND REMOVAL SCHEDULE

Tree #1 -Norway Maple is an invasive species. This tree has poor branching structure and is planted too close to the wires and will need to be trimmed by the utility company

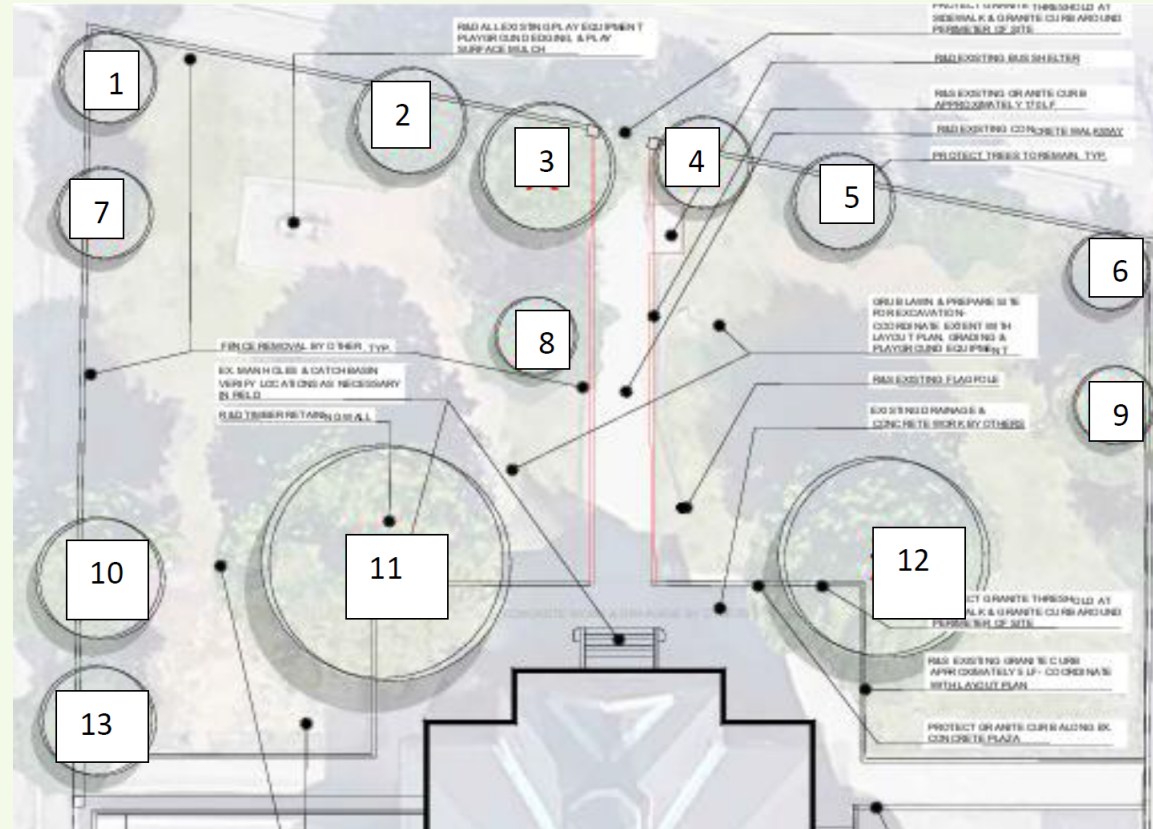
Tree #2 -White ash. This tree should be removed due to its infestation of the emerald ash borer.

Tree #3 -Sugar maple. It was improperly pruned and maintained throughout its life. The utility company has significantly reduced the canopy and the aesthetic quality of this tree. Its crown is showing some dieback from a root infection it is suffering from. The acid environment and its proximity to the sidewalk is taking its toll on this tree.

Tree #4 -This tree is a white ash. This tree should be removed due to its infestation of the emerald ash borer.

Tree #5 -Linden tree has poor form and two large codominant stems. Its proximity to the power line is undesirable causing the leader on the park side of the tree to grow into the open space. This excessive lean and reduce strength from the included bark in the main crotch could result in loss of the leader from a large weather event. It is not advisable to keep for a canopy tree.

Tree #6 - Norway Maple is an invasive species. This tree has poor branching structure and is planted too close to the wires and will need to be trimmed by the utility company.



Tree #7 - Linden tree has poor form and a large wound in its stem by the fence. This is a weak spot, and its longevity is not assured. The lean of this tree has a higher potential for uprooting during a large weather event.

Tree #8 - White ash. This tree should be removed due to its infestation of the emerald ash borer.

Tree #9 - Sugar maple. It was improperly pruned and maintained throughout its life. The utility company has significantly reduced the canopy and the aesthetic quality of this tree. Its crown is showing some dieback from a root infection it is suffering from. This tree is also hollow.

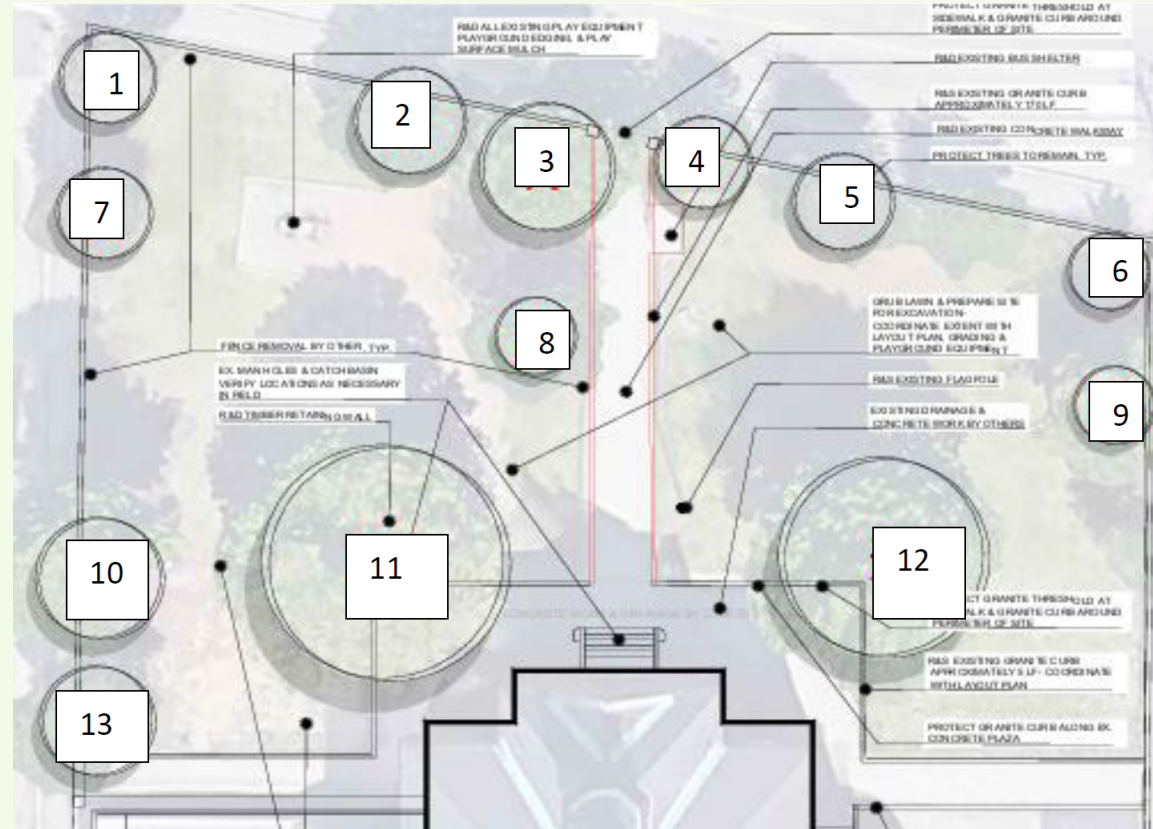
Tree #10 - This tree is a sugar maple. It was improperly pruned and maintained throughout its life the large ingrown crotch with codominant stems has lots of ingrown bark which significantly reduces the structural integrity of the intersection and increased the likelihood of root in that intersection.

Tree #11 - Sugar maple. It was improperly pruned and maintained throughout its life. This tree shows signs of a girdling root from the disproportional branch growth and dead portion of the trees canopy. This tree will always keep dropping branches. It is not advisable to keep this tree.

Tree #12 - Sugar maple. It was improperly pruned and maintained throughout its life. This tree has codominant stems, and the main intersection has tannin and fungus stains coming from the intersection which is a sign of an active infection in this crotch. With active decay this tree poses a threat to the patrons of the new park and the structures around it. It is advised to remove this tree.

Tree #13 - This tree is a white ash. This tree should be removed due to its infestation of the emerald ash borer

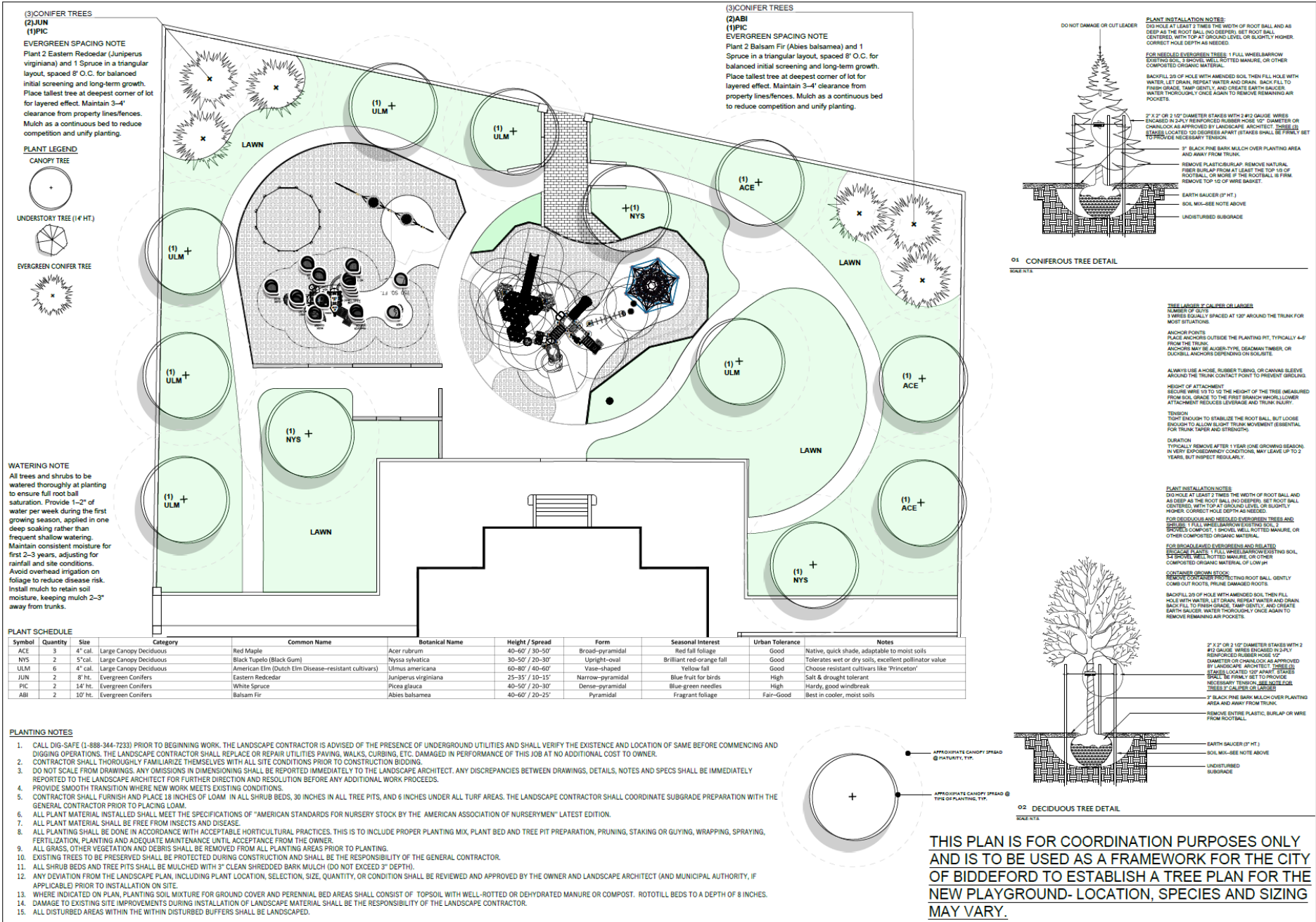
TREE EVALUATION AND REMOVAL SCHEDULE



“In conclusion it is advised to remove all trees in this park because all of the trees have health concerns that pose a risk to the new park being installed and would most likely need to be removed within the first 5 years of the park being open if the plan doesn’t account for disturbances that could harm the trees.”

Top Brach Tree Service
J. Richard Martin Community Center Tree Evaluation Report
Park Renovation Project

REPLACEMENT TREE PLANTING PLAN



THIS PLAN IS FOR COORDINATION PURPOSES ONLY AND IS TO BE USED AS A FRAMEWORK FOR THE CITY OF BIDDEFORD TO ESTABLISH A TREE PLAN FOR THE NEW PLAYGROUND- LOCATION, SPECIES AND SIZING MAY VARY.

Parking Surfacing Materials



BONDED RUBBER VS. POURED IN PLACE SURFACING

	POURED IN PLACE (PIP)	BONDED RUBBER
DEFINITION	Seamless, unitary surface created by mixing rubber granules with a binding agent	Unitary surface created by mixing plastic/ rubber mulch with a binding agent
PROS	Great impact absorption Design flexibility- comes in many colors Lasts 10-15 years ADA accessible Low Maintenance Easy to clean Generally weather resistant	Great impact absorption Lower Cost Lasts 10-15 years Natural appearance ADA accessible More weather resistant than PIP Low Maintenance Easy to clean Eco- friendly Provides good grip n snow and ice
CONS	High cost Cracking and seams Hardens in extreme cold and can become dry and crack or peel Slippery surface in snow and ice	Color fading Retains heat limited colors/ designs
OVERALL COST	\$23-\$30 per Sq. ft.	\$10-\$16 per Sq. ft.
LIFE SPAN	10-15 years	10-15 years

City of Biddeford

The seal of the City of Biddeford, Maine, is circular. It features a central illustration of a lighthouse on an island, with a ship in the water. The words "CITY OF BIDDEFORD" are written in a circle around the top, and "MAINE" is at the bottom.

2025. 110 IN BOARD OF CITY COUNCIL... , August 19, 2025

BE IT ORDERED, that I Martin Grohman, Mayor of Biddeford, do hereby appoint:

Francois Blais

Ward 4

To the Zoning Board of Appeals
for a term to expire December 31, 2026

Attest by: _____
Robin Patterson, City Clerk

Committee, Board, and Commission Application Form

Application

Name Francois Blais

Pronouns Mr

Ward 4

Need to find your Ward?

[Click here to find your Ward on a map or a list of streets.](#)

(Section Break)

Which City Committee, Board or Commission do you request to be appointed to?

Planning Board, Zoning Board of Appeals

If other, please list below. Field not completed.

Why are you interested in serving the City of Biddeford? I have served on the waste water committee until my health became my priority. I now am able to consider serving again. I would like to try a different committee.

Thank you for considering me

Please list any experience that may be pertinent to the Board or Committee in which you are requesting to serve. I do not know what experience I may have as these are both new to me. I have been a Facilities director for many years.

Please list any prior experience serving on any public Boards, Commissions or Committees (and approximate dates). Solid waste committee

City of Biddeford
City Council
August 5, 2025 at 6:00 PM
City Hall Council Chambers & Zoom

1. Roll Call

Council President LaFountain - present
Councilor Lessard - present
Councilor Ortiz - present
Councilor Emhiser - excused
Councilor Whiting - present
Councilor Beaupre - present
Councilor Gross - present
Councilor Belanger - present
Councilor Doughty - excused

2. Pledge of Allegiance

3. Adjustment(s) to Agenda

The Council held a moment of silence to pay tribute to the passing of Sgt William J. Buhelt.

4. Public Hearing

*4.a "The Eleventh Amendment to the Rte. 111-Mill Redevelopment Transit-Oriented
Municipal Development and Tax Increment Financing District"*

Public Hearing opened at 6:09 pm

Comments: one citizen asked about the documents and the maps.

Closed at: 6:15 pm

5. Recognition

*5.a Recognizing the Biddeford High School Varsity Baseball Team as the 2025 Class A
State Champions*

6. Appointments

6.a 2025.99 Mayoral Appointment to a Committee- Citizen

Motion: Councilor Belanger

Second: Councilor Whiting

Vote: Unanimous in favor.

Motion passed.

7. Public Addressing the Council

One citizen spoke about the UNE pier.

8. Consideration of Minutes

8.a Council Minutes 7-15-25

Motion: Councilor Belanger

Second: Councilor Lessard

Vote: Unanimous in favor.

Motion passed.

9. Second Reading

9.a 2025.98 Approval Amend Council Rules

Motion: Councilor Whiting

Second: Councilor Belanger

Councilor LaFountain Motion to amend the first reading of Sec. A-1 of the Code ordinances as follows: "*The Mayor shall call regular meetings of the City Council to order at 6:00 p.m. on the first and third Tuesdays of each month, and regular meetings shall adjourn by 9:00 p.m. unless a 2/3 majority of the Councilors ~~agree~~ present and voting vote affirmatively to extend the meeting.*"

Second: Councilor Whiting

Councilor Belanger – motion to remove 2/3

Councilor Beaupre – motion to Table this item until later in the meeting. The City Solicitor will draft a new motion.

Second: Councilor Lessard

Vote: Unanimous in favor.

Motion is Tabled.

Councilor Belanger - motion to remove from Table

Second: Councilor Whiting

Councilor Beaupre motion to amend Sec A-1 *regular meetings shall adjourn by 9:00 pm* unless a majority of the Councilors present and voting agree to extend the meeting for an additional hour to continue to 10:00 pm. Beginning at 10:00 pm any motion to extend the meeting for one-hour increments shall require two-thirds (2/3ds) vote of the members present and voting. No extension past midnight shall be permitted unless all Councilors present vote unanimously to allow the meeting to continue beyond 12:00 am.

Second: Councilor Lessard

Vote on the amendment: Unanimous in favor.

Amendment passed.

Vote on the order as amended: Unanimous in favor.

Motion passed.

10. Orders of the Day

10.a 2025.95 Approval Special Event Fringe Festival

Motion: Councilor Beaupre

Second: Councilor Lessard

Vote: Unanimous in favor.

Motion passed.

10.b 2025.96 Approval Special Event River Jam

Motion: Councilor Beaupre

Second: Councilor Lessard

Councilor Belanger – motion to the amend the location to say “at or near Pearl Street”

Second: Councilor Beaupre

Vote on the amendment: Unanimous in favor.

Amendment passed.

Vote on the order as amended: Unanimous in favor.

Motion passed.

10.c 2025.90 Approval Non-Union COLA Recommendation for 4% Cost-of-Living

Adjustment (COLA) for Non-Union Employees – Effective July 1, 2025

Motion: Councilor Belanger

Second: Councilor Beaupre

Councilors discussed the rate in the budget, the local comparisons and the comparisons to the recent union contracts.

Councilors Ortiz and Belanger spoke about the discussions in the Personnel Committee.
One citizen spoke against it.

Vote: 6 yeas – Councilors Ortiz, Belanger, Gross, Beaupre, Whiting and LaFountain.

1 nay – Councilor Lessard.

Motion passed.

10.d 2025.105 Approval / Lease Renewal, St. Louis Alumni Association - J Richard Martin

Community Center

Motion: Councilor LaFountain

Second: Councilor Belanger

Vote: Unanimous in favor.

Motion passed.

10.e 2025.100 Approval Funding for Biddeford Food Pantry

Motion: Councilor LaFountain

Second: Councilor Lessard

Councilors discussed the reason for the late application and how to fund it for this year.

Councilor Belanger – motion to amend source of funds to the Contingency Fund

Second: Councilor Lessard

Vote on the amendment – Unanimous in favor.

Amendment passed.

Vote on the order as amended: Unanimous in favor.

Motion passed.

10.f 2025.101 Approval Bond Question 1 - Combined Sewer Overflow (CSO) Bond

Motion: Councilor Belanger at the \$40,000,000 level.

Second: Councilor Lessard

Public comment – one citizen asked if there were other funding sources available.

Acting City Manager Brian Phinney reviewed the reasons for the bond, the total project costs, the mil rate at each level of the proposed bond and the timing of the withdrawals.

Councilors discussed the 3 proposed levels.

Councilor Lessard – motion to amend the bond amount to \$20,000,000.

Second: Councilor Beaupre

Vote on the amendment: 6 yeas – Councilors Lessard, Ortiz, Gross, Whiting, Beaupre and LaFountain.

1 nay – Councilor Belanger.

Amendment passed.

Vote on the order as amended: Unanimous in favor.

Clerk's Note – the second reading and public hearing meeting time was later set to 5:30 pm on Tuesday, August 26, 2025.

10.g 2025.102 Approval Bond Question 2 - Recreation Facility Improvements

Motion: Councilor LaFountain

Second: Councilor Lessard

Public Comment – one citizen spoke against proposing two bonds at the same time.

Councilors discussed the timing of this bond, the projects it would cover, the importance of recreation in the community and the challenges with placing these items in the annual budget.

Councilor LaFountain – motion to add Memorial Park to the list of City's recreational facilities, item 1, first bullet point.

Second: Councilor Beaupre

Vote on the amendment – Unanimous in favor.

Amendment passed.

Vote on the order as amended – 6 yeas – Councilors Lessard, Ortiz, Gross, Whiting, Beaupre and LaFountain.

1 nay – Councilor Belanger.

Motion passed.

Clerk's Note – the second reading and public hearing meeting time was later set to 5:30 pm on Tuesday, August 26, 2025.

10.h 2025.103 Approval Charter Revision Referendum Question

Motion: Councilor LaFountain

Second: Councilor Lessard

Councilors reviewed the timeline.

Councilor Beaupre gave several reasons for the request.

Vote: Unanimous in favor.

Motion passed.

*10.i 2025.104 Approval “The Eleventh Amendment to the Rte. 111-Mill Redevelopment
Transit-Oriented Municipal Development and Tax Increment Financing District”*

Motion: Councilor Beaupre

Second: Councilor Belanger

Acting City Manager Phinney gave a presentation regarding the proposed amendment. This opportunity is based on new state laws with TIFs.

Councilor LaFountain requested a spending summary for all current TIFs, including the parcels included in this TIF, and the benefit to taxpayers before any further amendments are considered in the future.

Councilors had questions about the expiration date, the percentages that could be used and if enough future projects would qualify.

Vote: 6 yeas – Councilors Ortiz, Belanger, Gross, Beaupre, Whiting and LaFountain.

1 nay – Councilor Lessard.

Motion passed.

10.j 2025.106 Approval Resolution Westbrook Development

Motion: Councilor Belanger

Second: Councilor Ortiz

Councilors discussed the definition of blight. They also had questions about the application scoring process.

Councilor Belanger – motion to Table this item to come back to Council on or before September 2nd.

Second: Councilor Beaupre

Vote on the motion to Table – 6 yeas – Councilors Ortiz, Belanger, Gross, Beaupre, Whiting and LaFountain.

1 nay – Councilor Lessard.

Motion is Tabled.

Councilor Belanger – motion to extend the meeting past 9:00 pm.

Second: Councilor Lessard

Vote: Unanimous in favor.

Motion passed.

11. Committee of the Whole

11.a Review of City Hall Hours

Motion to enter Committee of the Whole at 9:02 pm by Councilor Beaupre

Second: Councilor Lessard

Vote: Unanimous in favor.

Councilors discussed the current City Hall hours and the differences between the start times.

Human Resources Director Diana DePaolo explained the current policies and answered questions.

Acting City Manager Brian Phinney provided background on the reasons the changes were made several years ago.

Councilor Ortiz asked for data on the overtime trends and the need for staff input for future discussions.

Several employees gave their perspective.

Motion to exit Committee of the Whole by Councilor Whiting at 9:37 pm

Second: Councilor Lessard

Vote: Unanimous in favor.

Motion passed.

12. Public Addressing the Council

One citizen spoke about the affordable housing project applications and the need for all applicants to be treated equally.

13. City Manager Report

Acting City Manager Brian Phinney gave an update on the Eastern Fire Substation process, we are hoping to have answers from the State on the vernal pools very soon. The Comprehensive Plan has been submitted to the State; there is a public comment period and there will be details on our website. The FY24 audit is moving forward and should be ready this fall. The FY25 audit will start this calendar year. The Council laptops have been ordered.

14. Committee Updates by Council

Councilor Beaupre gave an update on the Traffic Committee – he had comments on the Hill Street construction and bike paths. They are discussing bike racks at the beach that wouldn't need parking permits for next year.

15. Other Business

Councilors Belanger, LaFountain and Mayor Grohman gave a big thank you to Acting City Manager Brian Phinney for all he has done, especially in the past six months.

16. Council President Addressing the Council

Council President LaFountain spoke about the Condo Conversion Ordinance work.

17. Mayor Addressing the Council

Mayor Grohman said there will be a tour of the Biddeford Primary School next week.

18. Executive Session

18.a 1 M.R.S. § 405(6)(E) Legal Matters

Motion to enter at 9:53 pm by Councilor Belanger

Second: Councilor Whiting

Vote: Unanimous in favor.

Motion passed.

Motion to exit at 10:10 pm by Councilor Lessard

Second: Councilor Whiting

Vote: Unanimous in favor.

Motion passed.

19. Adjourn

Motion to adjourn at 10:10 pm by Councilor Lessard

Second: Councilor Whiting

Vote: Unanimous in favor.

Meeting adjourned



City Council

Meeting August 19, 2025

Date:

Meeting 6:00 PM

Time:

Agenda 10.a

Item No:

Item 2025.112 Approval / Amend Code of Ordinances, Chapter 42 - *Motor Vehicles and*

Description: *Traffic, Article IV - Specific Street Regulations, Sec. 42-92 Limited Parking - Main Street*

Submitted JoAnne W. Fisk, Chief of Police

By:

Supporting Information/Documentation:

2025.112 Amend Code of Ordinances, Chapter 42, Article IV, Sec 42-92 - Limited Parking (Main St) - ORDER, 15 Minute Spaces, Main Street - LOCUS MAP, 15 Min Spaces, Main Street - STREET VIEW

Key Terms:

Executive Summary:

This Order amends the Code of Ordinances to create two additional 15-minute limited parking spaces on the southerly (odd-numbered) side of Main Street as it intersects with Washington Street. With Council approval, this will provide a total of four, 15-minute parking stalls (two existing plus two new spaces).

Detailed Review:

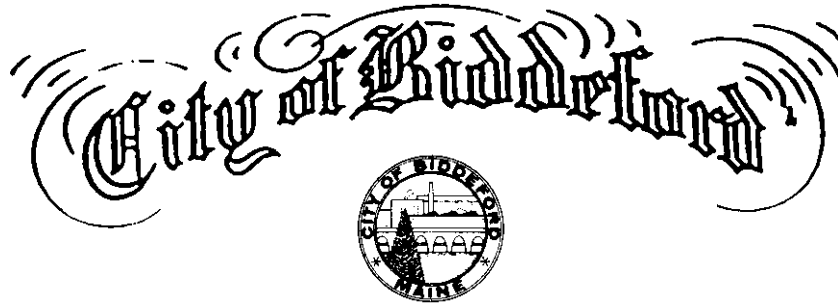
Several quick-turnover businesses along this section of Main Street have requested more short-term parking to better serve customers making brief visits, such as picking up food or retail items during daytime business hours. The proposed change seeks to balance the needs of these businesses with those of longer-term parking users by designating two additional 15-minute spaces between the hours of 8:00 A.M. and 6:00 P.M. The spaces will extend from the intersection of Main and Washington westerly (back towards City Hall).

Funding Source:

The only funding required will be the cost of sign materials through the Public Works Department.

Staff Recommendation:

The proposed amendment was reviewed by the City's Traffic Committee at its July 29, 2025, meeting. The Committee unanimously supported this change, recognizing the benefit to both businesses and customers by accommodating a wider range of parking needs in this busy section of the city's downtown area.



2025.112 **IN BOARD OF CITY COUNCIL, August 19, 2025**
BE IT ORDAINED, by the City Council of the City of Biddeford that the Code of Ordinances, Chapter 42, *Motor Vehicles and Traffic*, Article IV Specific Street Regulations, **Section 42-92 Limited Parking**, be amended by adding or ~~deleting~~ text to read as follows:

Main Street, southerly (odd-numbered) side, beginning 20 feet westerly from the southwest corner of the intersection with Washington Street for a distance of 88 feet, ~~two~~four (4), 15-minute spaces between the hours of 8:00 a.m. and 6:00 p.m.



Locus Map
City Council – August 19, 2025
Item 10.e – Amend Code of Ordinances, Chapter 42, Article IV,
Sec. 42-92 Limited Parking (Main Street)





City Council

Meeting August 19, 2025

Date:

Meeting 6:00 PM

Time:

Agenda 10.b

Item No:

Item 2025.108 Amend/Part II: Code of Ordinances, Chapter 42 Motor Vehicles and

Description: Traffic, Article IV Specific Street Regulations, Sec. 42-90(a) - No Parking Hill Street from Birch/Granite Streets to West Street.

Submitted JoAnne W. Fisk, Chief of Police

By:

Supporting Information/Documentation:

20250819 2025.108 Amend Chapter 42-90(a) No Parking, Hill Street - ORDER, 2025-07-28_Hill Street Striping Exhibit, Hill Street map

Key Terms:

Executive Summary:

This item reflects an ordinance change to eliminate parking on Hill Street, both even and odd sides from Birch/Granite Streets to West Street to accommodate new sidewalk area's as well as bicycle lanes.

Detailed Review:

Code of Ordinance, Chapter 42 Motor Vehicles and Traffic, Article IV Specific Street Regulations, Section 42-90 NO PARKING. This item reflects a motion from the Chair of the Traffic Committee to accelerate and advance to Council a request from the Department of Public Works to eliminate parking on Hill Street, even numbered side, beginning at the intersection with Birch Street southerly to the intersection with West Street and odd-numbered side, beginning at the intersection with Granite Street southerly to the intersection with West Street. This change is proposed to accommodate the proposed bike lane(s) and sidewalk expansion projects. The section of Hill Street under consideration is a heavily traveled residential area leading to three of the city's public schools as well as recreational fields.

At its July 29, 2025, meeting, the Traffic Committee unanimously approved this parking restriction. It should be noted that the Committee did recognize this item was not on the agenda and the lack of notice likely impacted public awareness and the potential for public comment. The Committee also acknowledged that the ordinance change requires two readings with an opportunity for public comment at that time.

Further, at the direction of the Traffic Committee, City staff took the following steps to notify Hill Street residents of the proposed parking change:

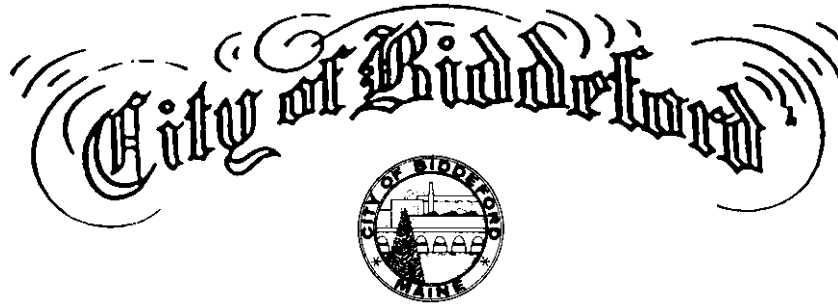
- Sent out a mailing to addresses on file for properties within the affected area noting the proposed change and encouraging feedback to the Council
- Shared in article in the Biddeford Beat
- Posted on social media about the proposed change
- Posted a message on NextDoor to the Hill Street neighborhood

Funding Source:

Signage will be the only cost for this request and will come from the Department of Public works sign budget.

Staff Recommendation:

Staff are not opposed to this change.



2025.108 In Board of City Council August 19, 2025

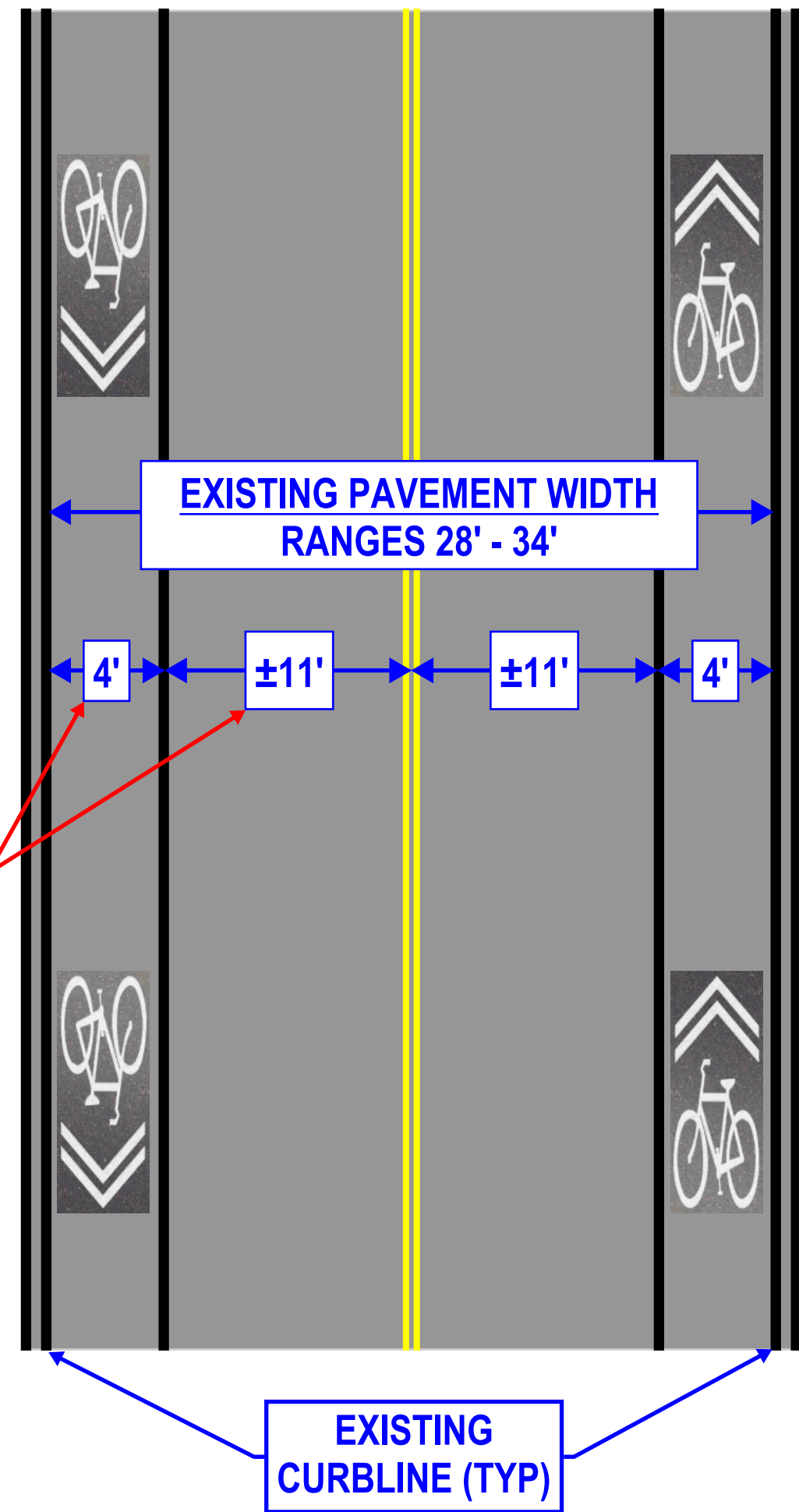
BE IT ORDAINED, by the City Council of the City of Biddeford that the Code of Ordinances, Chapter 42, Motor Vehicles and Traffic, Article IV Specific Street Regulations, **Section 42-90 NO Parking**, be amended by adding or ~~deleting~~ to read as follows:

Hill Street, even numbered side, beginning at the intersection with Birch Street, thence southerly to the intersection with West Street.

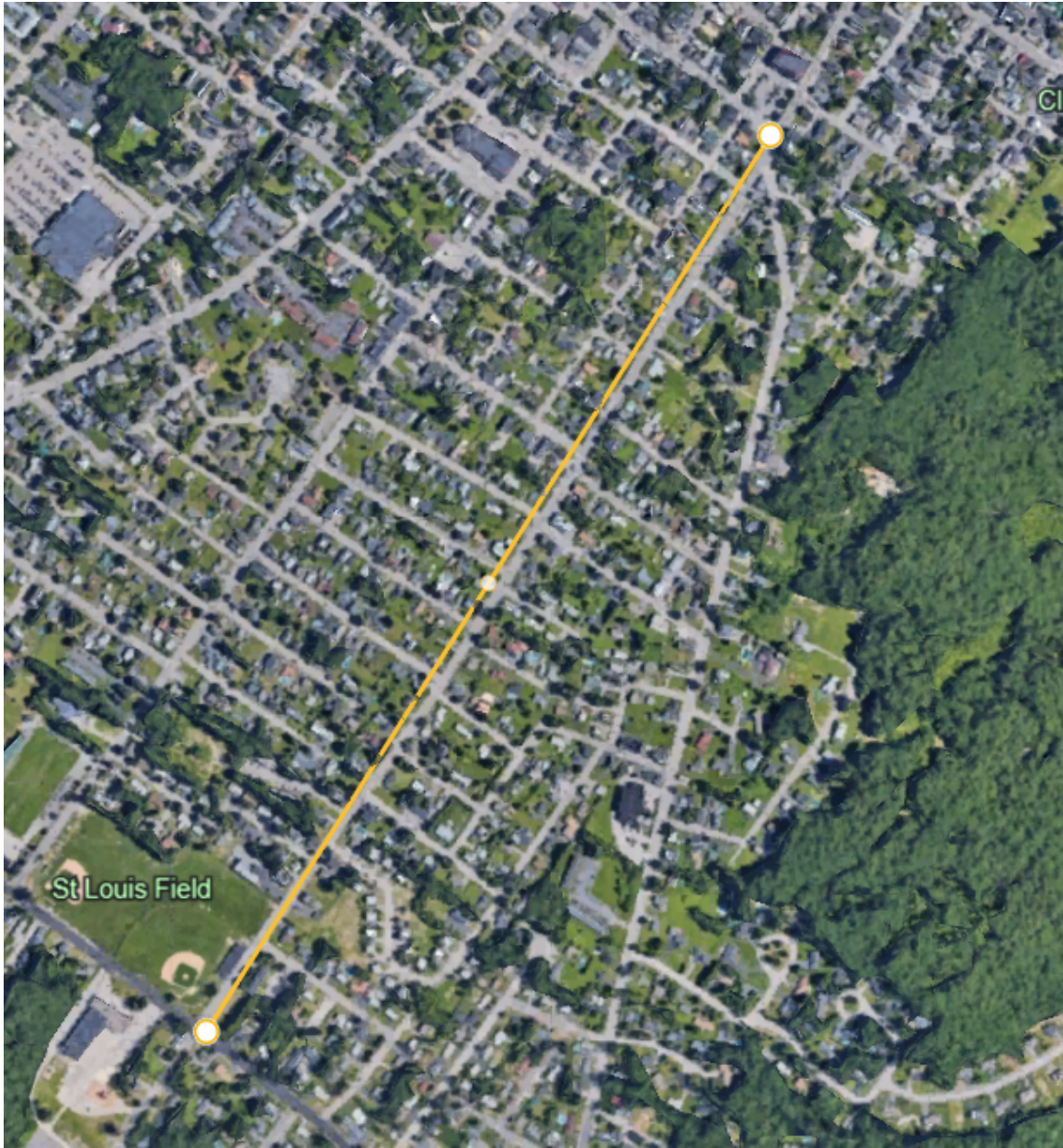
Hill Street, odd-numbered side, beginning at the intersection with Granite Street, thence southerly to the intersection with West Street.

NOTE: This action will accommodate a proposed bike lane and sidewalk expansion program.

The Traffic Committee unanimously approved this parking restriction at its July 29, 2025 meeting, and to forward it to the City Council for approval.



HILL STREET - STRIPING EXHIBIT
2025-07-24



The area of Hill Street under consideration in this agenda item is located between 136 to 284 Hill Street // 145 to 283 Hill Street. The distance of roadway is 0.77 mi.



City Council

Meeting Date: August 19, 2025

Meeting Time: 6:00 PM

Agenda Item No: 10.c

Item Description: 2025.109 Approval Award Finance Payroll Software RFP to Paylocity

Submitted By: Gerry Matherne, Finance Director and Dana Guillereault, Payroll Specialist

Supporting Information/Documentation:

2025.109 Paylocity HR Payroll Software ORDER, Paylocity supporting documents 1, Paylocity supporting documents 2, 4.2 City of Biddeford HCM Payroll New Solution Requirements RFP-NEOGOV - Updated Fees Tab, UKG Response to Attachment 4.2 City of Biddeford HCM Payroll New Solution Requirements, UKG Response to City of Biddeford - Cloud-Based HR and Payroll Software and Services

Key Terms:

N/A

Executive Summary:

To approve the contract for previously approved funding for Paylocity HR Payroll Software and Services.

Detailed Review:

The Finance Department published an RFP for Cloud-Based HR and Payroll Software and Services for the City of Biddeford Maine and ADDENDUM 1. Three vendors were chosen to demonstrate their solutions to the Finance and HR teams: UKG, NeoGov, and Paylocity. After the demonstrations the selection team met and all agreed on Paylocity as the selected vendor. We will be replacing our existing vendor Tyler Technologies ERP Product with Paylocity. The following Tyler ERP Product modules and yearly costs be eliminated:

Crystal Reports: \$4,738.00

Employee Self Service: \$2,811.00

HR Management: \$4,961.00

Payroll: \$8,796.00

Business Licenses: \$3,865.00

Utility Billing: \$9,340.00

Utility Billing Meter Interface: \$2,835.00

TOTAL SAVINGS: \$37,346.00

TOTAL FY26 BUDGETED FOR PAYROLL SOFTWARE: \$35,000.00

TOTAL SAVINGS AND TOTAL FY26 BUDGETED AMOUNT: \$72,346.00

PAYLOCITY TOTAL ONE TIME FEES: \$2,500.00

PAYLOCITY TOTAL ANNUAL COSTS OF PAYLOCITY: \$48,580.40

PAYLOCITY TOTAL FIRST YEAR ANNUAL AND ONE TIME COSTS: \$51,080.40

PAYLOCITY NET DECREASE IN BUDGET: \$21,256.60

Note: The rate is \$13.23 per employee per month and the count is for January 1, 2026 Go Live with Paylocity. This rate does increase with our increase in seasonal employees in the Spring/Summer.

Funding Source:

Funding source for the \$65,000 is 21111-60315 User License Expense FY25

Staff Recommendation:

The Finance and HR Department staff are all recommending Paylocity as our vendor of choice based on the following factors: Price, Core HR Payroll Functional Requirements, User Experience, Integration Capabilities, Reporting, Customer Support, Security, and Public Sector Experience.

City of Biddeford



2025.109 IN BOARD OF CITY COUNCIL... August 19, 2025

BE IT ORDERED, the City Council does hereby approve the Biddeford Finance Department to purchase Human Resources and Payroll Software and Services from Paylocity Holding Corporation for an amount not to exceed \$65,000.

Note-this includes Software and Services and one time setup costs

Funding source for the \$65,000 is 21111-60315 User License Expense FY25

Attest by: _____
Robin Patterson, City Clerk

Scott Callahan

HCM Account Executive

Paylocity

scallahan@paylocity.com | 603-307-8748

Dana Guillereault

Payroll Specialist

City of Biddeford

Biddeford, ME 04005

Dear Dana,

On behalf of Paylocity, I'm pleased to submit this letter outlining how our cloud-based Human Capital Management (HCM) platform aligns with the operational needs of municipal government. We understand the unique demands placed on public sector organizations, and we've designed our solutions to streamline complex workflows, ensure compliance, and promote operational efficiency across departments.

HR Management: Paylocity supports public sector hiring workflows, enabling structured recruitment and onboarding processes that accommodate union agreements and compliance policies. Our benefits administration tools simplify open enrollment, manage eligibility, and provide clear visibility for employees and HR staff.

Payroll Processing: Our system handles municipal salary structures, including step schedules and stipends. We support pension contributions, automatic tax calculations, and federal/state/local tax filing services, reducing manual workload and ensuring compliance.

Regulatory Compliance: Paylocity is SOC 2 certified and built to support government auditing standards. Our compliance tools and alerts help municipalities meet evolving federal and local labor laws, reducing risk and audit exposure.

Interdepartmental Integration: Paylocity is built to support the complexity of municipal operations by enabling centralized management across multiple departments. Whether it's HR, finance, parks and recreation, public works, or emergency services, our platform ensures consistent data flow and communication. Department-specific permissions allow each team to manage its own workforce needs—such as time tracking, approvals, and reporting—while maintaining centralized oversight for HR and payroll. This unified system reduces data silos, minimizes errors, and improves cross-department collaboration.

Data Security & Accessibility: With robust, role-based access controls, Paylocity ensures secure, permission-based data sharing. Our platform also supports transparency and public records requirements with audit logs and exportable reporting.

Reporting & Analytics: We offer configurable dashboards and reporting tools that provide insight into workforce trends, labor costs, and compliance metrics. These reports can be tailored for internal leadership or oversight committees.

Paylocity is more than a software vendor—we are a strategic partner committed to helping municipalities modernize their HR and payroll infrastructure. We look forward to the opportunity to support City of Biddeford with a solution built for public service.

Sincerely,
Scott Callahan
HCM Account Executive
Paylocity

Functions	One-Time Costs	Ongoing/Annual Costs	Notes
Core HR (Technology)	\$965.34	\$1.55 PEPM / \$6,435.60 per year	Quarterly taxes included in Payroll End of year W2s \$50 base fee and \$ Per W2
Payroll (Technology)	\$2,653.13	\$4.26 PEPM / \$17,687.52	
Payroll (Services-Tax Filing)			
Time and Attendance (Technology)	\$1,033.84	\$1.66 PEPM / \$6,892.32	
Benefits Administration (Technology)	\$1,712.70	\$2.75 PEPM / \$11,418	
Benefits Administration (Services)			
COBRA Administration (Services)	\$300	\$50 per month / \$600 per year	
FSA/HSA/HRA Administration (Services)	\$900	\$150 per month / \$1800 per year	
Applicant Tracking/Recruiting (Technology)	\$498.24	\$0.80 PEPM / \$3,321.60	
Onboarding (Technology)	\$641.48	\$1.03 PEPM / \$4276.56	
Compensation Management (Technology)	\$373.68	\$0.60 PEPM / \$2,491.20	
Performance Management (Technology)	\$641.48	\$1.03 PEPM / \$4276.56	
Learning Management/Training (Technology)	\$1,419.98	\$2.28 PEPM / \$9,466.56	
Leave Administration (Technology)			Also includes Compliance/ ACA \$100 per occurrence 3rd party 3rd party 3rd party
Leave Administration (Services)	\$442.18	\$0.71 PEPM / \$2,947.92	
OSHA Safety Incidents (Technology)	\$161.93	\$0.26 PEPM / \$1,079.52	
Unemployment Administration (Services)			
Drug Testing (Technology)			
Drug Testing (Services)			
Background Checks (Services)			
List other technology or services below			
General Ledger Service	\$267.80	\$0.43 PEPM / \$1,785.36	\$25 base fee and \$1.50 per form
Video		\$0.47 PEPM / \$1,951.44	
1095 Forms			

Investment Summary

August 6, 2025 | Quote # Q-296910 | Version # 2 | Quote valid for 30 days



Client Company
City of Biddeford
205 Main St.
Biddeford, ME 04005
2072860593 :x4152 for Diana

Client Contact
Dana Guillereault
205 Main St.
Biddeford, ME 04005
207-284-9333x3



Total Employee Count

290



Monthly Fee

\$3,836.70



One-Time Fees

\$2,500.00



Total Annual Investment

\$48,580.40



Promotion Applied

Free W2s for First Year

See terms & conditions for additional details

Loc #	Group #	Company or Affiliate Name	Emp Count	Rate	Base	Monthly	Annual	One-Time Fees
1	1	City of Biddeford*	290	\$13.23	\$0.00	\$3,836.70	\$48,580.40	\$2,500.00
Total			290			\$3,836.70	\$48,580.40	\$2,500.00

*Total Annual Investment includes estimated annual fees

*Annualized fees do not include usage based fees

*Monthly HCM fees based on # of Active Headcount as defined in the Additional Terms.

**Plus sales tax if applicable

See following pages for line item
breakdown of services

This Investment Summary ("Investment Summary" or "Order") is governed by the Paylocity Subscription Agreement found [here](#), together with the Service Specific Terms found [here](#), and any additional terms specified below. Any terms and conditions referenced on a Client purchase order shall not apply to this Investment Summary.

By signing below, Client agrees to the terms and conditions of this Investment Summary and the SA which shall be effective as of the date of Client's signature below ("Order Effective Date").

Paylocity Account Executive	Date
Signature	

Scott Callahan

Client Authorization

Date

Signature

Name (Print)

Investment Summary

August 6, 2025 | Quote # Q-296910 | Version # 2 | Quote valid for 30 days



Group(s): 1

One-Time Fees	Qty	Rate	Price
HCM Bundle			\$2,500.00
Payroll Implementation	-	-	Included
Current Year Check Detail Import	1		\$0.00
General Ledger Implementation	-	-	Included
History Bundle Import - Check Detail, Department/Position, and Pay Rate	6	\$0.00	\$0.00
Time & Labor Implementation	-	-	Included
Benefits Administration Implementation	-	-	Included
Carrier Benefits EDI/API Implementation	4	\$1,500.00	\$0.00
Human Resources Implementation	-	-	Included
Time Off Implementation	-	-	Included
Self-Service Portal Implementation	-	-	Included
Custom Reports	6	\$0.00	\$0.00
Integration			
External Integration Implementation	-	-	Included
One-Time Total			\$2,500.00

*One-Time Setup Fees for the first 4 Carrier Benefit EDIs/APIs free at the time of Benefits Administration Implementation. Price reflects number of carriers over 4. Be advised that each carrier counts towards the four free. Additional carriers will incur a fee.

Group(s): 1

Monthly Fees	# of Controls	Base	Qty	Rate	Monthly
Complete HCM Solution	1	\$0.00	290	\$13.23	\$3,836.70
Payroll					
• Payroll Processing	-	-	-	-	Included
• Unlimited Payroll Runs	-	-	-	-	Included
• Prorated & Retro Pay	-	-	-	-	Included
• New Hire Reporting	-	-	-	-	Included
• Direct Deposit	-	-	-	-	Included
• On Demand Payment	-	-	-	-	Included
• Check Printing Service	-	-	-	-	Included
• Tax Filing & Payments	-	-	-	-	Included
• General Ledger	-	-	-	-	Included
Time & Labor					
• Time & Attendance	-	-	-	-	Included
• Time Collection	-	-	-	-	Included
Benefits					
• Benefits Administration	-	-	-	-	Included
• Carrier Benefits EDI/API	-	-	4	-	Included
• Benefits Decision Support	-	-	-	-	Included
Human Resources					
• Human Resources Management	-	-	-	-	Included
• Workflows Process Automation	-	-	-	-	Included

Investment Summary

August 6, 2025 | Quote # Q-296910 | Version # 2 | Quote valid for 30 days



• Centralized Document Library	-	-	-	-	Included
• State Compliance Form Library	-	-	-	-	Included
• Fillable Employee Forms	-	-	-	-	Included
• Unlimited Custom Fields	-	-	-	-	Included
• Time Off Management	-	-	-	-	Included
• Employee Self-Service	-	-	-	-	Included
• Position Management	-	-	-	-	Included
• Org Chart & Directory	-	-	-	-	Included
• Skills & Certifications Management	-	-	-	-	Included
• ACA Tracking & Reporting	-	-	-	-	Included
• Compliance Management	-	-	-	-	Included
• Employment Verification	-	-	-	-	Included
• Unemployment Cost Management	-	-	-	-	Included
Talent					
• Recruiting	-	-	-	-	Included
• Onboarding	-	-	-	-	Included
Employee Experience					
• Video	-	-	-	-	Included
• AI Assist	-	-	-	-	Included
• Community	-	-	-	-	Included
• Recognition	-	-	-	-	Included
• Mobile App	-	-	-	-	Included
Insights & Reporting					
• Data Insights	-	-	-	-	Included
• Dynamic Reporting	-	-	-	-	Included
• Modern Workforce Index	-	-	-	-	Included
Integrations					
• Flores Integration	-	-	-	-	Included
Customer Service					
• Dedicated Account Management	-	-	-	-	Included
• On Demand Training (PEAK)	-	-	-	-	Included
• Unlimited Product Training	-	-	-	-	Included

Monthly Total **\$3,836.70**

There is no fee to the company for On Demand Payment; however, employees will be charged \$1.25 per transaction.

Annual Fees	Grp	# Ctrl's	Base	Qty	Rate	Annual
W2 / 1099	1	1	\$50.00	290	\$7.00	\$2,080.00
1095 Forms	1	1	\$25.00	290	\$1.50	\$460.00
Annual Total						\$2,540.00

Investment Summary

August 6, 2025 | Quote # Q-296910 | Version # 2 | Quote valid for 30 days



Usage-Based Fees - HCM Services	Base	Rate
Electronic Garnishments		\$1.85
Direct Agency Pay		\$2.95
Tax Registration		\$200.00
Delivery Next Day (UPS)		\$20.00
Split Pack		\$6.00
Unemployment Cost Mgmt Hearing Fee		\$100.00

The fees listed above are invoiced as incurred on per usage basis in accordance with the terms and conditions. Please note these fees are in addition to the ongoing fees stated in the Investment Summary section of the quote.

Investment Summary

August 6, 2025 | Quote # Q-296910 | Version # 2 | Quote valid for 30 days



Additional Terms

The following additional terms and conditions apply to the Services described herein. Capitalized terms used herein and not otherwise defined have the meaning ascribed to such terms in the Paylocity Subscription Agreement.

1. Subscription Term

a) **Initial Subscription Term:** The Initial Subscription Term commences on Service Start Date and continues for a period of two years. "Service Start Date" means (i) to the extent the Order does not cover any spend management or payroll Services, the Order Effective Date; or (ii) to the extent the Order contains spend management Services and not payroll Services, the point in time that the Client's product instance has been completed and usage data is available; or (iii) to the extent the Order contains payroll Services, on the date of First Payroll Processing. "First Payroll Processing" means any use of Paylocity's Services by or on behalf of Client to administer payroll.

(b) **Renewal Term:** Upon conclusion of the Initial Subscription Term, the Services automatically renew for a period of one year, unless Client provides notice of non-renewal at least 60 days prior to the applicable renewal date.

2. Additional Pricing and Payment Terms

(a) Implementation Fees are non-cancellable and non-refundable as of the Order Effective Date.

(b) Implementation Fees are due by Client upon the Order Effective Date.

(c) Paylocity reserves the right to update the price for the Services at any time after the Initial Subscription Term.

(d) Client agrees to allow Paylocity to debit from its account(s) on due date any and all fees due to Paylocity under this Agreement.

(e) **Termination Fee:** (1) If the termination occurs prior to Service Start Date, Client shall pay a termination fee in an amount equal to 3x the monthly service fees payable per the applicable Order; or (2) If the termination occurs after Service Start Date, Client shall pay a termination fee in an amount equal to 50% of the number of months remaining in the then-current term multiplied by the average monthly amount billed for the Services, over the prior 12 month period immediately preceding the termination (or if less than twelve (12) months has elapsed, the monthly average amount billed to Client over the months the Agreement was in effect prior to the termination date).

(f) **Service Fees** are based on the employee headcount as of the Order Effective Date, provided that the Client will be charged monthly for Service Fees based on the Client's current period actual Active Headcount or Product Usage Headcount for use of Paylocity Services. "Active Headcount" means the number of Employee Records that are not listed as a terminated status in the Employee Record within the Paylocity Services platform. "Product Usage Headcount" means the number of Employee Records provisioned to use eligible Services, as identified per the applicable Order and in accordance with the Company's Service Specific Terms. "Employee Record" means a unique employee identifier at each Client or Affiliate account, which includes all Authorized Users.

Includes free W2s for the first year. Client must process their first payroll with Paylocity by December 31st of the current year in order to qualify.



Awards and Recognition

Investment Summary - TPA

Date 06/10/25

Quote valid for 90 days

Client Company

City Of Biddeford



Annual Renewal Fees

Waived



Total Monthly Fees

\$ 127.20



One-Time Fees

\$ 300.00



Annual Ongoing Investment

\$ 1,526.40

Estimated Tax Savings

Estimated Employee
Income Tax Savings \$1,000 election
amount and 20% income tax rate

Estimated FICA Tax Savings (7.65%)
Year One

Projected 25% Increase in
Participation

FICA Tax Savings Year Three

Flexible Benefits

Per Participant Per Month or the Monthly Minimum, Whichever is Greater.

Product	EE's Enrolled	PPPM	Monthly Min.	Setup Fee	Annual Renewal	MONTHLY TOTAL
Flexible Spending Account (GPFSA, LPFSA, DCFSA)						
Health Savings Account						
Health Reimbursement Account						
Lifestyle Spending Accounts						
Commuter Benefits (Transportation/Parking)						
Premium-Only-Plan *Included with FSA Products		--	--			--

Included

- Benefit Administration EDI Connection
- PCTY Payroll Integration for Contribution Mapping
- Smart Debit Cards
- Plan Documents
- HSA Investment Wizard
- FSA Non-Discrimination Testing Tools

COBRA Administration

Per Insured Per Month or the Monthly Minimum, Whichever is Greater.

	EE's Enrolled	PIPM	Monthly Min.	Setup Fee	Annual Renewal	MONTHLY TOTAL
COBRA	212	\$ 0.60	\$ 50.00	\$ 300.00	Waived	\$ 127.20

Included

- Benefit Administration EDI Connection
- Takeover Notices
- Open Enrollment Packets
- Premium Collection
- Notification to Carriers
- All Notices Included

Fees For Service Agreement



PCTY ID CS-

Client Company

Benefit Technology Advisor

City Of Biddeford

Timothy Sharkey

Contact Name

Contact Title

Contact Email

Broker Firm Name

Broker Contact

Broker Contact Email

IRS guidelines prohibit sole proprietors, partners, members of an LLC, and 2% or greater shareholders of an S-Corp and their dependents from participating in pre-tax plans.

Additional Services and Fees

Service	Fee
Returned ACH/CHECK	\$30.00
Debit Smart Card Pre-Fund ¹	2.25%
Enrollment Webinar	Included
Mid-Year Amendment Fee ²	\$150.00
COBRA Administration fee	2% paid by enrollee with premium

¹Applies to General Purpose FSA, calculated based on annual elections. HRA's with debit cards will require the pre-fund based on annual maximum potential benefit.

²Applicable if changes to plan occur outside of the plan year renewal period. Ex. If COBRA rates and plans need to be changed mid-year. Does not apply to HSA.

Billing

Flex: Billed based on the number of enrolled participants in each spending account (*Per Participant Per Month - PPPM*). Accordingly, this number will be updated at the start of each month to determine fees due for the current month. (*or at such other time intervals as determined by Paylocity from time to time*). If the number of enrolled participants multiplied by the PPPM fee equals less than the stated monthly minimum. The monthly minimum will apply.

Estimated tax savings and projected increases in participation are not guaranteed, tax savings results will vary.

COBRA: Billed based on the number of enrolled participants in the benefit plans (*Per Insured Per Month - PIPM*). We will collect medical, dental and vision invoices annually to verify employee participation and generate a monthly invoice for COBRA services.

Divisional Billing: Only provided for clients with a minimum of 20 Spending Account Participants per plan type and at least 75 insured employees for COBRA.

This quote is valid for 90 days. One year price guarantee from the Start Date. This form along with the Administrative Services Agreement must be signed and returned.

Signature

Date Signed

Date Quote Prepared

06/10/25



This Agreement by and between City Of Biddeford ("CLIENT" or "EMPLOYER") and Benefit Administration Technologies, Inc. DBA BeneFLEX HR Resources, a Paylocity company ("BeneFLEX") is effective as of 06/10/25 ("Effective Date"). The date on which BeneFLEX will commence providing Services hereunder is _____ and is referred to as the "Start Date".

WHEREAS CLIENT desires BeneFLEX to provide certain services to assist CLIENT with the administration of certain of its employee benefit plans as set forth in this Agreement and the Fee for Services document to which this Agreement is attached (referred to herein as the "Quote"). The Agreement together with the Schedules hereto and the Quote are sometimes referred to herein collectively as the "Agreement").

WHEREAS BeneFLEX desires to provide such services on the terms and conditions set forth herein and in the Quote.

NOW THEREFORE, the parties hereby agree as follows:

1. SERVICES, FEE STRUCTURE, AND PAYMENTS

- a. BeneFLEX offers a variety of services as further described in Schedules I and II and in the Quote ("Services") to assist employers in administering one or more employee benefit plans ("Plans"); those Services CLIENT has selected and which will be provided hereunder are marked in the Quote, which may be modified by the parties from time to time in writing. Any Services not selected in the Quote will not be provided hereunder and any terms herein that apply to such Services only will have no force or effect (unless and until any such Services are subsequently added to this Agreement).
- b. The fees set forth in the Quote will be effective for one year from the Start Date.
- c. Fees are subject to change on an annual basis.
- d. CLIENT agrees to allow BeneFLEX to debit from its account(s) on due date, any and all fees due to BeneFLEX under this agreement and in the same manner that other funds are collected. CLIENT has 180 days from invoice date to dispute invoice amounts.
- e. If CLIENT elects to use debit cards in conjunction with any of its Plans, CLIENT must deposit with BeneFLEX moneys to prefund a portion of claims that are expected to be paid, (the "Prefunding Amount"). The initial Prefunding Amount will be determined by BeneFLEX and must be deposited prior to issuance of any cards. The Prefunding Amount is subject to adjustment from time to time based on plan enrollment and other factors.

2. CONFIDENTIALITY AND PROTECTION OF CLIENT DATA

- a. BeneFLEX agrees to keep confidential any information provided by the CLIENT to the same degree it would with respect to its own confidential information and will use said information for the purpose of providing the Services. BeneFLEX will not disclose this information to anyone without the permission of the CLIENT, or unless required to do so pursuant to legal process.
- b. BeneFLEX will maintain adequate security over CLIENT information using commercially reasonable safeguards over the hardware, software, personnel and processes used to support the delivery of Services to the CLIENT and in compliance with federal, state and local laws governing employee and payee data including the Health Insurance Portability and Accountability Act, as amended by the HITECH Act, and its implementing regulations (collectively, "HIPAA") which is addressed under the Business Associate Agreement terms and conditions set forth on Schedule III attached hereto and made a part hereof a ("BAA Terms").
- c. CLIENT will maintain adequate security over the hardware, personnel and processes used to access BeneFLEX's software and services, including usernames and passwords used to access BeneFLEX's software.
- d. Service delivery by BeneFLEX involves transmissions of data and information over the Internet at a website hosted by BeneFLEX and/or use of third-party software where applicable. Accordingly, CLIENT acknowledges that neither the security of transmissions over the Internet nor of the CLIENT'S hardware used to access the Internet can be guaranteed by BeneFLEX.
- e. BeneFLEX will maintain commercially reasonable storage facilities and procedures (periodic back-up and on-and off-site storage) to protect the alteration and loss of CLIENT'S data.
- f. BeneFLEX owns or licenses all rights, title and interest in and to its processes, methods, applications and contents, including the software and documentation, BeneFLEX's trademarks, and all intellectual property rights in the foregoing (excluding portions of the Service provided by third parties). Software and services are made available only for CLIENT'S internal business purposes and are not transferable; furthermore, any right of use ceases when BeneFLEX no longer performs its Services for CLIENT.
- g. Without limiting the confidentiality rights set forth in this Agreement and to the extent permitted by applicable law, BeneFLEX has a perpetual right to use aggregated, anonymized, and statistical data ("Aggregated Data") derived from the operation of the Services provided to CLIENT, and nothing herein shall be construed as prohibiting BeneFLEX from utilizing the Aggregated Data in the provision of its Services or for operating purposes.

3. CLIENT/EMPLOYER RESPONSIBILITIES

- a. CLIENT agrees to take all steps and provide all information necessary for BeneFLEX to provide the Services selected in the Quote including without limitation as set forth on Schedules I and II hereto.
- b. CLIENT acknowledges and agrees that as the employer, it has the sole authority and responsibility for the Plans and their respective operations, including the authority and responsibility for administering, construing and interpreting the provisions of the Plans and making all determinations thereunder. CLIENT gives BeneFLEX the authority to act on behalf of the CLIENT in connection with the Plans as necessary to provide the Services. All final determinations as to a participant's entitlement to Plans benefits are to be made by CLIENT, including any determination upon appeal of a denied claim for Plan benefits. CLIENT is considered the Plan Administrator and Named Fiduciary of the Plans benefits for purposes of ERISA.
- c. Certain state specific requirements are set forth on Schedule IV hereto.

4. BENEFLEX RESPONSIBILITIES – PLAN ADMINISTRATION AND COBRA

- a. Provided CLIENT meets its requirements as set forth in Section 3 above, BeneFLEX will provide the Services as further described on Schedules I and II and in the Quote.

5. GENERAL TERMS

- a. BeneFLEX will use due care in processing CLIENT's work and shall be responsible for correcting errors which are caused by BeneFLEX equipment, processors, or employees in the course of their work.
- b. BeneFLEX will make available to CLIENT all improvements, enhancements and modifications to its services, methods, and software as they are made generally available by BeneFLEX to its other CLIENTS.
- c. BeneFLEX total liability under this Agreement shall be limited to actual damages incurred but under no circumstances, other than for criminal or fraudulent acts by BeneFLEX, shall exceed the charge for Services during the last six (6) months. BENEFLEX SHALL NOT UNDER ANY CIRCUMSTANCES BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OR OTHER SIMILAR DAMAGES (INCLUDING LOST PROFITS) EVEN IF BENEFLEX HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOTHING IN THIS AGREEMENT CREATES OR WILL BE UNDERSTOOD TO CREATE THIRD PARTY BENEFICIARIES. CLIENT AGREES THAT BENEFLEX HAS NO OBLIGATIONS TO THIRD PARTIES, INCLUDING CLIENT'S EMPLOYEES AND ANY THIRD-PARTY AGENCIES.
- d. EXCEPT AS SPECIFICALLY STATED IN THE AGREEMENT THE SERVICES ARE PROVIDED "AS IS" AND THERE ARE NO WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.
- e. The provision of Services to CLIENT may require BeneFLEX to use or integrate with third party software and/or services. To the extent BeneFLEX requires their use, CLIENT hereby approves of any such use and agrees that BeneFLEX's liability for third party errors or omissions shall be subject to the liability limits defined in this Agreement. To the extent CLIENT requires utilization of any third-party software or services ("Client TPS"), CLIENT agrees to hold harmless and release BeneFLEX from any liability from CLIENT's use or BeneFLEX's integration with third parties. CLIENT authorizes BeneFLEX to share any CLIENT data (which may include Protected Health Information as defined under HIPAA) as may be needed by third parties to for the provision of Services. CLIENT represents and warrants that it has conducted due diligence with respect to the appropriateness of security practices and safeguards of Client TPS and has entered into business associate agreements with such providers if required by HIPAA.
- f. BeneFLEX shall use reasonable care and due diligence in the exercise of its powers and the performance of its duties under this Agreement. If BeneFLEX makes any payment under this Agreement to an ineligible person, or if more than the correct amount is paid, BeneFLEX shall make a diligent effort to recover any payment made to or on behalf of an ineligible person or any overpayment. However, BeneFLEX will not be liable for such payment.
- g. CLIENT has sole and final authority to control and manage the operation of the Plans including any and all discretionary authority over the Plans. BeneFLEX is and shall remain an independent contractor with respect to the services being performed hereunder and shall not for any purpose be deemed an employee of CLIENT, nor shall BeneFLEX be deemed a partner with CLIENT, engaged in a joint venture with CLIENT or governed by any legal relationship with CLIENT other than that of an independent contractor. BeneFLEX does not assume any responsibility for the general policy design of the Plans, the adequacy of their funding, or any act or omission or breach of duty by CLIENT. Nor is BeneFLEX in any way to be deemed an insurer, underwriter, or guarantor with respect to any benefits payable under the Plans. BeneFLEX generally provides reimbursement and administrative services only and does not assume any financial risk or obligation with respect to claims for benefits payable by CLIENT under the Plans. Nothing herein shall be deemed to constitute BeneFLEX as a party to the Plans or to confer upon BeneFLEX any authority or control respecting management of the Plans, authority or responsibility in connection with administration of the Plans, responsibility for the terms or validity of the Plans, or any fiduciary duty or other obligation toward any participants in the Plans. Nothing in this Agreement shall be deemed to impose upon BeneFLEX any obligation to any employee of CLIENT or any person who is participating in the Plans.

- h. CLIENT agrees that if any check issued by BeneFLEX to a Participant remains uncashed for more than 90 days following the end of the then current Plan year, BeneFLEX may cancel the check and the funds will either be deposited into a forfeiture account and used to offset administrative costs and expenses of the applicable Plan or returned to CLIENT.

6. FUNDING

- a. In regard to electronic funds transfers, CLIENT shall comply with and be subject to the Operating Rules of the National Automating Clearing House (NACHA) governing these methods of payment, as such rules shall, from time to time, be in effect among banks that participate in NACHA. CLIENT also acknowledges that, in order to put into effect, the Services which include ACH transactions, CLIENT will be the Originator of the ACH transactions and will follow and be bound by the rules for ACH Originators as adopted from time to time by the NACHA. CLIENT agrees that it has assumed the responsibilities of an Originator under the ACH Rules and acknowledges that entries may not be initiated in violation of the laws of the United States. CLIENT agrees to indemnify and hold each Participating Bank and NACHA harmless from any claim incident to the operation of this plan arising from an act or omission of CLIENT.
- b. For claims or claims reimbursements processed with total liabilities of less than \$1 million, BeneFLEX will debit CLIENTS bank account for all ACH transactions upon notice, as a result, requires all amounts to be available for withdrawal from CLIENT'S account at that time. In the event the total amount of funds are not available one banking day prior to check date, a \$30.00 USD fee is to be charged to CLIENT. CLIENT will then have until 2:00 p.m. Central Time on the date of notification to wire transfer these funds to BeneFLEX's bank account. For claims or reimbursements processed with total liabilities of more than \$1 million, BeneFLEX will require a wire transfer of funds upon notice.
- c. CLIENT'S designated bank account(s) will have sufficient funds to pay CLIENT'S obligations (employee claims reimbursements, fees, and/or any other obligations) within the deadlines established by BeneFLEX in order to satisfy CLIENT'S obligations in their entirety. If CLIENT fails to pay the claims reimbursements, employee payments or other charges, including fees, then CLIENT agrees to pay BeneFLEX for all costs of collection, including reasonable attorney fees, which may be associated with collection of the amounts due. BeneFLEX also may, at its sole option, terminate this Agreement, withhold any work in progress and/or suspend payment of any pending and future claims. This is in addition to any other rights BeneFLEX may have under this contract or under law. To secure the CLIENT's payment of all charges due under this Agreement, (a) CLIENT grants BeneFLEX the right to set off with any funds retained by BeneFLEX including the Prefunding Amount, for purposes of remitting payments or making payments to CLIENT employees, taxing authorities or other third party agencies, and (b) BeneFLEX also reserves the right to reverse employee transactions and/or tax payments for which funds have not been received from CLIENT.

7. TERM AND TERMINATION

- a. This Agreement will continue in effect until either party notifies the other of its intent to terminate the Agreement upon thirty (30) days' prior written notice. If CLIENT terminates this Agreement without providing such thirty (30) days' written notice, BeneFLEX will assess a termination fee equal to the average monthly amount billed to CLIENT over the prior twelve (12) months. The Prefunding Amount will be reimbursed to CLIENT within 120 days of termination of this Agreement or services (as applicable) minus any funds used to set off outstanding fees, claims, or other obligations.
- b. Either BeneFLEX or CLIENT may suspend performance and/or terminate this Agreement immediately upon written notice at any time if:
 - a) the other party is in material breach of any material warranty, term, condition or covenant of this Agreement and fails to cure that breach within sixty (60) days, unless such breach is due to CLIENT's failure to pay fees due hereunder then time to cure such breach shall be five (5) business days, after written notice thereof, or b) the other party seeks protection under any bankruptcy, receivership, trust deed, creditors arrangement, composition or comparable proceeding, or if any such proceeding is instituted against the other (and not dismissed within ninety (90) days after commencement of one of the foregoing events).
- c. If BeneFLEX elects (at its sole discretion) to perform any Services at CLIENT's request following termination or non-renewal of this Agreement, BeneFLEX will be entitled to its fee or other charges on the same basis as if the Agreement has continued in effect for the period during which such services were performed. BeneFLEX will transmit an invoice to CLIENT for services rendered following termination of this Agreement, and this invoice will be payable upon receipt or may require a prepayment to perform any such Services.



8. MISCELLANEOUS

- a. This Agreement shall be construed according to the laws of the State of Delaware and along with the Schedules and the Quote constitutes the entire Agreement between the parties. This Agreement may only be amended in writing signed by both parties. This Agreement supersedes any and all prior oral, written communications, representations, warranties or agreements between the parties regarding the subject matter hereof. If any portion of this Agreement is determined to be invalid, illegal or unenforceable, the remainder of the Agreement shall nonetheless remain in full force and effect.
- b. This Agreement may not be assigned by CLIENT to any third parties, other than entities controlled by or under common control with, CLIENT without BeneFLEX's written consent.
- c. BeneFLEX and CLIENT will not be responsible for failure to provide Services or correct any condition beyond its reasonable control, including but not limited to any acts or omissions by any third party.
- d. CLIENT authorizes BeneFLEX to review credit of CLIENT including reports from credit bureaus, references, bank account status and other available financial information.
- e. If CLIENT adds a Service following execution of this Agreement, CLIENT agrees with respect to any such Service, to be bound by this Agreement.
- f. No action arising under or in connection with this Agreement may be brought by CLIENT or BeneFLEX more than two (2) years after either Party becomes aware of the occurrence of events giving rise to the cause of action.
- g. If applicable, CLIENT is responsible for the payment of all taxes including those assessed for prior periods relating to the provision of BeneFLEX's products and services where applicable, except to the extent a valid tax exemption certificate or other valid tax exemption document is provided to BeneFLEX and allowable by taxing authorities.
- h. This Agreement shall not confer any benefit or rights upon any person other than the parties hereto, and no third party shall be entitled to enforce any obligation, responsibility, or claim of either party to this Agreement, unless expressly provided otherwise in this Agreement or by law.

IN WITNESS HEREOF, the parties have executed this Agreement as of the Start Date.

BeneFLEX Authorized Officer Name Bryan Degnan	Title Director of TPA Operations
Authorized Signature	Date

Company Name City Of Biddeford	
Authorized Officer	Title
Authorized Signature	Date

Schedule I

CLIENT RESPONSIBILITIES

1. Without limiting CLIENT's responsibilities described herein, it shall be CLIENT's sole responsibility (as Plan Administrator) and duty to: ensure compliance with COBRA; amend the Plans as necessary to ensure ongoing compliance with applicable law; prepare and file any required tax or governmental returns (including Form 5500 returns) relating to the Plans; determine if and when a valid election change has occurred; execute and retain required Plan and claims documentation; and take all other steps necessary to maintain and operate the Plans in compliance with applicable provisions of the Plans, ERISA, HIPAA, the Internal Revenue Code and other applicable federal and state laws.
2. CLIENT shall pay BeneFLEX the service charges set forth in the Quote. CLIENT shall be ultimately responsible for the funding of the payment of Plans benefits. Payments pursuant to this Article shall be made via ACH. CLIENT shall execute the ACH authorization form in the New Client Application or Renewal Application, as applicable.
3. CLIENT shall furnish the information requested by BeneFLEX as determined necessary to perform BeneFLEX's functions hereunder, including information concerning the Plans and the eligibility of individuals to participate in and receive benefits from the Plans. Such information shall be provided to BeneFLEX in the time and in the manner agreed to by CLIENT and BeneFLEX. BeneFLEX shall have no responsibility with regard to benefits paid in error due to CLIENT's failure to timely update such information. From time to time BeneFLEX shall provide CLIENT with updated reports summarizing the eligibility data provided by CLIENT ("Eligibility Reports") by electronic medium unless otherwise agreed to in writing by the parties.
4. The Eligibility Reports shall specify the effective date for each Participant who is added to or terminated from participation in the Plans. CLIENT shall be responsible for ensuring the accuracy of its Eligibility Reports and bears the burden of proof in any dispute with BeneFLEX relating to the accuracy of any Eligibility Report. BeneFLEX shall have no liability to CLIENT or any Participant as a consequence of an inaccurate Eligibility Report, and BeneFLEX shall not have any obligation to credit CLIENT for any claims, expenses or administrative fees incurred or paid to BeneFLEX as a consequence of CLIENT failing to review Eligibility Reports for accuracy. BeneFLEX shall assume that all such information is complete and accurate and is under no duty to question the completeness or accuracy of such information.
5. BeneFLEX shall provide a single plan document and a single summary plan description to CLIENT for each Plan covered under this Agreement. It is the Employer's responsibility to ensure that the information contained in these documents reflects the desires of the CLIENT. If the CLIENT finds any errors with regard to intended plan design in these documents, BeneFLEX will make necessary corrections as warranted provided timely notice of such errors is provided to BeneFLEX. BeneFLEX, however, reserves the right to decline to make alterations to these documents bearing no relation to plan design (e.g., formatting, grammar, stylistic concerns, and the like). It is the sole responsibility of CLIENT to ensure that the plan document is properly executed by a representative of the CLIENT and that summary plan descriptions are distributed to participants in a proper fashion. CLIENT will notify BeneFLEX of any changes to its Plans at least thirty (30) days before the effective date of such changes. If such changes require amendments to the plan document, BeneFLEX shall amend the plan document for which the CLIENT may be charged a fee.
6. CLIENT is ultimately responsible for payment of claims made pursuant to, and the benefits to be provided by, the Plans. BeneFLEX does not insure or underwrite the liability of Employer under the Plans. Except for expenses specifically assumed by BeneFLEX in this Agreement, Employer is responsible for all expenses required under and/incident to the Plans.
7. Except as otherwise agreed to in writing by BeneFLEX, CLIENT agrees that: (a) BeneFLEX has no responsibility or obligation with respect to Prior Reimbursement Requests and/or Prior Administration; (b) CLIENT will be responsible for processing Prior Reimbursement Requests (including any run-out claims submitted after the Start Date) and maintaining legally required records of all Prior Reimbursement Requests and Prior Administration sufficient to comply with applicable legal (e.g., IRS substantiation) requirements, and (c) CLIENT shall indemnify and hold BeneFLEX harmless for any liability relating to Prior Reimbursement Requests and/or Prior Administration.

BENEFLEX RESPONSIBILITIES

1. BeneFLEX shall, on behalf of CLIENT, operate under the express terms of this Agreement and the Plans. Subject to Section 4 above, BeneFLEX shall initially determine if persons covered by the Plans (as listed in the Eligibility Reports) are entitled to benefits under the Plans and shall pay benefits from the Plans in its usual and customary manner to Participants. Except as otherwise agreed to in writing by BeneFLEX, BeneFLEX shall have no duty or obligation with respect to claims incurred prior to the Start Date ("Prior Reimbursement Requests"), if any, and/or administration of the Plans (or other) services arising prior to the Start Date ("Prior Administration"), if any, regardless of whether such services were/are to be performed prior to or after the Start Date.
2. BeneFLEX shall maintain, for the duration of this Agreement and as required by law, records and documents, including electronic records, that relate to the Plans and its Participants that BeneFLEX has prepared or that have otherwise come within its possession. These books, records, and documents, including electronic records, are the property of CLIENT, and CLIENT has the right of continuing access to them during normal business hours at BeneFLEX's offices with reasonable prior notice. If this Agreement terminates, BeneFLEX will make available all such books, records, and documents to CLIENT, subject to BeneFLEX's right to retain copies of any records it deems appropriate. CLIENT shall be required to pay BeneFLEX reasonable charges for transportation or duplication of such records. Provided, however, that upon termination of this Agreement, BeneFLEX complies with the terms of the BAA with respect to the handling of protected health information.

Schedule II

CLIENT RESPONSIBILITIES

- a. Providing BeneFLEX, on a timely basis and in an accurate form, with all information necessary for BeneFLEX to adequately fulfill its obligations included herein. A non-exhaustive list of such information is provided in the set-up materials. CLIENT will also provide BeneFLEX with advance written notice of changes to any such information at renewal and at any other time, including without limitation, changes to Benefit Plans, insurance policies or companies and rates. Such written notice must be provided with sufficient time to permit BeneFLEX to meet deadlines and otherwise fulfill its obligations hereunder. BeneFLEX shall have no affirmative duty to pursue any of the foregoing information and shall not be responsible for CLIENT's failure to provide it within the time frames outlined.
- b. Upon notification by BeneFLEX to the CLIENT or the carrier, adding Qualified Beneficiaries who have elected COBRA continuation coverage to the CLIENT health plan, including, if necessary, on a retroactive basis.
- c. Making ultimate decisions with regard to pursuing Qualified Beneficiaries whose addresses are discovered to be mistaken, outdated or otherwise incorrect.
- d. Ensuring that information provided to BeneFLEX, plan documents and arrangements with carriers are consistent.
- e. Acknowledging that BeneFLEX makes no guarantee of sufficient funds on checks or other forms of payment made to BeneFLEX from Qualified Beneficiaries electing COBRA and holding BeneFLEX harmless for any payment deemed insufficient.
- f. Acknowledging and understanding that any applicable laws, rules and regulations are subject to modification and amendment, which may require BeneFLEX to adjust certain policies and procedures in order to discharge its duties.
- g. Maintaining its status as plan administrator for purposes of the Employee Retirement Income Security Act ("ERISA") of any and all Plans for which BeneFLEX is acting as third-party administrator for purposes of COBRA compliance.
- h. Notifying BeneFLEX, in writing, of all entity changes, reorganizations, bankruptcies and other transitions and their effect on benefit plans. BeneFLEX shall take written direction from CLIENT regarding entity changes and shall have no duty to pursue information.

All information required under this Section will be provided in such format and at such intervals as required by BeneFLEX.

BENEFLEX RESPONSIBILITIES

- a. Providing COBRA General Notices for all eligible Participants as they become covered under Client's Plan as follows: General Notices will mail within 90 days following the effective day of coverage provided Client has submitted complete & appropriate data to BeneFLEX at least 14 days prior to the start date of the 90-day window. BeneFLEX will maintain proof or confirmation of mailing of such General Notices as required.
- b. Providing COBRA Specific Rights/Qualifying Events letters, enrollment forms, and proof or confirmation of mailing within 14 (fourteen) business days of receiving complete and appropriate data from CLIENT.
- c. Providing notices of expiration or termination of COBRA continuation coverage, notices of conversion rights related to group health plan coverage (if applicable and requested by CLIENT) 14 (fourteen) business days of learning of an applicable terminating event. Notices of conversion rights does not include notices applicable to non-group health plan coverage, including but not limited to, group term life coverage. CLIENT remains responsible for providing those conversion notices (as applicable).
- d. Receiving and processing duly executed COBRA election forms received from Qualified Beneficiaries.
- e. Tracking, monitoring and recording initial 60-day election periods for Qualified Beneficiaries.
- f. Notifying CLIENT-designated enrollment contacts when a Qualified Beneficiary elects COBRA benefits upon receipt of completed enrollment form and first complete premium payment.
- g. Notifying CLIENT when a COBRA election notice is returned due to a mistaken, outdated or otherwise incorrect address.
- h. When requested by CLIENT, preparing coupon booklets for Qualified Beneficiaries who elect COBRA coverage.
- i. Tracking and monitoring the 45-day retroactive payment period for Qualified Beneficiaries in their election period.
- j. Tracking and monitoring monthly premium payments and 30-day grace periods for Qualified Beneficiaries.
- k. Collecting monthly premiums and remitting, net of BeneFLEX fees, same to CLIENT on a monthly basis.
- l. Determining the duration of Continuation Coverage and whether a Qualifying Event has occurred terminating coverage.
- m. Notifying the CLIENT-designated enrollment contacts promptly of any coverage termination of a Qualified Beneficiary who has previously elected COBRA continuation coverage
- n. Providing reporting functionality to CLIENT regarding Qualified Beneficiary status levels, payments and remittances. In no event will BeneFLEX be responsible for any short-paid premiums due to rate changes, carrier or Plan changes or any other failure of the Qualified Beneficiary to pay the premium in full.



Schedule III

BUSINESS ASSOCIATE TERMS AND CONDITIONS

Business Associate:

Benefit Administration Technologies, Inc.
DBA BeneFLEX HR Resources, Inc.
615 Crescent Executive Court, Ste 300
Lake Mary, FL 32746

Covered Entity:

City Of Biddeford

205 MainStreet
Biddeford, ME 04005

RECITALS

- a. Benefit Administration Technologies, Inc. ("Business Associate") provide(s) administrative and technical services to the covered entity named above ("Covered Entity") under the Administrative Services Agreement to which these terms are attached ("Services Agreement") that may involve the receipt, use, maintenance and/or disclosure of Protected Health Information (as defined below);
- b. In connection with performing services to Covered Entity, Business Associate may have more than incidental access to PHI from Covered Entity; to the extent that Business Associate has more than incidental access and acts as a "business associate" as that term is defined in 45 C.F.R. 160.103 in performing under the Services Agreement, the terms of this Business Associate Agreement shall apply;
- c. Covered Entity and Business Associate intend to protect the privacy and provide for the security of PHI disclosed to Business Associate in compliance with the Health Insurance Portability and Accountability Act of 1996 (Public Law 104-191, as amended), the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 ("HITECH Act") the Genetic Information Nondiscrimination Act of 2008, (Public Law 110-233), and the regulations promulgated thereunder by the U.S. Department of Health and Human Services at 45 C.F.R. Parts 160, 162, and 164 ("HIPAA Regulations"). For purposes of this Agreement, these laws and regulations are collectively referred to as "HIPAA".

This Business Associate Agreement (the "Agreement") is entered into as of the date set forth above, by and between the Covered Entity and the Business Associate.

- A. **Definitions.** Capitalized terms used, but not otherwise defined, in this Agreement shall have the same meaning as those terms in the HIPAA Regulations.
1. **"Breach"** shall have the same meaning as the term "breach" in 45 C.F.R. Section 164.402 and shall be limited to those events that compromise the security or privacy of PHI as determined by Business Associate in its sole discretion.
 2. **"Electronic Health Record"** shall have the meaning given to such term under 42 U.S.C. § 17921(5).
 3. **"Privacy Rule"** shall mean the HIPAA Regulations that are codified at 45 C.F.R. Parts 160 and 164, Subparts A and E.
 4. **"Protected Health Information" or "PHI"** shall have the same meaning as the term "protected health information" in 45 CFR 160.103, limited to the information created, received, maintained or transmitted by Business Associate or its Subcontractor from or on behalf of Covered Entity.
 5. **"Security Incident"** shall have the same meaning as the term "security incident" in the Privacy and Security Rules, but shall not include trivial incidents that occur on a daily basis such as scans, "pings," or routine unsuccessful attempts to penetrate computer networks or servers maintained or utilized by Business Associate.
 6. **"Security Rule"** shall mean the HIPAA Regulations that are codified at 45 C.F.R. Parts 160 and 164, Subparts A and C.

B. Obligations and Activities of Business Associate. If applicable, Business Associates agrees:

1. **Privacy and Security Rule Compliance.** To comply with the Privacy and Security Rules that are applicable to a "business associate" (as such term is defined in the Privacy and Security Rules) and to implement and use appropriate safeguards to prevent use or disclosure of PHI other than as provided for by this Agreement. Safeguards shall include the establishment and maintenance of appropriate administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of PHI (whether electronic or otherwise). To the extent Business Associate carries out the Covered Entity's obligation(s) under the Privacy Rule, Business Associate will comply with the Privacy Rule requirements applicable to Covered Entity in the performance of such obligation(s) as required under 45 CFR 164.504(e)(2)(ii)(H).
2. **Permitted Use and Disclosure of Protected Health Information.** To not use or disclose Protected Health Information other than as permitted or required by this Agreement or as Required by Law.
3. **Prohibited Uses and Disclosures.** Notwithstanding any other provision in Agreement, Business Associate shall comply with the following requirements: (i) Business Associate will only use or disclose PHI for Fundraising or Marketing purposes if requested by Covered Entity and in compliance with HIPAA requirements; (ii) Business Associate shall not disclose PHI to a health plan for payment or health care operations purposes if the patient has requested this special restriction and has paid out of pocket in full for the health care item or service to whom the PHI relates; (iii) Business Associate shall not use or disclose Genetic Information for underwriting purposes in violation of HIPAA Regulations; and (iv) Business Associate shall not directly or indirectly receive remuneration in exchange for PHI, except with the prior written consent of Client and as permitted by the HITECH Act, 42 U.S.C. § 17935(d)(2) and 45 C.F.R. § 164.502(a)(5); however, this prohibition shall not affect payment by Covered Entity to Business Associate.
4. **Notifications.** To promptly provide written notice to the Covered Entity of uses and disclosures of Protected Health Information not provided for by this Agreement, including a Breach of Unsecured Protected Health Information by Business Associate or its Subcontractors or any of their employees or agents of which it becomes aware.
5. **Security Incident Reporting.** To promptly provide written notice to the Covered Entity of a Security Incident of which it becomes aware.
6. **Subcontractors and Agents.** To ensure that any subcontractors or agents of Business Associate, including a Subcontractor, that creates, receives, maintains or transmits PHI on its behalf agrees in writing to the same restrictions and conditions that apply to Business Associate with respect to such PHI through this Agreement, including without limitation the duty to notify Business Associate of the discovery of a Breach or Security Incident and compliance with the Privacy and Security Rules.
7. **Reproductive Health Information.** To comply with all requirements imposed on business associates under the HIPAA Privacy Rule to Support Reproductive Health Care Privacy promulgated by the Secretary, including, but not limited to, the attestation requirement under 45 C.F.R. § 164.509.
8. **Substance Use Disorder Information.** To use and disclose any Records (as defined at 42 C.F.R. § 2.11) received from Covered Entity only as permitted under 42 C.F.R. Part 2 ("Part 2").
9. **Access.** To provide to Covered Entity or to the Individual, as requested by Covered Entity, prompt access to PHI at its or his/her request in a Designated Record Set that is maintained by Business Associate, as necessary to meet the requirements under 45 CFR 164.524. To the extent that such PHI is maintained by Business Associate in an Electronic Health Record, Business Associate agrees to produce a copy of such PHI in electronic format upon Covered Entity's or an Individual's request in accordance with HIPAA Regulations.
10. **Amendments.** To promptly make any amendment(s) to PHI in a Designated Record Set that is maintained by Business Associate if Covered Entity directs Business Associate to do so pursuant to 45 CFR 164.526.
11. **Audit.** To promptly make internal practices, books, and records, including PHI and policies and procedures relating to the use and disclosure of PHI, available to the Secretary, in a time and manner mutually agreed to by Business Associate and the Secretary, for purposes of the Secretary determining Covered Entity's or Business Associate's compliance with HIPAA Regulations.
12. **Mitigation.** Business Associate shall mitigate, to the extent reasonably practicable, any harmful effect that is known to Business Associate of a Use or Disclosure of PHI by Business Associate in violation of the requirements of this Agreement.
13. **Accounting.** Maintain and make available the information required to provide an accounting of disclosures to Covered Entity, or the Individual as requested by Covered Entity, as necessary to satisfy Covered Entity's obligations under 45 CFR 164.528.

C. Permitted Uses and Disclosures by Business Associate; General Use and Disclosure Provisions.

1. **Use and Disclosure.** Except as otherwise limited in this Agreement, Business Associate may only use or disclose PHI as described in this Agreement or as Required by Law. For purposes of compliance with 45 CFR 164.502(b), in the case of the Disclosure of PHI, the party disclosing such information shall determine what constitutes the minimum necessary to accomplish the intended purpose of such Disclosure. Except as otherwise expressly limited in this Agreement, Subcontractor may Disclose PHI for the proper management and administration of Subcontractor or to carry out the legal responsibilities of Subcontractor if (1) the Disclosure is Required By Law, or (2) Subcontractor obtains reasonable assurances from the person to whom the information is Disclosed that it will remain confidential and be Used or further Disclosed only as Required By Law or for the purpose for which it was Disclosed to such person, and the person agrees to notify Subcontractor of any instances of which it is aware in which the confidentiality of the information has been Breached.
2. **Additional Use and Disclosure.** Business Associate is authorized to:
 - (a) De-identify PHI and use or disclose de-identified PHI in accordance with 45 CFR 164.514(a)-(c);
 - (b) Use and disclose PHI if necessary for the proper management and administration of Business Associate or to carry out the legal responsibilities of Business Associate as permitted by 45 CFR 164.504(e)(4);
 - (c) Use PHI to provide Data Aggregation services to Covered Entity upon Covered Entity's request as permitted by 45 CFR 164.504(e)(2)(i)(B); and
 - (d) Use PHI to report violations of law to appropriate Federal and state authorities, consistent with 45 CFR 164.502(j)(1).

D. Obligations of Covered Entity.

1. **Meet and Confer.** Covered Entity will meet and confer with Business Associate regarding suspected and actual Breaches of PHI before notifying Individuals, the Secretary, or the media.
2. **Compliance.** Covered Entity will comply with HIPAA in its use of Business Associate's services.
3. **Notification.** Covered Entity will notify Business Associate of the following, to the extent it may affect Business Associate's use or disclosure of PHI:
 - (a) Any limitation(s) in Covered Entity's notice of privacy practices in accordance with 45 CFR 164.520;
 - (b) Any changes in, or revocation of, permission by an Individual to use or disclose PHI; and
 - (c) Any restriction to the use or disclosure of PHI that Covered Entity has agreed to in accordance with 45 CFR 164.522 or 42 U.S.C. section 17935(a).
4. **Requests.** Except as provided above regarding data aggregation and management and administrative activities of Business Associate, Covered Entity will not request Business Associate to use or disclose PHI in any manner that would not be permissible under the Privacy and Security Rules if done by Covered Entity. Without limiting the generality of the foregoing, to the extent that Covered Entity allows third parties to access PHI using Business Associate's systems, Covered Entity represents that it has authorized such access in writing and has a Business Associate Agreement and/or other appropriate agreement in place with such third party such that the access it is providing is in compliance with HIPAA.

E. Term and Termination

1. **Term.** This Agreement shall be effective as of the date set forth at the beginning of this Agreement and shall terminate upon termination of the Services Agreement when Business Associate or its Subcontractors or any of their employees or agents destroy or return all of the PHI to Covered Entity, or if it is infeasible to return or destroy PHI, protections are extended by the applicable entity to such information, in accordance with the termination provisions in this Section.
2. **Termination for Cause.** Upon Covered Entity's knowledge of a material breach by Business Associate, Covered Entity has the right to:
 - (a) Provide an opportunity for Business Associate to cure the breach or end the violation, and terminate this Agreement and the service agreement(s) between the parties if Business Associate does not cure the breach or end the violation within the time specified by Covered Entity; and
 - (b) Immediately terminate this Agreement and the service agreement(s) between the parties if Business Associate has breached a material term of this Agreement and cure is not possible.

3. Effect of Termination.

- (a) Except as provided in paragraph (b) of this Section, upon termination of this Agreement for any reason, Business Associate or its Subcontractors or any of their employees or agents shall return or destroy all PHI received from Covered Entity, or created, maintained or received by Business Associate or its Subcontractors or any of their employees or agents on behalf of Covered Entity, that the Business Associate or its Subcontractors or any of their employees or agents still maintains in any form and shall retain no copies of the PHI.
- (b) In the event that Business Associate or its Subcontractors or any of their employees or agents determines that returning or destroying the PHI is infeasible, Business Associate shall provide to Covered Entity written notification of the conditions that make return or destruction infeasible. Upon determining that return or destruction of PHI is infeasible, Business Associate or its Subcontractors or any of their employees or agents shall extend the protections of this Agreement and the Privacy and Security Rules to such PHI and limit further uses and disclosures of such PHI to those purposes that make the return or destruction infeasible, for so long as Business Associate or its Subcontractors or any of their employees or agents maintain such PHI.

- F. Survival, Interpretation, Change in Law.** The respective rights and obligations of Business Associate under the Sections of this Agreement entitled "Breach Notification" and "Effect of Termination" shall survive the expiration or termination of the Services Agreement. The respective rights and obligations of Covered Entity under Section E of this Agreement shall survive the expiration or termination of the Services Agreement. Any ambiguity in this Agreement shall be resolved to permit the parties to comply with HIPAA. A reference in this Agreement to a provision of HIPAA means such provision as in effect or as amended and for which compliance is required. The parties acknowledge that it may be necessary to amend this Agreement from time to time as required by the provisions of the Privacy and Security Rules, or other applicable law, to ensure that this Agreement is consistent with all such laws and regulations. The parties agree to take such action to amend this Agreement from time to time as is necessary for Covered Entity and Business Associate to comply with the requirements of HIPAA and other applicable laws. This Agreement may be terminated by either party upon thirty (30) days' prior written notice to the other party, or upon such lesser notice as required by applicable law, if the parties fail to reach written agreement on modifications to this Agreement needed to comply with the provisions of applicable law.



benefit administration
& technology

Administrative Service Agreement

Schedule IV

TERMS AND CONDITIONS SPECIFIC TO MICHIGAN CLIENTS

CLIENT shall provide written notice to each individual covered by the plan according to the requirements set forth in MCL 550.932(1) and (2).

Forward Together from Day One



Focused on You

- Dedicated Implementation Consultant
- Average 8-12 week timeline
- Custom approach based on your unique needs



Modern and Tech-Led

- Access system within 72 hours of starting implementation
- Applied best practices from thousands of successful clients
- Client Hub is one-stop-shop for collaboration with Paylocity team and project tracking



Trusted Partnership

- 100% inhouse, US based teams —no outsourcing of support and predictable costs
- Specialists for each product you purchase
- Top-rated for quality of support on G2

"I've been in the HR world my whole working career. I've implemented other systems, and this was the most seamless."

People & Technology Aligned Around You

Single Point of Contact

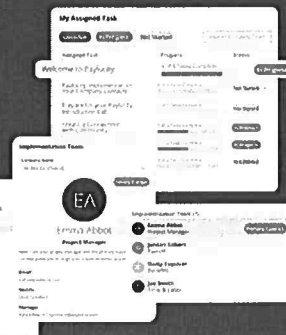


On Demand Experts

- HR & Engagement
- Time & Labor
- Benefits
- Compliance

Client Hub

- See project progress
- Collaborate with team
- Submit reports & data
- Complete training



Project Timeline

First punch as early as week 4



Paylocity Security Certifications and Compliance Measures

For all Security Certifications and Compliance Measures please use the link below:

<https://trust.paylocity.com>

Capabilities Assessment

Instructions

- * Provide a written response to the open ended questions or select the appropriate drop down choice using the following guidelines when completing the feature/requirements questionnaire.
- * Existing is defined as the feature/requirement is part of the current system and is delivered without additional charge. If the feature is "Existing", but would require a fee, please make note of any and all fees in the notes section.
- * Custom is defined as the feature/requirement can be met with custom programming enhancing the features of the current system. Please make note of any additional costs involved to implement and maintain this feature as well as additional implementation time.
- * Future is defined as the feature/requirement is a planned enhancement to the current system to be delivered in a future release. Please note the planned date of the release and any associated implementation and/or maintenance fees that will be required.
- * Third Party is defined as a company, other than the Vendor, has developed programming satisfying the feature/requirement that interfaces with the system. Please make note of any additional costs involved to implement and maintain this feature as well as additional implementation time.
- * Not Available is defined as the Vendor does not plan to add the feature/requirement to the current system and to the Vendor's knowledge no other company provides it.
- * Utilize the response/notes section to further describe any feature or when one (1) of the above sections would not apply completely and when specifically requested to do so by the requirement. Any requested Attachments must be provided in electronic format (Word preferable) and placed on the Attachment tab with the tab name, requirement number and section.
- * Refrain from altering the font, font color, size and cell shading in any field.

Vendor Information

General Vendor Information		Responses	External Vendor/Partner
1	Primary contact for this proposal: (a) Title: (b) Email address: (c) Direct phone number: (d) Mobile number: (d) Fax number:	Scott Callahan HCM Account Executive scallahan@paylocity.com 603-307-8748 603-307-8748 N/A	
2	Company's legal name:	Paylocity Holding Corporation	
3	Company's address:	1400 American Lane, Schaumburg, IL 60173	
4	Company website address:	https://www.paylocity.com/	
5	Is company, any parent company or holding company publicly traded? (a) If Yes, what is the applicable stock symbol?	Yes PCTY	
6	In the previous three (3) years, how much has the company invested in network & system development?	\$600,000,000	
7	In the each of the previous three (3) years, what was your client retention rate?	97%	
8	How many clients do you have on this comprehensive technology and services platform? In addition, are all clients on the same verison of the software? Please describe this in full detail including your release schedule for new versions of your software.	40,000 clients nationwide	
9	What is average client size on this comprehensive technology and services platform?	225	
10	How many clients do you have in the Local Government industry? Please list 3 references preferrably in the State of Maine or in New England that are Local Government and roughly the same size as the City of Biddeford.	City of Chicago Heights, City of Columbia, Vancouver Housing Authority	
11	What is the average size of your Local Government clients?		
12	How many employees does your company have? (a) How many of those employees and/or outside resources are dedicated to software development? (b) How many of those employees are dedicated to customer service? (i) Where are the customer service employees physically located?	7300 2500 2500 Schaumburg, IL- Rochester, NY- Lake Mary, FL- Boise, ID	
13	Please select the products and services your company provides: (If an external vendor/partner is used, list vendor/partner in the last column)		
	Recruiting/Applicant Tracking	Yes	
	Onboarding	Yes	
	Background checks	No	Checkr
	Drug testing	No	
	Employee data management (HCM, expanded HR related fields)	Yes	
	Time & attendance software	Yes	
	Timeclocks	Yes	
	Payroll software	Yes	
	Payroll processing service	Yes	
	Tax filing service	Yes	
	Garnishment payment service	Yes	
	Compensation management software	Yes	
	Performance management software	Yes	



Vendor Information

General Vendor Information

- Learning management/training software
- Leave administration software
- Leave administration service
- Benefits administration software
- Benefits administration call center
- COBRA administration
- FSA/HSA/HRA administration
- Health and welfare brokerage services
- Retirement administration
- Unemployment administration service
- Workers compensation brokerage
- Workers compensation administrative service

14 Do we have the ability to "test drive" your software in an environment, if requested, during the software demonstrations?

15 How do you differentiate yourself from your competition? **300 words or less**

Responses

- Yes
- Yes
- Yes
- Yes
- Yes
- Yes
- Yes
- No
- No
- No
- No
- No
- Yes

External Vendor/Partner

- Several
- Several
- Several
- Several
- Several

Paylocity stands out by putting people first—both HR teams and employees. While many platforms focus just on payroll and compliance, Paylocity combines those essentials with tools that boost engagement, like social feeds, peer recognition, and surveys.

It’s easy to use, looks and feels modern, and works great on mobile—so employees actually want to use it. HR teams save time with smart automation and workflows, and everything is connected in one system, from onboarding to performance tracking.

What really sets Paylocity apart is how we help build culture. Features like Community and Impressions make it easy to connect, share, and celebrate wins across the company. Plus, our support team listens and constantly improves the platform based on real feedback.

In short: it’s HR tech that feels human.



Fees and Billing

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Functions	One-Time Costs	Ongoing/Annual Costs	Notes
Core HR (Technology)	\$965.34	\$1.55 PEPM / \$6,435.60 per year	
Payroll (Technology)	\$2,653.13	\$4.26 PEPM / \$17,687.52	
Payroll (Services-Tax Filing)			Quarterly taxes included in Payroll price- End of year W2s \$50 base fee and \$7 per W2
Time and Attendance (Technology)	\$1,033.84	\$1.66 PEPM / \$6,892.32	
Benefits Administration (Technology)	\$1,712.70	\$2.75 PEPM / \$11,418	
Benefits Administration (Services)			
COBRA Administration (Services)	\$300	\$50 per month / \$600 per year	
FSA/HSA/HRA Administration (Services)	\$900	\$150 per month / \$1800 per year	
Applicant Tracking/Recruiting (Technology)	\$498.24	\$0.80 PEPM / \$3,321.60	
Onboarding (Technology)	\$641.48	\$1.03 PEPM / \$4276.56	
Compensation Management (Technology)	\$373.68	\$0.60 PEPM / \$2,491.20	
Performance Management (Technology)	\$641.48	\$1.03 PEPM / \$4276.56	
Learning Management/Training (Technology)	\$1,419.98	\$2.28 PEPM / \$9,466.56	
Leave Administration (Technology)			
Leave Administration (Services)			
OSHA Safety Incidents (Technology)	\$442.18	\$0.71 PEPM / \$2,947.92	Also includes Compliance/ ACA Tracking
Unemployment Administration (Services)	\$161.93	\$0.26 PEPM / \$1,079.52	\$100 per occurrence
Drug Testing (Technology)			3rd party
Drug Testing (Services)			3rd party
Background Checks (Services)			3rd party
List other technology or services below			
General Ledger Service	\$267.80	\$0.43 PEPM / \$1,785.36	
Video		\$0.47 PEPM / \$1,951.44	
1095 Forms			\$25 base fee and \$1.50 per form



Support & Business Continuity80

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Implementation	Responses	Score	
1 What methodologies or resources do you use for capturing the current HR processes?	Implementation customization	1	
2 What is the workflow for implementation?	Customized based on client and modules purchased	1	
3 Please provide a sample implementation timeline and/or project plan.	8-12 weeks working on bringing in data, customizing the system and each module you have, test payrolls, and going live. Weekly touchpoints with Implementation Coordinator	1	
4 Is implementation managed by a single contact or separate contacts per component?	Team approach	1	
5 What are the core qualifications of an implementation project manager? What are the qualifications of an Implementation Consultant?	2-3 years with Paylocity	1	
6 Is a separate technical contact/systems developer included on the implementation team?	Yes	1	
7 What measures are taken to ensure the implementation timeline is adhered to? When the client causes the delay? When the vendor causes the delay?	Blueprint is layed out on the onset of implementation and it is the responsibility of the client and Paylocity to adhere to this to make the go-live date	1	
8 Describe the composition of the implementation team, including the roles and responsibilities for each member.	You have an implementation coordinator who works in tandem in subject matter experts for each specific module	1	
9 When does the implementation/project manager cease to be the primary contact for the client?	After the successful completion of two payrolls in addition to the client being comfortable being transitioned to the service team	1	
10 Who does the client contact for additional setup and general assistance after implementation is complete?	The client would contact their Account Manager	1	
11 What is your communication/meeting protocol during implementation?	Zoom, Teams, Email, Phone	1	
12 All virtual meetings require the use of Microsoft Teams. Confirm that you agree to this in the Response column.	Yes	1	Total
13 How long does a typical implementation last? Please use Onboarding, Core HR, Time and Attendance, Payroll, Payroll Tax Filing Services, Employee/Manager Self Service, Benefits as the proposed timeline.	12 weeks		13
		1	
Support	Support	Score	
1 Does your implementation process include		0	
a. How is the training provided? In-person, online, webinar, etc.?	All of the above	1	
2 When adding additional components after implementation, is the training on that component included?	Yes	1	

	a. How is the training provided? In-person, online, webinar, etc.?	All of the above	1	
3	What ongoing training and/or self-service support is available (this does not include technical support)?	Account manager, Paylocity Education and Knowledge Base for Self Service	1	
4	Is training provided on a standard/demo system, the client's configured/customized system or a combination of both? In addition, do you provide a training and production environment? How is the training environment updated?	The client's configured customized system.	1	
5	How would the administrator receive support (e.g., process flow change)? (i.e., phone, call center, online case mgmt.)	Account manager and support team	1	
	a. What are the hours and contact methods (online, phone, etc.)?	8am-8pm- email, phone, online chat	1	
	b. What is the average turnaround time frame to process the process change/request?	Client is able to make changes within the system. If needing to reach out to Paylocity there is a 24 hour SLA	1	
6	If the client's administrator is replaced, describe the training process the administrator would receive.	During implementation administrators will be able to use an adoption kit training. If that person leaves you would sill have access to those materials	1	
7	How would managers receive support (e.g., report help)?	Account manager, Service team	1	
	a. What are the hours and contact methods (online, phone, etc.)? Vendor has multiple contact methods.	8am-8pm- email, phone, online chat	1	
	b. What is the average response time frame? Vendor can show this information.	24 hours	1	
8	Vendor has support, including priority support for urgent cases? How would employees and managers receive support?	Yes. If an escalation is needed one can be provided	1	
	a. What are the hours and contact methods (online, phone, etc.)? Vendor support is available during Eastern Hours day time.	8am-8pm- email, phone, and online chat	1	Total
9	Do you record support calls, track calls and incidents?	Yes	1	15

Security & Business Continuity		Responses	Custom	Future	3rd Party	Not Available	Notes	Score
1	Is your solution SSAE compliant?	Existing Yes						4
	a. Please provide the most recent audit report (SOC1 & SOC2) for your system.	Yes					Paylocity is ISO 27001:2022 certified and provides annual attestation reports for SOC 1 and SOC 2. Please refer to our Trust Center: https://trust.paylocity.com .	4

2	For SaaS and hosted solutions, do you host your own software or use a third-party hosting vendor?	Yes	Paylocity develops its own SaaS solution. Paylocity is a private SaaS, cloud hosted provider that is internally managed and uses a multi-tenant architecture. Our primary data center is located in Franklin Park, Illinois with Digital Realty and our backup data is located in Kenosha, WI with Offsite. Client-uploaded documents are also stored in AWS, but most of the data is within our third party hosting providers. None of these providers have access to the data itself. For a list of sub-processors, refer to the Trust Center: https://trust.paylocity.com . Refer to above.	4 0
	a. If third-party, who is the third-party vendor? (answer other related questions regarding the vendor)	No		
3	How is the user connection (web interface) secured?		Data in transit is encrypted using TLS. We only accept HTTPS connections to our web server and provide support for TLS	0
	a. Who is responsible for resetting passwords (i.e., client, vendor)	Yes	Once the client is implemented within the application, the Company Administrator creates the user account and a temporary password, and has to ability to leverage other features around managing users and roles.	4
4	How does your solution ensure data integrity and external threats to data security?	Yes	We protect our network and host environments with various tools and devices, including a firewall, an Intrusion Detection/Prevention System (IDS/IPS), a Web Application Firewall (WAF), a Security Information and Event Management system (SIEM), virus/malware detection software, Managed Detection and Response (MDR), and Data Loss Prevention (DLP) solutions. For the HR & Payroll system, a series of pre-submit audits are performed to ensure data integrity prior to a client submitting its payroll. Significant system logging and audits have been implemented to ensure the accuracy and integrity of payroll processing. These audits prompt the processor with appropriate error messages or warnings with each payroll process. A log is kept of these messages for review and resolution.	4
	a. If your solution includes separate databases, file feeds, and/or APIs, what security features are in place for each of those transactions?	No	Please reference our API documentation: https://www.paylocity.com/our-products/integrations/api-library/ .	0
5	What is your disaster recovery plan?	Yes	For an overview, please refer to https://trust.paylocity.com and download the Business Resilience documentation.	4

6	Over the past 12 months, has your solution experienced any service outage (scheduled or non-scheduled) greater than two hours?	No	Our target is 99.5% uptime or better. Although downtime is rare given the redundancy we have built into our infrastructure and our multi-site disaster recovery capabilities, we do not have a defined SLA at this time. We offer the System Status feature that shows reported outages and notes regarding our process to repair them. Scheduled maintenance is announced via a message on our login page as well as via messaging on our phone queues. We also provide access to a System Status page within our application which shows the details of current and historical issues.	0
	a. If so, how did your organization communicate with clients regarding this outage?	No	N/A	0
7	How has your organization ensured technical compliance with HIPAA data security requirements for e-PHI (e.g., automatic logoff, secure email, etc.)?	Yes	For more information about HIPAA, data security, and privacy, please refer to the following links: https://trust.paylocity.com and https://www.paylocity.com/who-we-are/protecting-our-clients/privacy-center/ .	4
8	Over the past 12 months, have any of your clients experienced a breach (even non-HIPAA defined breaches) of employee data (even non-PHI)?	No	No. Paylocity has not experienced any breaches of its network or applications. We have an Incident Response Policy in place, which is supported by our Incident Response Plan and procedures. Notification is normally within 72 hours upon determination of a security breach as directed by our internal and external counsel.	0
	a. Was the breach due to a client mistake (i.e., poor user password or non-protected file upload)?	No	N/A	0
	b. If it was an error with your system, was the issue systemic in nature that required a patch?	No	N/A	0
	i. If so, how quickly was the patch developed and applied/distributed?	No	N/A	0
9	Does your system impose base password complexity/change frequency requirements on all clients?	Yes	Yes.	4

10	a. Can clients require additional complexity/change frequency for their user passwords?	No	No. We allow for customer-defined IDs and provide 2 options for passwords. The default requires passwords which consist of a minimum of eight alphanumeric characters which need to have at least three of the four following characteristics: Contain upper case lettersThe expiration is 180 days.	0	
			If you would like to use enhanced password options based on NIST guidelines (8+ characters, no expiration, and check against the HavelBeenPwned database), you can set that up as well for all users in your settings. Contain lower case letters Contain at least one number (for example, 0-9) Contain at least one special character		
10	Does your solution log all logon attempts including failed attempts?	Yes	Yes. Built into our system, we have an audit trail that Company Administrators can use to track any changes or modifications. We have a standard report that shows the logins for each user. Additional information can be obtained by contacting your Paylocity sales rep.	4	
	a. What data is recorded in the error log?	Yes	Refer to above.	4	
	b. Does your organization review this error log or is it only made available to the customer?	Yes	Logs are monitored both via static alerting and behavioral analytics by our internal Threat Management team.	4	
11	Single Sign On and MFA that works with Microsoft Authenticator.	Yes	Yes, as long as the SSO provider supports SAML 2.0 for user authentication.	4	TOTAL
12	Provide a brief description of the security measures you provide in your hosting and/or SaaS environment. In addition, please describe where the data center is located. Would all data be stored within US Data Centers?	Yes	All data is stored in the US. Paylocity is a private SaaS, cloud hosted provider that is internally managed and uses a multi-tenant architecture. Our primary data center is located in Franklin Park, Illinois with Digital Realty and our backup data is located in Kenosha, WI with Offsite. Client-uploaded documents are also stored in AWS, but most of the data is within our third party hosting providers. None of these providers have access to the data itself. For a list of sub-processors, refer to the Trust Center: https://trust.paylocity.com . We maintain a vendor or third party risk management program and associated procedures, which includes vendor due diligence, regular vendor risk reviews, etc. for new and existing third parties. We perform annual reviews for critical vendors, every 2 years for vendors that have medium risk, and every 3 years for all the lows.	4	52

System & Technology

344

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software,
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if
- * Provide a detailed description of the billing process.

Reporting		Responses					Notes	Score
		Existing	Custom	Future	3rd Party	Not Available		
1	System has a built in and easy to use reporting software? What reporting software is used by your solution (e.g., built in report writer, Tableau, etc)	Yes	Yes				Over 500 standard reports with ability to create dynamic reports and custom reports	4
	a. If third-party, is a separate contract or agreement required?							0
2	Describe the custom report writer functionality provided to HR administrators and managers to write ad hoc reports from HR and payroll data. Attach the steps to create a basic custom report along with screen shots.	Yes					Ad hoc report writer within the software. If a custom report is needed to be built you can do it through the software or if assistance is needed the service team can assist.	4
	a. Provide a brief description of the level of technical or data structure knowledge needed to operate cutsom reporting.	Yes					Basic knowledge of HRIS system	4
3	Is data from all of the system components your company offers available in a single custom reporting interface?	Yes						4
	a. If no, please describe which components share a reporting mechanism?							0
4	System supports reporting on any field for custom reports? What fields are not available for custom reports?	Yes						4
5	System has a comprehensive library of standard reports? How many standard reports are available for each component?	Yes					over 500 standard reports	4
	a. Can standard reports be copied and modified?	Yes					Yes, dynamic reports	4
	b. List the standard reports available?	Yes					There are over 500 reports and this catalogue continues to grow month over month.	4
6	Can reports be scheduled/delivered on a regular basis as determined by the user? Are these reports emailed to user? Are they PDF? Are they secured so that if the user doesn't have permissions to access certain data they won't see it? Please note any limitations of this in the Notes column.	Yes					Yes there are user roles in the software and based on those user roles that would suppress information that they are not validated to see.	4
7	System can report on any and all data within the system? What constraints exist for reports? (e.g., processed only with a pay cycle)	Yes					N/A	4

8	Are all data areas within your solution exportable to Excel? If not, please list the limitations in the Notes column.	Yes	N/A	4
9	Can groups of employees be notified when reports are completed/ready? How are notifications sent (i.e., notifications area within solution or emailed or both)?	Yes	both	4
10	Are “point-in-time” reports available with date specific data? For example I need to see all Police Department employees with Union Dues from 1/1/2024-12/31/2024. Please list the steps to create this and attach screen shots. Please list any limitations for specific data. Which data can't be reported on for these reports? Can the data be sliced and diced different ways with drill down and drill up capabilities?	Yes		4
11	System supports reports to be exported to Excel at a minimum? In which formats can data and reports be exported?	Yes	Excel, PDF, CSV, etc	4
12	Is “dashboard” style reporting available? If yes, please describe. Are these real time reports that refreshed automatically or do they require user intervention to refresh?	Yes	Real time	4
13	Can the administrator configure role-based dashboards? Please describe the process and list the steps to configure a dashboard and attach screenshots.	Yes	User roles can be used to configure specific dashboards. This is built out during the implementation process.	4
14	Can users customize their own dashboard? Can dashboards be copied and then configured to their own specifications? Please list any limitations.	Yes	N/a	4
15	Can a user drill down into the data elements (e.g., employees) within the reporting tool?	Yes		4
	a. Are reports generated in real-time or batch processed?		Real Time	0
	b. If batch processed, what is the standard turnaround time for the report?			0
16	Does your system generate affirmative action records?	Yes		4
17	Does your system generate EEO reports? Specifically EEO 4. Is this delivered standard report or does it need to be customized? Please provide a sample attached EEO4.	Yes	Standard report	4
18	Does your system generate VETS100 reports? Please note if this is standard or a custom report?	Yes	Standard report	4
19	Can the following be tracked within your system?			0
	a. Headcount and FTEs associated with each position	Yes		4

	b. Multiple position assignment for an employee. Describe how your solution handles multiple positions. Attach screenshots.	Yes	One employee record. They would have access to multiple positions within	4	
	c. Calculated FTEs	Yes		4	
20	System supports saving files in various formats? What file format can reports be saved/downloaded to?	Yes	Excel, PDF, CSV, etc	4	TOTAL
21	System supports uploading files in various formats? What file formats can be used to upload data into the system?	Yes	Excel, PDF, CSV, etc	4	104

Systems Integration		Responses					Notes	Score
		Existing	Custom	Future	3rd Party	Not Available		
1	Describe the integration between the HR, payroll, timekeeping and benefits administration systems. Is all data entered once and only once and shared between all modules?	Yes					All is integrated. Yes, data entered once is relayed to each module.	4
2	Describe your systems ability to integrate with Munis financial and operational systems.	No					We are not an ERP system. If the ERP is able to take a file feed you would be able to export from Paylocity and import into the ERP	0
	a. Describe any limitations in integrating with Munis financial and operational systems. Have you integrated with Munis Financials for any existing clients?	Yes					Yes, there are clients that use Munis. We would need to dig deeper for the ideal state for the organization	4
	b. Does integration with Munis financial ERP require custom integrations? If so, what is the cost of custom integrations? What is your experience integrating with Munis Financials? Please describe if this can be real time or how this would be posted.	No					There is not integration with Munis. There is the ability to export data from Paylocity and import it into Munis if Munis allows this to take place	0
3	Can your system integrate with a client's Active Directory to provide a seamless logon solution?	Yes					Yes, via Outlook integration and Access Management	4
4	Can your system integrate with other systems for a single sign-on (e.g., company network login)?	Yes						4
5	What is your preferred method for importing data from other systems? Is this is a flexible open API Imports and can these be created within any module (For example, I want to import 50 Pay inputs for employees can you describe the process for doing something like this?)	Yes					We have a data extraction team that during the implementation would pull that information into Paylocity	4
6	What is the average response time for various transactions? Payroll Calculations, Running Custom Reports, Open Enrollment Processing, Importing Data, Exporting Data (Please list average response times for each transaction).	Yes					15 minutes	4
7	Are APIs available for any of your components?	Yes						4

8	How frequently can file feeds (e.g., EDI 834 files) be exported?	Yes			Depending on the provider could be in real time. Different vendors cary	4
9	Please provide a list of vendors with whom you have established automated file connections/feeds.	Yes			There are hundreds of vendors that we offer a 180 or 360 integration with	4
	a. If the client has a third-party component that has an API or XML connection available, can your company assist with the development of the connection with the third-party from your system?	Yes			Yes, as long as that company can accept the file from Paylocity	TOTAL
10	Describe how your system integrates with the GL/accounting system, specifically Munis. How would we post Payroll Journals to the Munis GL and what is your experience with this with other clients?	No			There is an export that can be exported from Paylocity software and import would depend on Munis to allow import into their system	40
						0

Technology

		Responses					Notes	Score
		Existing	Custom	Future	3rd Party	Not Available		
1	Provide an overview of your system architecture. Is all data encrypted and if so what level of encryption?	Yes					We do not provide individual data flow diagrams per client. - When a user logs into the application, they will use TLS 1.2 to form an encrypted tunnel between the user's device and the application hosted at https://access.paylocity.com/. - The requests goes to Paylocity's private cloud SaaS-based application (located in the Digital Realty data center in the US), and has the option to use a client's single-sign on (SSO) technology as well. This adds an additional layer of security by enabling centralized account management through existing processes and technology. - Once authenticated, a user has access rights to those areas and fields within the application that are associated with their role. We have many standard roles set up in the system (Admin, Employee, Supervisor, Payroll Manager, HR, HR Manager, etc.). These all have default access settings to their respective areas. However, we are able to fully customize each role to grant or remove access to any part of the system. Access controls are in place with least privileged access and limited to those employees which need it in order to access, process and store client data. We have a formal user provisioning process. Once the client is implemented within the application, the Company Administrator creates the user account and a temporary password, and has to ability to leverage other features around managing users and roles. - Databases that store customer information are segmented within their own network zones, which are only accessible through jumphosts that are limited to authorized personnel. Each privileged user maintains a separate set of credentials that are used solely for system administration. Highly sensitive accounts are stored in our enterprise password management solution and rotated regularly.	4

2	Is your solution cloud based? If yes, is it available 24/7, 365 days per year with zero downtime? Please list any limitations in the Notes.	Yes	Paylocity is a private SaaS, cloud hosted provider that is internally managed and uses a multi-tenant architecture. Client data is logically separated with appropriate role-based access controls in place, and not physically segmented from other clients' data. Our target is 99.5% uptime or better. Although downtime is rare given the redundancy we have built into our infrastructure and our multi-site disaster recovery capabilities, we do not have a defined SLA at this time. We offer the System Status feature that shows reported outages and notes regarding our process to repair them.	4
3	Which components are connected through a data feed?		We have single sign on, 180, and 360 integrations with most components of Paylocity.	0
4	How frequently is the data updated? Is all data real time?	Yes	It depends on the integration. Some are real time and some have a daily sync.	4
5	Is there a global user permissions management center or are rights managed within each component?	Yes	We have many standard roles set up in the system (Admin, Employee, Supervisor, Payroll Manager, HR, HR Manager, etc.). These all have default access settings to their respective areas. However, we are able to fully customize each role to grant or remove access to any part of the system. Once the client is implemented within the application, the Company Administrator creates the user account and a temporary password, and has to ability to leverage other features around managing users and roles.	4
6	What permissions can be added, removed or limited?	Yes	Please see above	4
7	Can those permissions be assigned by group? How many groups can be created?	Yes	Yes, you can have an unlimited number of groups	4
8	What is the process for changing permissions?	Yes	Account manager can assist with this.	4
9	What is the process for adding/editing groups?		This can be done through the HR Module or through Account Manager	0
10	Can documents be uploaded into your system? Is document management included with your solution or is it extra? Is there a limit on storage of documents?	Yes	Documents can be uploaded. This is part of our solution. There is no limit.	4
11	Is there a size/quantity limit for uploaded documents either by user, overall client or individual module? If yes, list the limit.	No		0
12	What formats are accepted/recognized for document storage?	Yes	PDF, Word, CSV, Excel	4
13	Is the document automatically analyzed (e.g., OCR, automated indexing for global search)? Are paychecks automatically archived in the solution?	Yes		4
14	How can the uploader and/or others provide additional metadata about the document (e.g., tags, department)?	Yes	Workflows are included in the platform for ease of navigation	4
15	Can the metadata parameters be set by the client or is there a standard list of parameters?	Yes		4
16	Can documents be linked to certain workflows? If yes, describe the process.	Yes	You can create workflows with any number of steps and include documents at any step.	4
17	Can the documents be linked to workflows conditionally? (e.g., state tax documents for new hires in certain states). If yes, describe the process.	Yes	Yes, you can customize workflows under different circumstances including new hires in different states.	4
18	Can the documents be linked to more than one workflow?	Yes		4

19	Are workflows managed globally or within each specific module?	Yes	Globally	4
20	What is the interface for reviewing workflows?	Yes	We have a workflows module	4
21	Can the processes be changed by users (with proper rights) "on-the-fly" or only with your company's (or outside consultant) technical interaction?	Yes	We have many standard roles set up in the system (Admin, Employee, Supervisor, Payroll Manager, HR, HR Manager, etc.). These all have default access settings to their respective areas. However, we are able to fully customize each role to grant or remove access to any part of the system. Once the client is implemented within the application, the Company Administrator creates the user account and a temporary password, and has to ability to leverage other features around managing users and roles.	4
22	Can the workflows be easily exported as documentation for SOX 404 compliance?	Yes		4
23	How many levels of rules apply to workflows? Please describe the steps to to create a new workflow and the steps to change an existing workflow. Please attach screenshots.	Yes	This will vary depending on the action one is wanting to take within the module.	4
24	Which of the following rules can your workflows accept?	Yes	All three depending on the user role	4
	a. Pending review	Yes		4
	b. Notification only	Yes		4
	c. Concurrent review	Yes		4
25	Does your system provide logic-based workflows (e.g., If delta is 20%+, contact CFO, else contact supervisor only)?	No	Within the analytics tab you are able to see any variance, but it would not alert the higher level	0
26	Does your system provide time-sensitivity logic-based workflows (e.g., if due date is <3 days, contact COO, else contact manager and COO)	Yes	Yes, deadlines are built in	4
27	How are workflow processes (e.g., new hire, life event) created initially?	Yes	Setup in implementation	4
28	How are user forms created initially?			0
	a. How are user forms changed?	Yes	Directly through module or via an account manager	4
	b. Is the interface graphical or is programming required?	Yes	Graphical	4
29	Does your system provide an audit trail of system/data changes? Are all changes always on auditing in all modules? Please list any limitations in the Notes section.	Yes	Built into our system, we have an audit trail that Company Administrators can use to track any changes or modifications. We have a standard report that shows the logins for each user.	4
	a. How much history is stored?	Yes	The Audit Trail logs that you, as a client, are able to access for the application, are currently kept indefinitely. The Web Activity logs are kept for at least 6 months. Built into our system, we have an audit trail that Company Administrators can use to track any changes or modifications. We have a standard report that shows the logins for each user. Additional information can be obtained by contacting your Paylocity sales rep.	4
	b. Is this specific to each module?			0
30	What format is required to upload client historical data?			0
31	What type of database does your solution use?	Yes	MS SQL. We have a constantly varying level of concurrent user count and user actions. The unique combination of which is closely monitored and measured to model future activity levels as an input to our capacity planning and performance verification mechanisms. We do not share exact levels of activity nor server makeup as they are proprietary.	4

32	If the relationship with the client ends, how does the client retain a copy of the entire database?	Yes	Paylocity's clients retain ownership of their data. Records related to active clients' employees and the provision of HR and Payroll services, as well as other related services, are maintained in accordance with the life of the service agreement. Records related to terminated clients' employees and the provision of HR and Payroll services, as well as other related services, are maintained until a Data Deletion Request is received and executed, or otherwise for three (3) years after termination data of service agreement. We provide a number of reporting options that will allow you to export data in standard formats. Post termination read-only access can be requested for a fee.	4
33	How frequent are updates made to your solution? Does it require re-implementation of software? How disruptive are the updates? Please describe in the Notes.	Yes	Changes are deployed as frequently as every 2 weeks via updates to the SaaS platform. We leverage the scrum agile development process. Our applications are developed entirely in-house.	4
34	What is the process and timing for notifying clients regarding the changes?	Yes	Scheduled maintenance is announced via a message on our login page as well as via messaging on our phone queues. We also provide access to a System Status page within our application which shows the details of current and historical issues.	4
35	Does your solution provide any add-ins or plug-ins to "bridge the gap" or expand functionality?	Yes		4
36	Are any of these add-ins or plug-ins developed by third parties?	Yes	Yes if there is a 3rd party integration, but the entire suite of Paylocity products is a native solution	4
37	Which of the following can clients configure/customize?			0
	a. Online help/documentation	Yes		4
	b. Custom field labels	Yes		4
	c. Custom field formats (check boxes, drop down, number, text, date, etc.)	Yes		4
	d. Alerts/notices	Yes		4
38	Can non-administrators set alerts and/or notices?	Yes	Something that could be configured if their user role allows them to do so	4
39	Can non-administrators make these changes on a per-user basis?	Yes		4
40	What languages are available in employee self-service?	Yes	Mobile- English, Spanish, Portuguese - We also have an additional 40 languages on the online site	4
41	How much of your system is available for use on mobile devices or tablets? Is this an app? Please provide the current rating of your app in app store for both Apple and Android devices.	Yes	90%- Yes this is an app- 4.8 Stars Apple - 4.7 Android	4
42	What device platforms are supported? (i.e., Apple, Android) Please list any restrictions in the Notes.	Yes	Apple, Android	4
43	Which employee self-service functions are available? Are they available on Mobile? Please list limitations for Mobile vs. Desktop	Yes	Most self service functions are available on both Desktop and Mobile	4
44	Which manager self-service functions are available? Are they available on Mobile? Please list limitations for Mobile vs. Desktop	Yes	Most manager functions are available on both Desktop and Mobile	4
45	Describe the notificaiton and approval process for employee and manager self-service features. What features are available? Is there a Send back feature?	Yes	Email and push notifications	4

46	For cloud-based modules, which internet browsers are supported (i.e., Edge, Firefox, Google Chrome, etc.) Please be sure to note which versions are not supported.	Yes	All of the above	4	TOTAL
47	Describe any software/hardware compatibility requirements or limitations with third-party software integrations. Is your solution 508 compliant?	Yes	We are open API, but it depends if the third party will allow compatibility. Yes	4	
				200	

Time & Attendance

156

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Time & Attendance	Existing	Custom	Future	3rd Party	Not Available	Notes	Score
1 System provides recording of time and attendance for all classes of employees (e.g., exempt, non-exempt, election workers). Can the employee auto fill from schedule? Describe how this works in your system.	Yes					Yes, we have a time sheet view where employees can plug in hours	4
2 System provides recording of time and attendance for non-employees. (e.g., contractors, unpaid interns, etc.)	Yes						4
3 System allows employees to punch in and out on a daily basis.	Yes						4
4 Time can be allocated and rolled up to multiple levels (i.e., job costing). Please list any limitations. Will costing allocations only impact future payrolls? How do you handle future dated costing allocations? What is the process for entering these. Please detail the steps.	Yes					Allocations set up during implementation. Client can configure future allocatic	4
5 System provides access to ad hoc reporting (overtime, time worked, allocations of hours to levels) for managers and HR/payroll administrators.	Yes						4
6 Managers and employees have access to time and attendance system and reporting via self-service and is geofencing available? List all mobile functionality in the Notes column.	Yes						4
7 Time and attendance system can be accessed via mobile devices such as cell phones and tablets. Is this done via a Mobile app? Please list any restrictions on devices in the Notes.	Yes					Yes, mobile app	4
8 Historical data can be retrieved from time and attendance system. (This does not include history prior to system implementation.) Is there a limit on historical data? Please detail this in the Notes.	Yes					No limit on historical data. We do not purge or archive any of our data.	4
9 Email notifications can be sent to employees and/or managers from system as reminders or alerts when time has not been entered. Is this automatically triggered? Does this require additional steps to trigger? Does it require a custom report to be built? Please explain how this works in detail in your system.	Yes					This is setup during implementation	4
10 System provides automatic time sheet population based on schedule or how would this be populated in your system? Please detail the setup process of this and is it configuration? Are all changes effective dated and audited?	Yes					This is setup during implementation	4

11	System can accommodate programming of various non-traditional shifts Fire, Police (e.g., 2 weeks on, 2 weeks off; 7on/7off, 9/80, etc.) Can you integrate with Time Clocks Plus and is there an additional charge for this integration? Please describe your experience with both Fire and Police shifts and integrating with TimeClocks Plus.	Yes	Yes, we can do non-traditional shifts. We have integrated with Time Clocks Plus	4
12	Police Offers are paid for 40 hours even though some weeks they work under 40 and other weeks they work over 40. For example, if their clock in times may total 44 or 33 hours but they are paid their standard 40. In addition, we need the ability to upload overtime and deducts earned time off from their standard of 40 without having to create a csv document and manually manipulating it. Please describe in detail how you would handle this specific requirement including the setup involved in this. Please attach screenshots.	Yes	As long as this is being documented in Time Clocks Plus we would be able to p	4
13	Holiday hours can be configured an/or adjusted year-to-year depending on the work schedule, or the day of the week the holiday falls on. What is the process for adding Holiday Hours? Are holidays automatically populated based on configuration and deducted (i.e., employee would get paid 10 hours for the holiday if full time will the employee be paid 26 hours of regular and 4 hours of comp time pay at their regular rate automatically? If an employee works 9 hours per day will their holiday pay be 9 hours automatically in payroll? See Requirement 2 below under Client Specific for more details on the City's process. Please describe the steps and attach screen shots.	Yes	This is setup during implementation. Because there is no default we would cu	4
14	Time off balances are maintained in the time and attendance system and accessible to employees. Employees requests are routed to managers for approval. If a manager doesn't respond within X days the request is routed to the next level automatically. Please describe any limitations to routing and include steps and screenshots of a time off request and approval.	Yes	This is customized during implementation	4
15	System allows employees to enter future dated time off requests (i.e., planned vacation). Can requests automatically be added to the Outlook Calendar as invites? Can an employee cancel their time off request and have the manager be notified? Is there a team calendar that can be displayed so that employees can view when other team members are off? Please describe this process and attach screenshots.	Yes	Yes, all of the above	4

16	System allows carryover balances from year-to-year up to a limit based on anniversary date. Can limits be imposed by time off plan and based on anniversary date? Do separate time off plans need to be created or can you configure anything over the limit to lapse based on an employee's anniversary date? Please describe this process and list any limitations to using Anniversary Date as a factor for accrual expiration.	Yes					This is customized during implementation	4	
17	System allows for tiered approval. If it is a grant funded position can this require approval by the grant manager? If an employee is a multiple job worker how do you handle time off requests? Do two separate requests need to be entered by the employee for the same day for each job or can this be one request? Please list any limitations.	Yes					One request	4	
18	System allows mass adding and/or editing of time entries without having to import data into the system. Please describe the process and include screenshots for mass adding a Pay Code to all employees or a group of employees (i.e., snow day for the day and pays all employees hours based on work schedule automatically without manual intervention).	Yes					This would be configured	4	
19	System allows for tracking of additional flat pay. (i.e., stipends and allowances)	Yes						4	Total
20	System allows configuration of pay rules (i.e., lunch deduction, rounding, holiday eligibility). Please list any limitations of rounding (i.e., how many decimal places).	Yes						4	80

Client-Specific Capabilities		Existing	Custom	Future	3rd Party	Not Available	Notes	Score	
1	System will accurately collect and allocate daily overtime and double time requirements in accordance with FLSA and handled blended rates. Is this automatic or is there additional setup? Please describe in the Notes.	Yes					Automatic	4	
2	System will handle compensatory time. City Hall Workers work a 36 hour per week schedule and are paid 4 hours of compensatory time to equal 40 hours per week. If a worker enters 38 hours of regular time then they will get 2 hours of compensatory time. If they work over 40 hours those hours go into a compensatory bank and are paid out after July 1st.	Yes					Configured in implementation	4	
3	System will support weekly pay periods. Currently, Start of Pay Period is on Friday's for all City Hall Employees and End of Period is on Thursday's. Describe how this is handled in your system.	Yes					Configured in implementation	4	
4	System will support Pay Dates are on Wednesdays. Police are on a Wednesday Pay Date, but their Start of Period is on Thursdays and End of Period is on Wednesdays. Do you support this as well? Can you have multiple periods?	Yes					Configured in implementation	4	

5	Does your system handle lateral accruals? For example, how do you handle an employee who comes in and starts with 4 weeks of Vacation Accrual vs the traditional 1 week of vacation accrual for standard employees. Can this be different for different types of employees based on their offer letter? What type setup is involved? Please describe this process and attach screenshots of this.	Yes	4
6	System supports copying of schedules, time codes, time entry templates, etc. and data can then be edited? Please list any limitations in the Notes.	Yes	4
7	System supports the following Non Union Vacation Policy: First Year employee shall receive 40 hours at the date of hire and will become usable after 120 days of employment (manager exception will allow employees to go negative based on offer of employment exception), on the employee's first anniversary of employment they will receive 80 hours of vacation, any unused time will be zeroed out on the anniversary date automatically, if an employee is terminated any vacation will be paid out to the employee automatically in payroll without manual intervention, once an employee reaches 5 years of service they will receive 120 hours of vacation, 160 hours once they reach 10 years of service, and 200 hours once they reach 15 years of service. Again, your system must allow the ability for vacation credit to their service so that an employee who negotiates in their offer letter to come in at 160 hours of vacation time in their first year your system must handle this exception. Please attach screen shots of the setup of this requirement in your system.	Yes	4
8	Sick leave for non union employees will accrue at one day per month starting on their seventh month, up to a maximum of 960 hours. Sick leave can be used in hourly increments or half hour increments.	Yes	4
9	The system also must support a sick leave incentive that sweeps unused sick time into the deferred compensation plan in their name based on the following schedule: 36 hours swept for more than 240 hours but less than 350 hours, 72 hours swept for more than 350 hours but less than 600 hours, and 108 hours swept for more than 600 hours. These hours will be swept on December 31st of each year and payment will be made in the employees account on about July 30th of the following year. Attach screen shots of how you will handle this requirement both in setup and the sweep and automatic payment to the 457 plan. This should be done without manual intervention.	Yes	4

There can be different buckets of accruals and different profiles setup in Onbr

10	System supports 25 hours of personal time, prorated for part time employees. Personal Days commence from the date of hire and shall not accumulate from year to year. At the start of each calendar year the employee will automatically receive 25 hours of personal time granted to them. Personal time is not payable to the employee upon termination. Please describe how your system will handle this requirement including the setup of this along with screenshots.	Yes	4
11	System should support other types of leave such as administrative leave (extreme weather, days of national mourning, etc.) these can be paid to all employees without reducing any other accruals and automatically adjust paid hours in payroll. Furthermore, these hours can automatically be loaded in Mass to all eligible employees without needing to load an integration or CSV file. Please describe how your system would handle this requirement.	Yes	4
12	System will handle Bereavement Leave as follows: 5 days for immediate family, 3 days for outside of immediate family, and if the loved one does not fall in one of those categories the employee can make a request electronically in the system to the city manager for approval and then this can be returned to the employee and paid out automatically in payroll without reducing any other accruals. Describe how your system would handle this full requirement.	Yes	4
13	System will handle Military Leave as follows: Reserve Service Leave will pay the employee the difference between gross total service pay and the employee's regular gross compensation of the employee had they been in the City's service during the pay period in which the leave was taken. This pay will only be allowed up to 4 pay periods in a calendar year for short training periods. Please describe how your system will handle this requirement and pay in payroll automatically.	Yes	4

14	System will handle Long Term Active Duty Leave where the employee not to exceed 1 year shall be paid the difference between gross total service pay and the employee's regular compensation gross pay had they been in the City's service during the pay period in which leave was taken. During this period of time they will continue to receive the following benefits and accruals: group life insurance, medical, dental, long term disability, holiday pay, and vacation/sick accruals. Employees will be expected to continue making the employee share of contributions to the City for any applicable benefits, unless coverage is voluntarily waived and this shall remain in effect for up to one year. The cumulative length of Long Term Active Duty Leave shall not exceed 5 years. Describe how your system would handle this requirement in full detail.	Yes	4	
15	System supports FMLA, Intermittent FMLA, Unpaid Leave, and Maine Paid Family Leave. Please list any limitations and describe in detail how your system handles each of these including the setup involved with these. Can Intermittent FMLA be taken in hourly increments?	Yes	4	
16	System supports accrual history update changes where an employee used vacation time when it should have been personal time or vice versa. Detail the steps of how this is accomplished along with attaching screen shots.	Yes	4	
17	System supports Union Tracking, complex Rules for Unions and Vendor has previous experience with complex Union rules for other municipalities. Detail your experience in this area in the Notes.	Yes	4	
18	System handles schedule changes with ease. Please list the steps for a change in schedule and attach screenshots.	Yes	4	Total
19	System supports Leave Donation Program. Employees can donate their sick time to a Sick Bank and the system can maintain this bank and deduct usage from this bank. Please describe the process for handling this in your system. Please list the steps and attach screenshots of your proposed process for handling this requirement.	Yes	4	76

Payroll

201

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Open Ended Questions	Responses	Score	
1 Was software developed in-house or gained through acquisition?	In House	1	
2 What year was the payroll module first offered?	1997		
3 What improvements/enhancements are planned for the next 12 months? Will any customizations or configurations be broken if any enhancements are added? Describe your QA process for bugs.	Constant enhancements to the software throughout the year.	1	
4 What are the services surrounding ongoing support, training and configuration?	Paylocity Education and Knowledge, Adoption Kits, Account Manager, etc	1	
5 Does the payroll module share the same database as the HR module? If not, how frequently does your payroll and HR module share information?	Yes	1	
6 How does the time and attendance component specifically interface or integrate with payroll?	Modules are connected via workflow	1	
7 Does your system support multiple FEINs?	Yes	1	
8 How are employees with multiple pay rates and department/cost center assignments within a single paycheck managed?	They would be clocking in/out for each position but they would get one check	1	
9 What methods are available for splitting payment (i.e., partial live, etc.)?	Could be sent to multiple bank accounts, on demand payment, etc	1	TOTAL
10 Describe how off-cycle and void payroll checks are handled. List the steps for each process and attach screenshots please.	Unlimited amount of payrolls can be processed whether it's on-cycle/off-cycle. Void payroll checks can be handled right through the system	1	9

Vendor Specific Capabilities	Existing	Custom	Future	3rd Party	Not Available	Notes	Score
1 Register can be reviewed prior to payroll finalization. (Please note if the preview is immediate or rendered.) Please attach a sample Register. Can this Register be customized by the City using the Built In Report Witer? Describe this in the Notes section.	Yes					Yes, register can be reviewed prior to payroll finalization. This can be customized.	4
2 Separate checks can be produced for the same employee in the same run. Please list the steps for creating a separate check and attach screenshots.	Yes					Create batch- off-cycle payroll/bonus selection	4
3 Manual checks can be printed in-house after payroll processes.	Yes						4

4	Off-cycle manual checks can be printed by us? How are re-prints handled? Please describe this whole process in Notes.	Yes	We can re-print. There would be a cost to get it to you.	4
5	System has a module for recording and tracking all employee loans (e.g., 457, etc.).	Yes	Yes, we also have On-Demand Payments to alleviate having to pay loans.	4
6	There are controls in place to ensure the correct sequence and maximums of the deductions (goal-based, Federal IRS maximums, etc). Are these automatic? Please note any limitations or manual interventions.	Yes	Automatic	4
7	System can automatically calculate gross-up for earnings	Yes		4
8	System can automatically calculate retroactive or pro-rated pay and deductions. Please describe the steps to creating Retro Pay. For example, employee is given a 30 cent increase 10 days ago and needs to be paid retro pay for those days. Please attach screen shots and note any manual steps or intervention required to process Retro.	Yes		4
9	System can support non-taxable reimbursements through payroll.	Yes		4
10	System automatically updates tax tables and annual goal limits. Are these vendor updated or do we update these? Please describe the process in the Notes section and attach screenshots of the steps.	Yes	Vendor updated. Our government compliance team would update any of the tax laws	4
11	System calculates and deducts 457 catch-up contributions. All Deductions automatically stop when limit is reached without manual intervention. Please specify in the Response/Notes column if this is an automated process or requires an intervention by the	Yes	Automated	4
12	System can support payroll accumulators:			
	a. Calendar year-to-date	Yes		4
	b. Quarter-to-date	Yes		4
	c. Fiscal or client-required year-to-date	Yes		4
	d. Annual reporting year-to-date or User Defined reporting period (Note limitations in Notes field)	Yes		4
13	Federal, state and local taxes are deposited on behalf of the client.	Yes		4
14	System maintains state and local reciprocity agreements.	Yes		4
15	Tax reporting for multiple jurisdictions on one payroll for a single employee can be managed.	Yes		4
16	All wage garnishments are remitted on behalf of the client and their employees.	Yes		4
17	System has the ability to run payroll for many payroll types (i.e., regular payroll, miscellaneous, bonus, discretionary, relocation).	Yes		4

18	System can be configured with client's customized pay rules (e.g., comp time of 4 hours for hourly employees who regularly work 36 scheduled hours per week to bring their pay total to 40 hours).	Yes						4	
19	System provides electronic delivery of Direct Deposit Advices and W-2 forms to employees. Are employees provided with standard disclosures for enrolling in electronic delivery and can these electronic enrollments be audited?	Yes						4	
20	System handles tracking of imputed income (e.g., group term life, transportation/bus passes, parking, vehicle reimbursement).	Yes						4	
21	System provides a custom report writer that allows HR administrators and managers to write ad hoc reports from payroll data. Please attach sample custom reports. Describe your library of custom reports and are any included as part of the implementation?	Yes						4	Total
22	System handles quarterly 941 and annual tax filing and deposit reconciliation for state and federal government entities. (Indicate in the Notes column if these are mailed or completed electronically.) Is this standard reporting or	Yes				Electronically. Standard reporting		4	100

Client-Specific Capabilities		Existing	Custom	Future	3rd Party	Not Available	Notes	Score	
1	System supports multiple pay frequencies (weekly, monthly, quarterly). Can these be paid within the same payroll run or do separate payroll runs need to be created? Please describe the process and attach screen shots.	Yes						4	
2	System payroll calculation provides error free processing of payroll. Please note how long calculation and processing takes for a typical city/entity our size. Also please add in the notes how errors are handled within payroll processing.	Yes					Typically takes 48 hours to process. Depends on where we are in the process but errors after processing can be handled with a void and re-issue	4	
3	System supports upload of ICMA Mission Square deduction files from the software to ICMA Mission Square directly without the rekeying of data. Please describe in the Notes your experience with other cities doing this and is this included.	No					We do not have a native integration, but one could be built if they are able to accept Paylocity's file	0	
4	System provides AI Anomaly detection in payroll processing and auditing to automatically determine issues before processing payroll (i.e., overages, net pay=0, net pay >5% of last week's payroll and other comparisons). Please add which comparisons you offer and if these are included and how long it takes your AI model to learn these anomalies in the Notes section.	Yes						4	
5	System supports workers with multiple jobs on one employee record with easy access to both jobs and can receive one paycheck for multiple jobs.	Yes						4	

6	System supports electronic W-4 Withholding Forms as part of the onboarding process. Can employees make changes and withhold additional amounts within Self Service? Do you support State forms (i.e., State of Maine)? List any limitations in Notes.	Yes	Changes to W4 must be made in online module not on mobile app	4
7	System supports file downloads in proper format to Maine PERS. Please describe how this works in your system. Is Maine State Reporting included? Attach Screenshots and describe how you would handle this specific requirement.	Yes		4
8	System supports Employee/Employer funded HRA and automatically sends contributions from Payroll to our provider. Describe how you handle this and your experience with doing this.	Yes		4
9	System is capable of handling insurance billing for deductions in arrears automatically. Is this a separate module or included? Detail how you would handle this requirement.	Yes	Included	4
10	System supports Void and reissuing checks. When reissuing can these reissued checks be edited? How is this handled in your system? Is it a separate run? Please attach screen shots and the steps.	Yes	Unlimited runs, so if you need to make a change we can	4
11	System supports Quarterly Insurance Buy Backs for employees who don't take insurance. These Insurance buy backs can be sent to their 457 and be exempt from Federal and State Tax, but appropriately deduct FICA and medicare. Can these be on a separate check or the same check? Describe the process for handling this lump sum amount on a check and the setup involved in this process. Attach screen shots for the process in paying this out in payroll. System must be able to have separate checks issued in the same payroll run.	Yes		4
12	System supports, but not limited to the copying of data such as pay codes, deductions, location codes, group bargaining units, accrual tables and then editing the data? List any limitations in the	Yes		4

13	System supports Employee Referral Bonus Program as follows: When the referred employee passes their 6 month probation, the employee who referred them will receive \$500 and this should be paid in a separate check automatically and only have FICA, Medicare, Federal and State Tax Deducted. When the referred employee has worked 12 months, the employee who referred them will receive another \$500 automatically on a separate check with only the above deductions mentioned without manual intervention. When the referred employee has worked 24 months, the employee who referred them will received \$1000 automatically on a separate check with only the above deductions mentioned without manual intervention, and finally if the employee making the referral or the one who was referred is no longer working for the city then the bonus will not be paid out. Please explain how you will handle this require and the extent to which you can automate this requirement without manual intervention. Please attach screen shots of the setup and of the process of how you would pay this out for an employee.	No	Would not be automatic	0
14	System supports Retirement Health Savings Account for all employees, which will be employee and employer contributions of \$15 EE/ER each week. The employer matched contributions shall have a 10 year vesting schedule based on the employees original date of hire as follows: 0-2 years (0%), Over 2 years (10%), Over 3 years (15%), Over 4 years (20%), Over 5 years (35%), Over 6 years (50%), Over 7 years (65%), Over 8 years (80%), Over 9 years (90%), and Over 10 years (100%). Please attach screen shots of the setup along with a description of how you would handle this requirement along with sending the file to Mission Square. Also explain your experience with this.	Yes		4
15	System supports annual clothing allowances for Police, Fire, Public Works. Explain your ability to exempt these from taxes per IRS guidelines for clothing that can't be used for another purpose.	Yes		4

16	System supports multiple pay schedules all on the same check. For example, Police and Public Works Pay Period is Thursday to Wednesdays. City Hall and Fire Employees are Friday to Thursday Pay Period. All employees are paid on the same payroll run. Can you confirm that this can be handled without having separate pay runs for each of the schedules? Please describe how you would handle this.	Yes	4
17	System supports Student Loan Repayment Program as follows: All employees are allowed only one 5 year incentive during their career. Can this be requested via self service and attached required documentation? The City will make monthly payments in the form of a non taxable educational reimbursement to the employee for 60 consecutive months. The payments shall not exceed \$100.00, even if the monthly amount due exceeds that amount. If the loan is paid off prior to the 60 months, the payments will terminate automatically without manual intervention. Additionally, the system also supports a claw back provision of 10% of the funds if they did not meet the 10 year requirement of employment with the city or 20% if they only worked 7.5 years for the City. These funds would be clawed back in the final paycheck to the employee. Please describe in detail how you would handle this requirement along with the setup involved, your ability to automate this requirement and attach screen shots of your proposed solution.	Yes	4
18	System supports vendor payments via ACH and printing checks for vendors through payroll on a weekly, monthly and yearly basis. Can different schedules be used for different vendors? Describe how you would handle this in your system.	Yes	4
19	System supports Payroll compliance with all Federal and State laws, updates the software to maintain compliance and provides a dashboard with the updates made to have full visibility into these compliance updates.	Yes	4
20	Are deductions allowed to go into arrears?		0
21	a. If so, how are catch-up contributions handled?		0
22	b. How would the administrator track and adjust arrears?		0
23	Is all payroll data stored in US Data Centers?	Yes	4
24	Does the system support tax exemption controls? What tax exempt controls exist for federal, state and local taxes?	Yes	4

25	Does the system support adjustments? Describe the adjustment process for typical and year-end adjustments.		0	
26	Payroll module automatically receives Time and Attendance Data in real time? There is no batch process. Please describe in detail.	Yes	4	
27	System can perform gross up calculations for stipends. For example, an employee should be paid a \$1000 stipend and this is what they should receive and the system should calculate the taxes, so that they actually receive \$1000.	Yes	4	
28	Does the system support employee loans for 457 and other items? Describe how employee loan payments (e.g., 457, employee loans) are administered, including startup and use of goals or stop dates.	Yes	4	
29	Does the system included integrations with Mission Square ICMA 457 vendor? Describe the interface between the payroll system and 457 vendor systems, including ability to use outbound and inbound feeds for all enrollments and	No	0	TOTAL
30	System provides for an unlimited number of deductions, pay codes, job codes, location codes, group/bargaining units, accruals (i.e., vacation, sick, personal time). Furthermore, these codes can be copied and updated. Please list any limitations in Note section.	Yes	4	92

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Open Ended Questions		Responses	Score	
1	Describe how the system creates organizational charts and where the data is pulled from. Please attach sample and include the steps to build this. Note the level of effort to build this.	The system creates organizational charts via workflow and analytics. We are able to pull an organizational chart of the organization. Anything within the software you are able to report on	1	
2	Describe how the system maintains employee "report to" data. Where is this housed and if a manager leaves does it automatically switch to the next level?	This would be through workflows as well. In implementation a workflow would be setup to maintain employee data. If a manager were to leave there could be multiple layers of approval which would switch to next level	1	
3	Describe the process for transferring an employee between departments. Please include steps and screen shots of this process.	This could be done manually where you have a list of the employees as well as the departments. This could also be done by the Account Manager	1	Total
4	Describe how the system maintains data integrity for such things as duplicate employees or duplicate candidates. How does your system ensure we don't have duplicates?	Part of the implementation is making sure that the data brought into the system is accurate. After implementation you typically assign an employee an ID number which could help identify duplicate employees	1	4

HR System Capabilities		Existing	Custom	Future	3rd Party	Not Available	Notes	Score
1	System provides online support/instructions for completion of routine tasks. Attach sample instructions found in your online help for a routine task. Does your system have field level help? Is this standard or does it need to be setup?	Yes						4
2	Client can establish new organizational entities (e.g., companies, cost centers and other variables) with no IT or programming required.	Yes						4
3	System maintains employee demographic data for all employment-related detail (e.g., birth date, employee number, gender, hire date, contact information, email addresses). How many date fields do you provide? Please list in the Notes and list any limitations.	Yes						4
4	System maintains ethnic, visa and I-9 related data.	Yes						4
5	System maintains marital, family and dependent/beneficiary related and tax-related elections.	Yes						4

6	System maintains historical data for current/former employees (e.g., names, employment, job/assignments, performance ratings, status and pay).	Yes		4
7	System maintains data for all job-related details (e.g., grade, exemption status, EEO code, salary, job family).	Yes		4
8	System maintains audit trails of employee file and data updates by date, time and origin of update.	Yes		4
9	Ability to use effective/future dating of pending transactions/events, and maintains transaction history.	Yes		4
10	Multiple active pay rates can be maintained. Please list any limitations.	Yes		4
11	Pay rate history is maintained. Please list any limitations.	Yes		4
12	Progress disciplinary actions can be tracked and reported.	Yes		4
13	Email alerts can be generated based on user or system defined events.	Yes		4
14	Employee data is maintained in real-time.	Yes		4
15	Describe the process for transferring an employee between departments.	Yes		4
16	Calculated fields are available. Does this require fields to be created or configured (i.e., Year to Date, Last Year, Fiscal Year to Date). Please describe the process for creating calculated fields.	Yes	This is point in time reporting	4
17	System allows for configuration of data fields. Please describe the process of configuration and attach screen shots.	Yes	We can configure the data based on preference	4
18	Is there a limit on the number of fields? Custom fields? Please note the field length limit of custom fields.	No		0
19	Electronic files can be uploaded and maintained in the system. What limitations, if any, exist?	Yes		4
20	System allows for creation and maintenance of organizational charts based on employee relationship data stored in the HR Solution.	Yes		4
21	The organizational chart be exported in a required format. (i.e., PowerPoint, PDF, Word, etc.) Please list any limitations in the Notes.	Yes		4
22	The organizational chart be run based on a specific point in time for a historical view. Please list the steps to create a historical organizational chart.	Yes	This will be built out in implementation and would be updated if someone was terminated in the system	4

23	System allows client to define values in drop-down fields (e.g., client can populate lists for the following fields; departments, job titles, job functions, salary increase codes, position codes, bonus targets).	Yes	4
24	System allows for modeling City salary structure that can be mapped to each employee. For example, can we pull all Police employees by union and model a 5% increase in pay and see what that would cost the city? Please include the steps of this process and attach screen shots.	Yes	4
25	System provides government compliance tracking for the following:		
	a. EEO compliance and adverse impact analysis	Yes	4
	b. Affirmative Action Plan summary data (race, gender, application date, start date, disposition of applicant)	Yes	4
	c. Application language, workplace postings	Yes	4
	d. Other legal issues (describe in Response column)	Yes	4
	e. Effective date of all employee data changes (salary change, promotions, transfers, title changes, etc.) Effective dated transactions must NOT overwrite other transactions entered. For example, coordination of events for benefits or if a Personnel Action dated for the future with an address change is made, but then a Personnel Action for the next day is entered to change the rate of pay must not overwrite the address change and vice versa.	Yes	4
26	System allows for tracking of data (e.g., start date, end date, pay/bill rate) for non-employees (e.g., contractors, agency temporaries, interns).	Yes	4
27	System supports automatic tracking of probationary periods of 6 months based on date of hire. Please describe how your system handles this for a new hire and attach screen shots of both the setup and tracking of the employee.	Yes	4
	System supports Freedom of Information Requests indicator? Can certain certain information be exempted from FOIA and how does your system handle this so that it is noted on a personnel file?	Yes	4

This functionality could be accomplished in the Compensation Management module

28	System supports Disciplinary Action Tracking for Attendance, Behavior, and Performance. Can the system automatically create a termination based on Disciplinary actions or is this a separate action? Please describe the steps of disciplinary actions leading to a termination on how your system would handle this. Is there a point system available with automatic tracking of points and does it work with time and attendance?	Yes						4	
29	System supports Drug Testing for both new hires and existing employees randomly select employees for drug screening. Explain how your system handles the selection of employees automatically. Can your system track the substances required for screening: Alcohol, Marijuana, Cocaine, Amphetamines, Phencyclidine (PCP), Opiates. Please list any limitations of your software.	Yes					This would be a third party vendor. The results of the screening could be housed in the employee file.	4	
30	System provides a method for handling and tracking leave management (e.g., FMLA, personal leave).	Yes						4	
31	Leave start and estimated return to work dates can be captured.	Yes						4	
32	Federal and state leave entitlement/usage can be tracked.	Yes						4	
33	Past leave history is maintained in the system.	Yes						4	
34	System supports an unlimited number of attachments and includes document management and storage. Documents can follow a retention and purge cycle based on the City's schedule. Any documents will be secured based off the user's permissions to access the documents. Describe how your system handles this.	Yes						4	
35	Leaves can be linked to specific plans or payroll.	Yes						4	Total
36	System allows for reporting of leave data.	Yes						4	160

Self-Service Capabilities (EE & MGR)		Existing	Custom	Future	3rd Party	Not Available	Notes	Score
1	System provides employee self-service for viewing personal data, total compensation, employment position and compensation history.	Yes						

	a. If so, does employee self-service allow for updating of personal data such as address, W4 exemptions (Federal and State)? (Please specify in Response column if this is accessible via web portal or desktop) Do you offer a kiosk experience for employees without computer access?	Yes		4
2	Changes made by the employee or manager trigger a notification and/or approval process.	Yes		4
3	System provides manager self-service for managers to view employee data and generate custom reports/queries on identified data elements (e.g., hire date, job title, compensation history, etc.). Describe functionality in the Response column.	Yes	All housed in employee file and can generate reports on this any time	4
4	Manager self-service offers a manager to-do list that can be organized and tracked.	Yes		4
5	Self-service landing page can be customized with external links.	Yes		4
6	Former employees can have read-only access to certain information.			0
7	Employee self-service is available in different languages If so, please specify languages offered in Response column.	Yes	Mobile- English, Spanish Polish- 40+ languages on desktop	4
8	Enables manager self-service request for termination workflow.	Yes		4
9	System provides for termination workflows notifying appropriate personnel of actions needed, and ability for HR administrator to monitor/track progress of workflow steps.	Yes		4
10	New hire and termination workflows are configurable. Attach a screenshot for each of these workflows and the steps to build these workflows. Are these delivered out of the box?	Yes	We do have sample new hire and termination workflows that can also be customized	4
11	New hires can be imported from recruiting or applicant tracking system.	Yes		4
12	Managers can view and change employee salary information with workflow.	Yes		4
13	Workflows route job/salary changes electronically for approval based on user defined approvals.	Yes		4
14	Employee Self Service provides paycheck modeling for what if scenarios. For example, if employee expects to receive a 3% increase in pay how will that impact taxes, 457, etc. Please attach screen shots and steps for an employee to model their own pay.	Yes		4

15	Employee Self Service provides the ability to reprint checks, w-2's or any information. Please list any limitations in Notes.	Yes		4	
16	Supports ADA Reasonable Accommodation Requests with the ability to attach documentation and have these route to Human Resources? Describe how your system would handle this requirement.	Yes		4	
17	Can terminated employees access Employee Self Service? How is this handled in your system? Please explain.	Yes	You can customize the length of time for employees to have access to pay verification and W2 information	4	
18	Data/transactions submitted by managers automatically validate for accuracy and completeness. For example, are there automatic criteria which will alert a manager if an employee enters an unusual amount?	Yes		4	
19	Employee Surveys can be created in Self Service and automatically sent to employees on a recurring schedule. Can these be easily configured and changed without coding and customization? Please describe in detail the process for setting this up and making changes to a survey.	Yes		4	
20	Managers can track employee assets for off-boarding purposes (i.e., computers, fire arms, fire equipment, etc.). Detail how this is tracked? Will managers receive a notification? Is there a checklist for off-boarding?	Yes		4	
21	Managers will automatically be notified of expiring Certifications. What setup is involved to make this happen? Does a report need to be created? Is it a custom report? Detail this process in the Notes.	Yes	This can be done in onboarding and managed in the employee file. Managers and Employee would get notifications	4	
22	Employees and Managers will be notified of required training in Notifications area of Self Service. Managers will automatically receive notifications of overdue training that is required.	Yes		4	Total
23	Managers can view employee training records.	Yes		4	88

Other HR Systems & Services

225

- Instructions:**
- * Provide Pricing for 346 full time and part time employees for the software, technology and services
 - * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
 - * Provide bundled fee pricing and which items are included in the bundle, if applicable.
 - * Provide a detailed description of the billing process.

Recruiting		Responses				Score
		STANDARD	NON-STANDARD	NOT SUPPORTED	NOTES	
1	Describe the functionality of your recruiting or applicant tracking technology for the following areas:					0
	a. Electronic applications	Yes				4
	b. Creating job requisitions	Yes				4
	c. Candidate sourcing	Yes				4
	d. Resume screening	Yes				4
	e. Interview scheduling and Outlook integration. Can candidates self schedule interviews based on availability?	Yes				4
	f. Social media integration	Yes				4
2	Does the system integrate with the client's company website or intranet?	Yes				4
3	Does the system provide a custom branded online career site/portal for the client?	Yes				4
4	Are customizable job posting templates available without coding?	Yes				4
5	Can customized screening questions be added to job postings without coding?	Yes				4
6	List all job boards that are included for free postings? (e.g., indeed, careerbuilder, etc.)	Yes			JobTarget- over 25,000 job boards	4
7	Describe the candidate search and match functionality within the system. Does your solution use AI to assist with this? If so, has there have ever been a lawsuit regarding the use of AI by applicants against your company?	Yes			JobTarget can be leveraged as well as additional job boards to pull candidates from. AI is assisting in parsing of resumes and communication with Applicants. No, the AI systemt sl	4
8	Can managers be given direct access to view applicant information for their respective positions?	Yes				4
9	Is the applicant's history available for all positions they previously applied for?	Yes				4
10	Can applicant information be shared to other positions they did not apply for?	Yes				4
11	Can the applicant sign up to receive both email and/or text alerts for jobs they are interested? Do you offer text SMS service as part of the applicant experience and is this communication automatically stored in the system? Is there an additional charge for this service or is it included?	Yes			Yes we offer texting. It is standard in our Recruiting Module	4
12	Does the system automatically disposition candidates not selected in mass action? Please detail the steps and attach screen shots of how you disposition candidates in your system.	Yes			The system would show a list of candidates not being selected to move forward. It would also provide correspondence to those candidates.	4
13	Does the system included resume parsing?	Yes				4
14	Will job postings automatically be removed on the end date without manual intervention? Please list any limitations of your software.	Yes				4
15	Discuss the interactive dashboards available for both recruiters and managers. Is there a funnel of candidates at the different stages? Is this custom or standard?	Yes			Yes there is a funnel of candidates at the different stages. This is a standard dashboard	4
16	Describe the process to import a new hire's data from the applicant tracking system to the HR system of record of your system or an external vendor's Core HR system.	Yes			Once you elect to hire the individual from Recruiting module it creates the Employee File and you can send an Onboarding Packet	4
TOTAL						84

Onboarding	Responses			NOTES	Score
	STANDARD	NON-STANDARD	NOT SUPPORTED		
1 System has full onboarding capabilities including Journeys for the employee with all the tasks that need to be completed giving managers full visibility into tasks. Describe the onboarding functionality available within the system.	Yes			Onboarding dashboard with any New Hires in the Onboarding process. Dashboard gives a snapshot of where new hires are in real time	4
2 Can multiple versions of electronic new hire packets be created for onboarding? For example, New Hire Packets and Journeys for Police, Fire, and Public Works would be totally different than Non Union Staff. How would this be accomplished in your syste?	Yes				4
3 Can new hire packets be electronically assigned to new employees, for completion of online forms?	Yes			You can create an unlimited number of New Hire Packets in the Onboarding system different departments, positions, etc	4
4 Can administrators and managers monitor completion percentage of onboarding documents?	Yes				4
5 What standard onboarding documents do you provide in an electronic format that does not require custom formatting? (e.g., I-9, direct deposit, W-4, etc.) Are these standard forms or is there an additional charge? What if we require electronic signatures is this included or additional charge?	Yes			W4, I9, Direct Deposit- These are not an extra charge	4
6 Describe how your system handles electronic signatures and acknowledgements for onboarding documents. Is this via integration? Is there an additional charge for this service?	Yes				4
7 Describe the integration process with either your or an external vendor's system for the following: (e.g., file feeds, reporting, etc.)				You can sign right through Paylocity. This is not an additional charge	0
a. Drug screening	Yes			Can integrate with multiple vendors and make this part of the Hiring Process	4
b. Background screening	Yes			Can integrate with multiple vendors and make this part of the Hiring Process	4
c. Recruiting or applicant tracking	Yes			Core Functionality, but we also integrate with outside vendors	4
d. Benefits	Yes			We have a Benefits Enrollment tool, but do not sell Employee Benefits	4
e. Benefit carriers	Yes			We can setup EDI Feeds and also integrate with Employee Navigator and other Benefits Enrollment tools	4
f. Core HR (System of Record)	Yes			Core Functionality	4
g. Payroll	Yes			Core Functionality	4
h. Time & Attendance	Yes			Core Functionality	4
i. I-9 and E-Verify	Yes			We integrate with E-Verify	4
8 Can I-9's be stored electronically?					0
					Total 60

Performance Management	Responses			NOTES	Score
	STANDARD	NON-STANDARD	NOT SUPPORTED		
1 Describe any performance management support provided through technology and/or services. Is Succession Planning Included? What Dashboards are offered as part of Performance Management.	Yes			There are a number of dashboards tracking Journals, Goals, Feedback, Reviews, Succession, and a dashboard of your direct reports if you are a manager	4
2 Do you provide online performance reviews? Can these be configured? Describe the rating process setup involved.	Yes				4
3 System has full feature performance tracking. Describe the features and functionality of online performance reviews. (e.g., cascading goals, competency library, etc.)	Yes			These can be customized	4
4 Can multiple reviewers (e.g., subordinates, peers, other managers) provide performance feedback and exchange data simultaneously?	Yes				4
5 Can employees complete self-evaluations?	Yes				4
6 Can managers and administrators monitor status and dates (e.g., complete, incomplete)?	Yes				4
7 Does the system provide e-mail reminders and overdue notices throughout the process?	Yes			Email and push notifications depending on preferences	4
8 Does the client have the ability to customize all triggered emails and notifications?	Yes				4

9	Can historical reviews and ratings be easily accessed?	Yes	4	Total
10	Can weightings be used for performance categories and/or goals?	Yes	4	40

Learning Management		Responses			NOTES	Score		
		STANDARD	NON-STANDARD	NOT SUPPORTED				
1	Do you provide access to a learning management system (LMS)?	Yes					4	
2	Is your LMS a custom built system or do you use an external vendor's software?	Custom Built					0	
	a. If external vendor's software, list the external vendor's name.	N/a					0	
3	What types of courses are available to choose from? (e.g., self-paced, streaming video, etc.)	Yes			Self paced, video, Instructor Led Trainings, etc		4	
	Does your LMS include a course library?	Yes					4	
	a. If Yes, list the course categories.	Yes			We have over 800 trainings in our library- Paylocity products, HR, Safety, Leadership Development, Health and Wellness		4	
	b. If Yes, what vendor is providing the course library? (e.g., SkillSoft, etc).	Yes			We also integrate with Go1 to include 20,000 more trainings		4	
							0	
4	Can custom built courses be added into the course library?	Yes					4	
	a. If Yes, list the file formats accepted.	Yes			AICC, SCORM, xAPI, CMI-5, Presentations, Spreadsheets, Documents and Videos, Screen Recording, Links to Training Content from other websites		4	
5	Can course curriculums be developed and assigned to employee groups?	Yes					4	Total
6	Are tracking and reporting tools available for HR and Managers?	Yes					4	36

Leave Administration		Responses			NOTES	Score		
		STANDARD	NON-STANDARD	NOT SUPPORTED				
1	System supports leave management. Describe leave management services you provide and what types of leave are administered and supported.	Yes					4	
2	System supports the ability for employees to initiate this or HR through Self Service? Do employees request/initiate leave through a call center or through their supervisor?	Yes			Employees would request through their supervisor		4	
3	System maintains compliance with federal and state laws. Describe how you maintain compliance with federal and state leave laws.	Yes					4	
4	System can send form letters and notices to employees? Who handles sending letters and required notices to the employee? If it is the employer, do you provide letter templates?	Yes			This would be handled by a third party and the correspondence would come from them.		4	
5	Is leave administration a feature in your HR software?	Yes					4	
6	Does the system provide alerts and notifications based on tracking dates including expected return to work?	Yes					4	
7	System supports collecting benefit premiums and billing employees? How do you handle collection of benefit premiums while an employee is on unpaid leave?	Yes			Third party handles communicating with the employee for collection of benefit premiums and this would come through as a payroll deduction		4	
8	System supports integration with disability carrier. Describe how leave administration is integrated with the disability carrier for short term and long term disability.	Yes			Third party handles communicating with the employee		4	Total
9	System supports different frequencies of reporting? What type and frequency of reporting do you provide?	Yes			The frequency would depend on how often they would need the report		4	36

Unemployment Comp Administration		Responses	Score		
1	Describe the services you provide for unemployment administration.	Third party	1	We could produce a class code per payroll to show gross wages. That would work for Workers' Comp as well	
2	Who handles unemployment administration for your company?	Third party	1	Third party vendors we work with handle this	

3	Describe your process for managing unemployment claims, appeals, hearing representation, and Board appeals.	Third party	1		Third party vendors we work with you to manage the claim
4	Describe the training that will be offered with your unemployment administration services.	Third party	1		Training provided from 3rd party vendor partner
5	How are claims maintained and are they recorded in the HR module?	Third party	1	Total	Claims would be available in employee profile
6	What types of unemployment reports do you provide and how often are they provided?	Third party	1	6	We provide the report that would have the wages
Workers' Comp Administration		Responses	Score		
1	Describe administrative services you provide for workers' compensation.	Third Party	1		We provide reports that provide class codes and gross wages per employee
2	How do you handle initiating new claims?	Third Party	1		
3	What type of administrative support do you provide during the life of a claim?	Third Party	1		
4	How do you assist with the return-to-work process?	Third Party	1		We do not assist with that
5	Describe the training that will be offered with your workers' compensation administration services.	Third Party	1		
6	What type and frequency of reporting do you provide?	Yes	1	Total	We provide reports that provide class codes and gross wages per employee
7	How are claims maintained and are they recorded in the system?	Third Party	1	7	They can be recorded in the employee profile, but the maintenance would be done through one of our vendors

OSHA & Safety		Responses					
		STANDARD	NON-STANDARD	NOT SUPPORTED	NOTES	Score	
1	Does the system maintain OSHA logs at the employee level?	Yes				4	
2	Can managers and administrators view a summary page/window showing all incidents for an employee?	Yes				4	
3	Does the system maintain all incident details including type of accident/incident, date and time, accident/incident details, days away from work, etc.?	Yes				4	
4	Are OSHA reports included as standard reports? Which reports are included?	Yes				4	Total
5	Can managers view and update OSHA information using manager self-service?	Yes				4	20

Other		Responses					
		STANDARD	NON-STANDARD	NOT SUPPORTED	NOTES	Score	
1	Do you provide call center support for employee self service?	No			No, but we do have adoption kits so that managers can roll out Standard Operating Procedures for Paylocity	0	
2	Do you provide a state specific posting service for required employment postings?	Yes				4	
3	How do you maintain/update required postings when there are changes to federal and state laws?	Yes			We have a government relations team that would update the compliance module for Federal and State compliance	4	
4	Does your system support Grievance Tracking? Is this included in core HR? Please attach screenshots of how your system would handle a grievance such as vacation paid on a regular check vs. a separate check.	Yes			If it needs to be a separate check, you can create multiple checks within a batch	4	
5	Do you provide annual compensation statements? (i.e., Total Rewards Statements) Is this included or extra?	Yes			This is part of our Performance/Compensation Module	4	Total
6	Please describe any administrative services you provide to support education assistance or tuition reimbursement.	Yes			If it is something you are providing we could include this as a line item on checks	4	20

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Benefit Administration

#	Item	Vendor Responsibilities	STANDARD	NON-STANDARD	NOT SUPPORTED	Score	NOTES
1	Covered Populations	Provide administration support as required for the populations of employees			Yes	0	Third party benefit broker
		Fully automate all downstream processes based on input data	Yes			4	Implementation done with broker
		Develop pre-built data validations to capture invalid data sent by client	Yes			4	Implementation done with broker
		Provide online audit report of data changes	Yes			4	
		Maintain archived records for former employees	Yes			4	
2	Covered Plans	Enrollment and participant support for:				0	
		— Health care plans (medical, dental, vision, prescription drug, etc.)	No			0	Third party benefits broker
		— Life and Accidental Death and Dismemberment (AD&D) plans	No			0	Third party benefits broker
		— Disability plans (Short Term Disability, Long Term Disability)	No			0	Third party benefits broker
		— Flexible spending accounts and Health Reimbursement Account (Please note if you work with Flores our HRA vendor)	Yes			4	We have our own FSA and HRA. We also integrate with other providers
		— Other plans such as business travel accident, prepaid legal, etc.	No			0	N/A
3	Eligibility Determination	Support core eligibility rules for client’s benefits, plans, options and eligibility rules	No			0	Third party benefits broker
		Support waiting periods	No			0	Third party benefits broker
4	Enrollment Support	Collect enrollment elections	Yes			4	
		Monitor elections requiring evidence of insurability and communicate to participants accordingly	No			0	Third party benefits broker
		Accept and retain beneficiary designations	Yes			4	Can be housed in the software
		Produce and distribute confirmation statements (paper or email)	Yes			4	Both
		Send summary of enrollment elections to carrier (via electronic files)	Yes			4	
		Collect supporting documentation for qualified status changes	Yes			4	
5	Deduction Processing	Calculate payroll deductions based on enrollment elections	Yes			4	
		Calculate retro payroll deductions as needed for late enrollments	Yes			4	
		Notify client of employee elections and deductions	Yes			4	
6	Premium Reporting	Produce standard premium reporting	Yes			4	
		Follow standard processing rules using the 15 th of the month and retroactive rules	Yes			4	



7	Event Processing	Calculate premiums based on current eligibility	Yes	4	
		Produce scheduled report to summarize premium for period	Yes	4	
		Produce scheduled report to provide participant-level detail supporting premium calculations	Yes	4	
		Notify client regarding premium payment amounts via scheduled report or on-line access to report	Yes	4	
		Support standard status events, using governed section 125 rule interpretation	Yes	4	
		Process client selected status events:		0	
		— New hire / rehire	Yes	4	
		— Family status change	Yes	4	
		— Change of residence	Yes	4	
		— Leave of absence	Yes	4	
		— Termination	Yes	4	
		— Disability	Yes	4	
		— Death	Yes	4	
		— Retirement	Yes	4	
		— Qualified Medical Child Support Orders (QMCSOs) based on instructions received from client	Yes	4	
		— Salary updates	Yes	4	
		— Age-based coverage updates (e.g. age-based life insurance reductions)	Yes	4	
		Notify employer of changes to payroll deductions	Yes	4	
		Notify carrier of changes in status	Yes	4	
		Notify participants of changes in coverage or cost via paper or email	Yes	4	
8	QMCSO Administration	Receive qualified orders from client or client's legal counsel	Yes	4	Total
		Manage enrollment and eligibility determination in accordance with QMCSO rules	Yes	4	144

COBRA/HIPAA Administration

#	Item	Vendor Responsibilities	STANDARD	NON-STANDARD	NOT SUPPORTED	Score	
1	Covered Populations	Provide COBRA administration support as required for the following populations:	Yes			4	
		— Active employees	Yes			4	
		— Severees	Yes			4	
		— Terminated employees	Yes			4	
		— COBRA continuants	Yes			4	
2	COBRA Enrollment	Support COBRA decision-making process	Yes			4	
		Process COBRA elections	Yes			4	
3	COBRA Administration	Perform COBRA direct billing and collections	Yes			4	
		Track and remit premiums to employer monthly	Yes			4	
		Process annual enrollment and coverage changes	Yes			4	Total
		Track COBRA coverage periods and process COBRA coverage terminations	Yes			4	44



Customer Service Center

#	Item	Vendor Responsibilities	STANDARD	NON-STANDARD	NOT SUPPORTED	Score	
1	Security Maintenance	Generate passwords	Yes			4	
		Manage password changes for employees	Yes			4	
		Follow client-specific alternate security procedures, including dependent security procedures	Yes			4	
2	Call Handling	Provide toll-free number	Yes			4	
		Provide call routing system	Yes			4	
		Call routing services available 24x7x365	Yes			4	
		Identify caller's employer via authentication process	Yes			4	
		Provide customer service representatives (CSR's)	Yes			4	
3	Service Center Hours	Provide representatives 7:00 a.m. – 5:00 p.m. Eastern Time Zone, Monday through Friday at a minimum	Yes			4	
4	IVR Services	Provide standard 800 number and greeting	Yes			4	
		Authenticate user ID and password	Yes			4	
		Allow for password changes	Yes			4	
		Provide client-specific broadcast messages as needed	Yes			4	
		IVR service available 24x7x365, except for scheduled maintenance	Yes			4	
5	Representative Assisted Services (i.e. Tier I Services)	Provide support for the following inquiries:				0	
		— Internet navigation support	Yes			4	
		— General plan information	Yes			4	
		— Eligibility determination	Yes			4	
		— Current coverage	Yes			4	
		— Plan rates	Yes			4	
		— Administrative rules	Yes			4	
		— Claim filing procedures	Yes			4	
		Provide support for the following transactions:				0	
		— Password maintenance	Yes			4	
		— Enrollment support	Yes			4	
		— Life event processing	Yes			4	
		— Assisted transfers to third parties	Yes			4	
6	Advocacy Services (i.e. Tier II Services)	Assist employee in filing claims with carriers	No			0	Broker related
		Assist employee with resolving disputes with carriers	No			0	Broker related
		Facilitate and participate in calls between carrier and employee	No			0	Broker related
7	Call Monitoring	Quality monitoring and evaluation of customer service representatives	Yes			4	
		Provide client with call monitoring results	Yes			4	
8	Call Tracking	Record all incoming and outgoing employee and administrator calls	Yes			4	
9	Case Management	Log any unresolved calls for additional research and/or processing	Yes			4	
		Log all incoming correspondence	Yes			4	
		Interact with participant, employer, carrier, and/or consultant as required to resolve open items	Yes			4	
		Date/time stamp cases upon establishment and resolution	Yes			4	Total



10	Performance Reporting	Provide summary of performance, including call handling and case management	Yes	4	132
----	-----------------------	---	-----	---	-----

Internet Services

#	Item	Vendor Responsibilities	STANDARD	NON-STANDARD	NOT SUPPORTED	Score
1	Benefit Portal	Provide standard portal configuration (client logo with standard layout)	Yes			4
		Provide standard URL with re-direct option	Yes			4
		Provide client logo and Client defined text after log-in page	Yes			4
		Provide links to relevant third-party website URL’s and documents (i.e. carriers)	Yes			4
		Provide administrative portal for online reporting, proxy access, SLA view, and data validations	Yes			4
2	Availability	Services available 24x7x365	Yes			4
3	Security	Username and password security	Yes			4
		Role-based security for access by users and client administrators	Yes			4
4	Inquiry Support	Provide general plan information	Yes			4
		Provide participant demographic information	Yes			4
		Provide health and welfare plan general information (client-specific)	Yes			4
		Provide administrative rules	Yes			4
5	Transaction Support	Full transactional review/update of personal information, dependent data, beneficiary data, benefit elections and online support for help	Yes			4
		Standard online confirmation statements	Yes			4
		Custom authentication and re-set functionality	Yes			4
		Password changes	Yes			4
		H&W plan enrollment and elections	Yes			4
		Life event processing	Yes			4
		Reimbursement account elections	Yes			4
		COBRA elections	Yes			4
6	COBRA Support	Summary of elections viewable online	Yes			4
		Track COBRA eligibility periods	Yes			4
7	Contact Information	Provide client-specific third party contact information, including URLs, phone numbers, and group numbers	Yes			4
8	Employee Communications	Provide client-specific announcement capability	Yes			4
		Provide electronic email alerts	Yes			4
						Total
						100

Data, Reports and Interfaces

#	Item	Vendor Responsibilities	STANDARD	NON-STANDARD	NOT SUPPORTED	Score
1	Data Sources – Health and Welfare Plans	Load employee and dependent data and changes to enable IVR, internet, and customer service support	Yes			4
		Communicate eligibility and enrollment data to carriers	Yes			4
		Communicate indicative and payroll data changes with client	Yes			4
		Provide online ability for client to pull own payroll data changes	Yes			4



2	Data Sources – COBRA Administration	Provide ability to generate payroll interface online	Yes	4	Total 36
		Collect data and initiate COBRA processing	Yes	4	
3	Data Transmission Methods	Accept changes via electronic interface using secure FTP and PGP encryption	Yes	4	
4	Management Report	Provide operating volume statistics, including call volumes, internet usage and enrollment status changes	Yes	4	
		Provide online access to standard set of reports configured with ability to complete adhoc reporting	Yes	4	

Annual Enrollment and Changes

#	Item	Vendor Responsibilities	STANDARD	NON-STANDARD	NOT SUPPORTED	Score	
1	Annual Enrollment – Normal Changes	Accept and load contribution rates and premiums	Yes			4	
		Accommodate “minor” changes in plan designs (e.g. add an option)	Yes			4	
2	Annual Enrollment – Major Changes	Accommodate “major” changes in plan designs	Yes			4	
3	Reporting	Complex reporting needs outside of standard and ad hoc reporting. Specifically, Benefits Dashboards to track status of enrollments. Please provide a listing of your standard benefits reports.	Yes			4	We would provide a full list of standard/custom reports during implementation
4	ACA Reporting	Provides Standard standard ACA compliant reporting. List any limitations and if this is additional or included.	Yes			4	Included
						0	Total
						0	20



Ben Admin Reporting & Services

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Benefits Administration		Responses	Score	
1	Briefly outline the solution (infrastructure, platforms, software systems, etc.) used to deliver benefits administration services.	We have an internal BenAdmin tool. We also have the ability to partner with other BenAdmin tools such as Employee Navigator, Ease, or Bswift	1	
2	Was the software used in your solution developed internally? If not please explain.	Yes	1	
3	How long has the current solution been in place and how are upgrades scheduled and how often?	8 years. Regular updates to the software. Those are passed through to our clientsa at no cost.	1	
4	Describe the solution enhancements you have planned over the next 12 months.	The ability for brokers to go in and change pieces of the plan rather than having to connect with Paylocity to do so	1	
5	Describe your maintenance and backup procedures.	Done weekends and in the middle of the night. Data is backed up on 6 servers throughout the country	1	
6	How does your solution differ from those of your competitors?	Home grown	1	
7	Describe your self-service website including available configurations without coding or customizations.	Ability to include plans, decision support to assist employees around benefits being offered. We would work directly with your Benefit Broker to bring the plans into the system	1	Total
8	Describe your decision support capabilities for self service benefits enrollment.	Employees would fill out a short questionnaire and using AI we would provide the plan that suits their needs the best	1	
9	What are your single sign-on capabilities?	Benefit Administration is a single sign on regardless of whether you are using our product or a third party	1	9
Implementation		Responses	Score	
1	What is your timeframe to implement a client that is considered to be you average client size?	8-12 weeks	1	
2	Describe the resources and time commitment required from the client during implementation.	Training for administrators of the software. Time to deploy the adoption kits to the employee base. 2-3 hours per week, 20-30 hours total.	1	
3	Describe the roles and responsibilities of each of your implementation team members?	Subject matter expert for each of the products as well as an Implementation Coordinator who would act as a liason between the client and Subject matter experts	1	
4	How long is implementation support provided after go-live?	Typically 2-3 payroll processings or until you are comfortable being moved to our service team	1	
5	What is your process for gathering and receiving client approval of requirements?	Provide a list of employee demographics, as well as company information to provide to our Implementation Coordinator to build out the software.	1	
6	How is testing conducted during implementation?	We do 2-3 test payrolls before going live. We also help with dual maintenance until go live date	1	
7	How do you ensure the accuracy of solution data before go-live?	We do 2-3 test payrolls before going live. We also help with dual maintenance until go live date	1	Total

8	Provide an example of a standard implementation plan and annual enrollment timeline.	12 week implementation timeline. We would work closely with your broker to bring in benefit plans into the software and then deploy it to your workforce.	1	8
---	--	---	---	---

Ongoing Support		Responses	Score	
1	Explain your approach to ongoing support and configuration.	You will have a dedicated account manager who will be able to assist you	1	
2	Will there be a single point of contact for the client?	Yes	1	
3	Describe your process for handling carrier files and reconciliations.	There are EDI feeds for Carrier files. The software also has the ability to reconcile. This is something we'd also work with your broker on.	1	
4	Describe your premium invoicing capabilities.	We have the ability to do this on the current platform	1	
5	How are required notices (HIPAA, COBRA Initial Rights, etc.) handled thru your solution?	These would be through Benefits module workflows.	1	
6	What is the process for managing Evidence of Insurability?	The mobile app and Employee Self Service function in desktop have virtual insurance cards. Also they would have physical insurance cards	1	
7	Does your solution offer a test environment to ensure changes are correct prior to implementation?	Yes	1	
8	How are major (new carriers) and minor (new medical rate) changes handled and priced?	We would work with your broker as plans change.	1	Total
9	Describe your Disaster Recovery Plan.	This can be furnished from our IT Department	1	9

Reporting		Responses	Score	
1	What are the standard reports your solution provides? Please provide a list.	We have hundreds of standard reports in our solution	1	
2	Does your solution offer ad hoc custom reporting capability?	Yes	1	
3	Are all fields available for reporting purposes?	Yes	1	
4	Can reports be scheduled or delivered on a regular basis as defined by the user?	Yes	1	
5	What formats can reports be exported to? (i.e., MS Word, MS Excel, CSV, PDF, etc.)	PDF, Excel, CSV, Powerpoint, Word	1	Total
6	Does your solution offer Point-In-Time reporting? If yes please describe.	Yes, you can pull reports from any date range or any point in time	1	6

Customer Service Call Center		Responses	Score	
1	Provide your organization's approach to customer service. Include what services are considered in-scope vs. out-of-scope.	You have an implementation coordinator through implementation. You are then assigned an account manager who is your main point of contact. If you can't reach them you have a pod of 6-7 people who are on their team and can assist.	1	
2	Provide your standard hours.	8am-8pm CST	1	
3	Do you offer extended hours during Annual Enrollment or other special windows?	Yes	1	

4	Do you offer language support (i.e., language line, bilingual representatives)?	Yes	1	
5	How are incoming mail and faxes logged? Do you use an imaging system?	Yes, the system recognized based on phone number and email address of the client communicating with us and it routes that to the specific team	1	
6	Describe your case management system.	There are specific SLAs depending on what the specific case entails	1	
7	Do you offer email as a media of communication?	Yes	1	
8	Do you offer chat capabilities? What are the contact methods (online, phone, etc.)?	Yes- All of the above	1	Total
9	Do you use virtual agents to answer questions? Is AI used to surface and summarize information?	AI services are an available option. We do have AI Assist for self service that you can type in questions and it can find the information for you.	1	9

COBRA Administration		Responses	Score	
1	Please describe whether COBRA is administered internally, and if so, on what system. If not, whether you have a preferred partner and how you support successful integration with that partner.	Yes, this is internal. This would be Paylocity's proprietary Beneflex platform	1	
2	How many COBRA administration clients do you have?	Over 10,000	1	
3	How many years have you provided COBRA administration?	28 years	1	
4	How are COBRA notifications handled?	Those are automated based on workflows.	1	
5	Does your system allow data to be exported to a third party COBRA administrator?	Yes	1	Total
6	Please describe all of your capabilities regarding COBRA administration.	This administers the plan and sends the correspondence to the individual on where to apply and where payment should be made	1	6

Attachments

0

Instructions:

* Provide attached documentation requested. List the Tab name, Heading, Requirement Number and Detail of the Attachment.

Tab Name	Heading	Requirement Number	Detail of the Attachment
----------	---------	--------------------	--------------------------

Capabilities Assessment

Instructions

- * Provide a written response to the open ended question in the feature/requirements questionnaire.
- * Existing is defined as the feature/requirement is currently in use. If you require a fee, please make note of any and all fees.
- * Custom is defined as the feature/requirement is not currently in use. Additional costs involved to implement and maintain.
- * Future is defined as the feature/requirement is planned for future release and any associated implementation and testing.
- * Third Party is defined as a company, other than the Vendor, that provides the feature/requirement. Please make note of any additional costs involved to implement and maintain.
- * Not Available is defined as the Vendor does not provide the feature/requirement.
- * Utilize the response/notes section to further describe the feature/requirement requested to do so by the requirement. Any request for a fee should be included with the tab name, requirement number and section number.
- * Refrain from altering the font, font color, size and spacing.

Questions or select the appropriate drop down choice using the following guidelines when completing the

part of the current system and is delivered without additional charge. If the feature is "Existing", but would
in the notes section.

can be met with custom programming enhancing the features of the current system. Please make note of any
in this feature as well as additional implementation time.

planned enhancement to the current system to be delivered in a future release. Please note the planned date of
/or maintenance fees that will be required.

he Vendor, has developed programming satisfying the feature/requirement that interfaces with the system.
to implement and maintain this feature as well as additional implementation time.

plan to add the feature/requirement to the current system and to the Vendor's knowledge no other company

cribe any feature or when one (1) of the above sections would not apply completely and when specifically
isted Attachments must be provided in electronic format (Word preferable) and placed on the Attachment tab
on.

d cell shading in any field.

	Responses	External Vendor/Partner
Primary contact for this proposal:	Company Headquarters: 2120 Park Place, El Segundo, CA 90245 Primary Contact: Lindsey Gerber, Proposal Team Manager, (310) 971-9588, bids@neogov.net	
(a) Title:	Proposal Team Manager	
(b) Email address:	bids+submissions@neogov.net	
(c) Direct phone number:	310-971-9588	
(d) Mobile number:	N/A	
(d) Fax number:	310-426-6305	
Company's legal name:	Governmentjobs.com, Inc.,d/b/a NEOGOV	
Company's address:	2120 Park Place, Ste 100 El Segundo, CA 90245	
Company website address:	https://www.neogov.com/	
Is company, any parent company or holding company publicly traded?	N/A	
(a) If Yes, what is the applicable stock symbol?	N/A	
In the previous three (3) years, how much has the company invested in network & system development?	Our plan for future growth is directly aligned to our mission and reflected in our long-term product roadmap, which consists of	
In the each of the previous three (3) years, what was your client retention rate?	Customer retention rate is 93% after years 1 and 3, and 95% after years 5 this includes unimplemented customers.	



	Responses	External Vendor/Partner
How many clients do you have on this comprehensive technology and services platform? In addition, are all clients on the same version of the software? Please describe this in full detail including your release schedule for new versions of your software.	NEOGOV is dedicated to the ongoing maintenance and enhancements of its products and services. We have a defined an aggressive enhancement release schedule for rolling out new product features and capabilities on an ongoing basis to our customers. Each enhancement release includes updates user guides and written communication to our customers about the new features as well as online trainings of the new features and updated user documentation. NEOGOV's process to announce upgrades is to generate an email outlining new system capabilities and a description on how to utilize the functionality. Customers are notified via email of the new items and the process in which to use the functionality. One of the benefits in selecting the NEOGOV platform is that new organizations are able to implement a system that is fully tested and is already in production use by more than 6,000 customers nationwide. Under the Software as a Service (SaaS) model, all customers utilize the same code-base and hosting services, thus the system has to exceed the performance requirements of any one customer and in fact has to exceed the requirements of all of our customers combined. The customers always have access to the most recent enhancements and the latest "version" of Neogov.	
What is average client size on this comprehensive technology and services platform?	Our clients range in size from 200 to over 20,000 employees.	
How many clients do you have in the Local Government industry? Please list 3 references preferably in the State of Maine or in New England that are Local Government and roughly the same size as the City of Biddeford.	We have over 6000 public sector clients with over 2500 being local government agencies. Please refer to the reference section for specific examples of customers in Maine, New England and others included in our PDF file.	
What is the average size of your Local Government clients?	Our clients range in size from 200 to over 20,000 employees.	
How many employees does your company have?	800+	
(a) How many of those employees and/or outside resources are dedicated to software development?	We currently have 309 employees dedicate to product development.	
(b) How many of those employees are dedicated to customer service?	51	



	Responses	External Vendor/Partner
(i) Where are the customer service employees physically located?	• NEOGOV support centers are located in the US in Utah. • CSM's (Customer Success Managers) are available 8:00am - 5:00pm ET/CT/MT/PT via scheduled appointment, email, and as openings permit • Service desk staff are available Monday - Friday, 5am – 5pm PST for phone support via phone, email, and chat • Free, 24/7 access to Neogov Communities (our online knowledgebase) for articles, video tutorials, webinar sign-ups, and recordings. Our Neogov Communities also gives you the ability to communicate with other Neogov customers via question and answers postings	



	Responses	External Vendor/Partner
Please select the products and services your company provides: (If an external vendor/partner is used, list vendor/partner in the last column)	.	
Recruiting/Applicant Tracking	x	
Onboarding	x	
Background checks	x	
Drug testing	.	
Employee data management (HCM, expanded HR related fields)	x	
Time & attendance software	x	
Timeclocks	x	
Payroll software	x	
Payroll processing service	x	
Tax filing service	x	
Garnishment payment service	x	
Compensation management software	x	
Performance management software	x	
Learning management/training software	x	
Leave administration software	x	
Leave administration service	x	
Benefits administration software	x	
Benefits administration call center	x	
COBRA administration	.	
FSA/HSA/HRA administration	.	
Health and welfare brokerage services	This is not supported within NEOGOV's HRIS Tool.	
Retirement administration	x	
Unemployment administration service	This is not supported within NEOGOV's HRIS tool.	
Workers compensation brokerage	.	
Workers compensation administrative service	.	
Do we have the ability to "test drive" your software in an environment, if requested, during the software demonstrations?	yes	
How do you differentiate yourself from your competition? 300 words or less	NEOGOVS is uniquely positioned as the only fully integrated, cloud-based Human Capital Management (HCM) platform built	



Fees and Billing

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Functions	One-Time Costs	Ongoing/Annual Costs	Notes
Core HR (Technology)	One-Time Setup Cost: Core HR Setup Services (Year 1): \$6,000.00	Annual Subscription Costs: YearAmount Y1- \$8,285.40 Y2- \$11,047.20- Y3-\$14,499.45 Y4- \$15,327.99 Y5- \$16,156.53 Total over 5 years: \$65,316.57	
Payroll (Technology)	Payroll Setup (One-Time Cost in Year 1) Setup Fee: \$6,000.00	Payroll Subscription – Annual Costs YearAmount Y1-\$14,424.60 Y2-\$19,232.80 Y3-\$25,243.05 Y4-\$26,685.51 Y5-\$28,127.97 5-Year Total: \$113,713.93	



Payroll (Services-Tax Filing)	Setup Fee: \$0.00	Payroll Services (Tax Filing) – Annual Costs	
		YearAmount	
		Y1\$19,219.20	
		Y2\$25,625.60	
		Y3\$33,633.60	
		Y4\$35,555.52	
		Y5\$37,477.44	
		5-Year Total: \$151,511.36	
Time and Attendance (Technology)	Time & Attendance Setup (One-Time Cost in Year 1) Setup Fee: \$5,625.00	Time & Attendance – Annual Subscription Costs	
		YearAmount	
		Y1\$11,163.60	
		Y2\$14,884.80	
		Y3\$19,536.30	
		Y4\$20,652.66	
		Y5\$21,769.02	
		5-Year Total: \$88,006.38	
Benefits Administration (Technology)	Benefits Setup (One-Time Cost in Year 1) Setup Fee: \$6,000.00	Benefits – Annual Subscription Costs	
		YearAmount	
		Y1-\$6,599.40	
		Y2-\$8,799.20	
		Y3-\$11,548.95	
		Y4-\$12,208.89	
		Y5-\$12,868.83	
		5-Year Total: \$52,025.27	
Benefits Administration (Services)	NEOGOV does not include Benefit services.		



COBRA Administration (Services)

NEOGOV does not support COBRA at this time. If you have a third party vendor for Cobra Administration, Neogov can provide demographic files to these vendors. However, Neogov does not have the ability to track inactive employees as active participants in any benefit plan. Depending on the complexity and level of professional service hours necessary, custom feeds may incur additional fees.

FSA/HSA/HRA Administration (Services)

Through reporting we can send demographic files to those vendors but we do not offer support services.

Applicant Tracking/Recruiting (Technology)

Insight Setup (One-Time Cost in Year 1)
Setup Fee: \$3,465.00

Insight (ATS) – Annual Subscription Costs

Year	Amount
Y1	\$7,408.20
Y2	\$9,877.60
Y3	\$12,964.35
Y4	\$13,705.17
Y5	\$14,445.99
5-Year Total: \$58,401.31	



Onboarding (Technology)	Onboard Setup (One-Time Cost in Year 1) Setup Fee: \$2,079.00	Onboard – Annual Subscription Costs YearAmount Y1-\$6,482.40 Y2-\$8,643.20 Y3-\$11,344.20 Y4-\$11,992.44 Y5-\$12,640.68 5-Year Total: \$51,102.92
Compensation Management (Technology)	This is not included.	
Performance Management (Technology)	5-Year Total: \$85,934.64 Perform Setup (One-Time Cost in Year 1) Setup Fee: \$3,399.00	Perform – Annual Subscription Costs YearAmount Y1-\$10,900.80 Y2-\$14,534.40 Y3-\$19,076.40 Y4-\$20,166.48 Y5-\$21,256.56
Learning Management/Training (Technology)	The City is currently using Included within Core HR and/or Time & Attendance Leave Admin Services not included. NEOGOV can produce a report to assist with OSHA reporting, but we currently do not have a standard OSHA report or incident tracking.	
Leave Administration (Technology)		
Leave Administration (Services)		
OSHA Safety Incidents (Technology)		



Unemployment Administration (Services)	NEOGOV can report wage data for Unemployment purposes. Please note that NEOGOV does not support the tracking, determination, and payments of Unemployment purposes at this time.
Drug Testing (Technology)	Custom user fields can be created on the position level to outline drug testing and other testing requirements. These custom user fields can be established as drop-down selection, manual entry, or check box indicators. All custom user fields are tracked and reportable. Testing and results can be manually entered or through a created form in Onboard and eForms. In Insight, custom form fields can be configured to include drug test and other test requirements during the application process. NEOGOV maintains active partnerships with several vendors providing background check services and can provide you with discounted services as well as direct integration with Insight if desired. Dependent on the current vendor and/or integration requirements, additional costs may apply. Please refer to our full list of



Drug Testing (Services)

NEOGOV maintains active partnerships with several vendors providing background check services and can provide you with discounted services as well as direct integration with Insight if desired. Dependent on the current vendor and/or integration requirements, additional costs may apply.
Please refer to our full list of partners here:
<https://www.neogov.com/marketplace#viewall>

Background Checks (Services)

NEOGOV maintains active partnerships with several vendors providing background check services and can provide you with discounted services as well as direct integration with Insight/OHC if desired. Dependent on the current vendor and/or integration requirements, additional costs may apply.

List other technology or services below



Support & Business Continuity

Instructions:

- * Provide Pricing for 346 full time and part time employ
- * List one-time (e.g., implementation fees, etc.) as well
- * Provide bundled fee pricing and which items are inclu
- * Provide a detailed description of the billing process.

Implementation

- 1 What methodologies or resources do you use for capturing the current HR processes?

2 What is the workflow for implementation?

3 Please provide a sample implementation timeline and/or project plan.

4 Is implementation managed by a single contact or separate contacts per component?

- 5 What are the core qualifications of an implementation project manager? What are the qualifications of an Implementation Consultant?
- 6 Is a separate technical contact/systems developer included on the implementation team?

- 7 What measures are taken to ensure the implementation timeline is adhered to? When the client causes the delay? When the vendor causes the delay?
- 8 Describe the composition of the implementation team, including the roles and responsibilities for each member.

9 When does the implementation/project manager cease to be the primary contact for the client?

10 Who does the client contact for additional setup and general assistance after implementation is complete?

11 What is your communication/meeting protocol during implementation?

12 All virtual meetings require the use of Microsoft Teams. Confirm that you agree to this in the Response column.

- 13 How long does a typical implementation last?
Please use Onboarding, Core HR, Time and Attendance, Payroll, Payroll Tax Filing Services, Employee/Manager Self Service, Benefits as the proposed timeline.

Support

- 1 Does your implementation process include
- a. How is the training provided? In-person, online, webinar, etc.?

2 When adding additional components after implementation, is the training on that component included?

a. How is the training provided? In-person, online, webinar, etc.?

3 What ongoing training and/or self-service support is available (this does not include technical support)?

4 Is training provided on a standard/demo system, the client's configured/customized system or a combination of both? In addition, do you provide a training and production environment? How is the training environment updated?

5 How would the administrator receive support (e.g., process flow change)? (i.e., phone, call center, online case mgmt.)

a. What are the hours and contact methods (online, phone, etc.)?

b. What is the average turnaround time frame to process the process change/request?

6 If the client's administrator is replaced, describe the training process the administrator would receive.

7 How would managers receive support (e.g., report help)?

a. What are the hours and contact methods (online, phone, etc.)? Vendor has multiple contact methods.

b. What is the average response time frame? Vendor can show this information.

- 8 Vendor has support, including priority support for urgent cases? How would employees and managers receive support?

a. What are the hours and contact methods (online, phone, etc.)? Vendor support is available during Eastern Hours day time.

9 Do you record support calls, track calls and incidents?

Security & Business Continuity

1 Is your solution SSAE compliant?
a. Please provide the most recent audit report (SOC1 & SOC2) for your system.

- 2 For SaaS and hosted solutions, do you host your own software or use a third-party hosting vendor?
 - a. If third-party, who is the third-party vendor? (answer other related questions regarding the vendor)
- 3 How is the user connection (web interface) secured?
 - a. Who is responsible for resetting passwords (i.e., client, vendor)
- 4 How does your solution ensure data integrity and external threats to data security?
 - a. If your solution includes separate databases, file feeds, and/or APIs, what security features are in place for each of those transactions?

- 5 What is your disaster recovery plan?
- 6 Over the past 12 months, has your solution experienced any service outage (scheduled or non-scheduled) greater than two hours?
- a. If so, how did your organization communicate with clients regarding this outage?
- 7 How has your organization ensured technical compliance with HIPAA data security requirements for e-PHI (e.g., automatic logoff, secure email, etc.)?
- 8 Over the past 12 months, have any of your clients experienced a breach (even non-HIPAA defined breaches) of employee data (even non-PHI)?
- a. Was the breach due to a client mistake (i.e., poor user password or non-protected file upload)?
- b. If it was an error with your system, was the issue systemic in nature that required a patch?
- i. If so, how quickly was the patch developed and applied/distributed?
- 9 Does your system impose base password complexity/change frequency requirements on all clients?

- a. Can clients require additional complexity/change frequency for their user passwords?

10 Does your solution log all logon attempts including failed attempts?

- a. What data is recorded in the error log?
- b. Does your organization review this error log or is it only made available to the customer?

11 Single Sign On and MFA that works with Microsoft Authenticator.

12 Provide a brief description of the security measures you provide in your hosting and/or SaaS environment. In addition, please describe where the data center is located. Would all data be stored within US Data Centers?

ees for the software, technology and services listed below.
as ongoing or annual costs.
ided in the bundle, if applicable.

Responses**Score**

NEOGOV employs a structured, collaborative methodology to capture and assess current HR processes at the onset of implementation. This begins during the Kickoff and Discovery phases, where we engage key stakeholders across Human Resources, Payroll, Benefits, Finance, and IT in guided discovery sessions. These sessions occur multiple times per week to ensure we thoroughly document existing workflows, pain points, and business rules.

Our implementation consultants lead these sessions using pre-defined frameworks and templates, including a Pre-Implementation Questionnaire, Internal Process Analysis guides, and an Implementation Workbook—all designed to prompt agencies to reflect on how they currently manage onboarding, time tracking, payroll, benefits, evaluations, and compliance.

1

During Discovery, we explore whether the agency operates under a centralized or decentralized structure, the roles of managers in processes, and areas where workflows could be reimaged using automation. We also assess current data structures and compatibility with NEOGOV's Core HR system, preparing agencies to gather data from legacy platforms.

Following Discovery, we move into the Data Consultation phase, where we validate organizational models and cross-functional data needs to ensure the new system configuration aligns with current operations while optimizing for best practices.

NEOGOV follows a structured and proven implementation workflow designed specifically for the public sector, ensuring clarity, accountability, and project success. Our standard implementation workflow includes the following key phases:

Kickoff

We begin with a formal kickoff meeting to introduce stakeholders, define roles and responsibilities, review the project timeline, and confirm goals and success criteria.

Data Consultation & Education

We assess your legacy data and organizational model to align data attributes with NEOGOV's platform. This ensures informed decisions on data structure and readiness for migration.

Discovery

1

Through a series of collaborative sessions with key departments (HR, Payroll, Finance, Benefits, IT), we document your current processes, identify pain points, and define configuration requirements.

Data Gathering

After Discovery, our Data Specialist works with your team to extract and validate initial "seed data" from legacy systems. This data is required before configuration can begin.

Scope Finalization

Based on Discovery outcomes, we define the system configuration scope, establish a detailed timeline, and secure mutual agreement before proceeding to build.

Active Implementation

NEOGOV’s standard implementation timeline for a full-suite deployment—including Core HR, Payroll, Time & Attendance, and Benefits—typically spans 12 to 16 weeks. The project begins with a formal kickoff meeting in week one to introduce stakeholders, review roles and responsibilities, and align on goals. During the first two weeks, we conduct a data consultation to assess the current organizational structure and legacy data readiness.

From weeks two through four, we lead in-depth discovery sessions with key stakeholders across HR, Payroll, Finance, Benefits, and IT to define business requirements and identify process improvements. By weeks four and five, we begin data gathering to collect and validate initial “seed” data, which is required before configuration can begin. Once discovery and data preparation are complete, we finalize the scope and timeline of the project around weeks five to six. The active implementation phase follows, generally between weeks six and ten, where NEOGOV configures the system according to your specifications. During this phase, system administrators also receive training and participate in configuration review sessions. From weeks ten to twelve, we conduct system testing and payroll parallel runs to validate outputs against your legacy system.

Pre-launch occurs around week thirteen, during which final data is loaded into the production environment and the system is locked for final setup. Go-live typically occurs in week fourteen, with the system fully launched and your

NEOGOV assigns a dedicated Project Manager as your single point of contact to oversee the entire implementation and ensure cohesion across all modules. In addition to the Project Manager, you’ll also work with specialized Implementation Consultants for each functional area—such as Core HR, Payroll, Benefits, and Time & Attendance—who serve as subject matter experts and provide hands-on guidance throughout configuration and training. This structure ensures both centralized coordination and expert-level support for each component of your solution.

1

1

NEOGOV's Implementation Project Managers are seasoned professionals with extensive experience leading complex, multi-module deployments in the public sector. Their core qualifications include formal training in project management methodologies (such as PMP or Agile frameworks), deep understanding of HRIS workflows, and proven success in managing timelines, stakeholder communication, and risk mitigation. They are responsible for overseeing the full project lifecycle—from kickoff through go-live—and serve as the primary point of contact, ensuring alignment, accountability, and milestone adherence.

Implementation Consultants are product-specific subject matter experts who guide the functional setup, configuration, and training for each module. Their qualifications include expertise in HR, Payroll, Time & Attendance, or Benefits administration, as well as hands-on experience with NEOGOV's platform. Consultants are adept at translating business requirements into system design, providing best-practice recommendations, and supporting data validation and testing. Many also have backgrounds in public sector HR operations, enabling them to offer practical insights tailored to government agencies.

1

Yes. NEOGOV includes a dedicated Data/EDI Specialist on the implementation team when projects involve data migration, integrations, or complex technical requirements. While your primary point of contact remains the Project Manager, the Data/EDI Specialist provides hands-on technical support for data extraction, file formatting, and system integration needs. This role ensures that technical tasks are executed accurately and in alignment with your IT and legacy systems, while allowing Implementation Consultants to focus on functional configuration and training.

1

NEOGOV follows a structured, milestone-driven implementation plan supported by weekly status meetings, clear deliverables, and detailed project documentation to ensure the timeline remains on track. A dedicated Project Manager proactively monitors progress, facilitates decision-making, and escalates risks early to minimize disruptions. When delays are caused by the client—such as missed data deadlines, unavailable resources, or competing priorities—NEOGOV works collaboratively to realign timelines, but may adjust the project schedule based on resource availability to prevent downstream impacts. Conversely, if delays are caused by NEOGOV, we take full accountability and reallocate internal resources as needed to regain momentum. Open communication, documented change control procedures, and mutual commitment to responsiveness are key to maintaining timeline integrity and ensuring a successful launch.

1

NEOGOV assigns a cross-functional implementation team tailored to the scope of your project. The core team typically includes:

Project Manager: Serves as the primary point of contact and is responsible for overseeing the entire implementation lifecycle. The Project Manager coordinates timelines, facilitates meetings, manages risks, and ensures alignment across all workstreams.

Implementation Consultants: These are subject matter experts for each module purchased—such as Core HR, Payroll, Benefits, or Time & Attendance. They lead discovery sessions, configure the system based on your requirements, provide best-practice guidance, and deliver administrator training.

1

Data/EDI Specialist: This technical resource supports data extraction, transformation, and loading (ETL) activities, as well as any integration requirements with legacy systems or third-party applications.

Account Executive: Although not involved in the day-to-day execution, the Account Executive ensures the project stays aligned with contractual terms and supports future product expansion or add-on modules.

Together, this team delivers a structured and collaborative implementation experience, with a strong focus on public sector needs, technical accuracy, and user adoption.

The NEOGOV Implementation Project Manager remains the primary point of contact throughout the entire implementation lifecycle, including go-live and the initial stabilization period. Once the system has successfully launched and the client has processed approximately 2–3 live payrolls or completed their first full operational cycle, the project transitions to NEOGOV’s Customer Support team. At that point, the Implementation Project Manager formally hands off the account, and Customer Support becomes the client’s day-to-day resource for ongoing assistance, issue resolution, and system guidance.

1

After implementation is complete and the system has gone live, the client is transitioned to NEOGOV’s Customer Support team for all ongoing assistance. This team serves as the primary point of contact for additional setup needs, general support, troubleshooting, and system guidance. Clients can reach Customer Support via phone, email, or through the Help Desk portal. The support team is staffed with experienced professionals who are familiar with NEOGOV’s full product suite and are available to assist with questions, configuration adjustments, and best practice recommendations as needed.

1

NEOGOVS follows a structured communication protocol to ensure transparency, alignment, and accountability throughout the implementation. At the project outset, we conduct a formal kickoff meeting to introduce the team, establish roles, and review the implementation timeline. From there, we hold weekly status meetings led by the assigned Project Manager to review progress, address open items, and prepare for upcoming milestones. Additional working sessions are scheduled as needed based on module complexity (e.g., HR, Payroll, T&A) and the client’s availability.

1

All meetings are documented with action items and shared updates to ensure clear communication and timely decision-making. The Project Manager also maintains regular email communication between sessions and uses a shared project management platform (e.g., GuideCX) to track deliverables and keep all stakeholders informed. This collaborative approach keeps the project on track and ensures that both functional and technical teams remain aligned.

Google Meets is typically used for Implementation calls but if customers prefer to use their own Teams link, this can be done.

1

Total

For a full-suite implementation that includes Onboarding, Core HR, Time and Attendance, Payroll, Payroll Tax Filing Services, Employee/Manager Self-Service, and Benefits, the typical implementation timeline ranges from 12 to 16 weeks, depending on data readiness, client availability, and module complexity.

13

The process begins with a kickoff meeting in Week 1 to introduce stakeholders, establish project roles, and align on goals. In Weeks 1–2, NEOGOV conducts a data consultation to assess legacy systems and prepare for data extraction. Discovery sessions follow during Weeks 2–4, where we engage HR, Payroll, Benefits, and IT teams to capture current-state processes and define configuration requirements across all modules.

1

By Weeks 4–5, clients submit initial “seed” data for Core HR, Payroll, and Time, allowing us to move into Active Implementation between Weeks 6–10. During this period, NEOGOV configures the system, facilitates IC-level testing, and provides administrative training across all modules, including Benefits, Self-Service, and Onboarding.

From Weeks 10–12, we enter the Testing and Parallels phase, where your team validates Payroll, Time, and HR data through side-by-side testing with your legacy system. Once validated, we initiate Pre-Launch activities around Week 13, including refreshed data loads and final setup refinements. Go-Live typically occurs in Week 14, followed by two weeks of post-launch support as your team transitions into full

Support

Score

Training is one of the most critical components of any new NEOGOV will provide online training for ‘core’ staffing personnel users – this is a train-the-trainer approach. If customers prefer to have NEOGOV technicians and HR support staff train users outside of the train-the-trainer community, sessions can be added to address that user community. Most agencies opt for NEOGOV to provide comprehensive trainings for the core HR community (and in some cases agency training staff) so that they can then train the rest of the community on agency-specific practices.

1

1

When product enhancements are released, NEOGOV product teams host meetings to cover what has changed, and training material and release notes will be included in the Community.

If enhanced or tailored support is needed, our Professional Services team is available to provide expanded services such as onsite training, third-party integration support, or business process re-engineering. These services are scoped collaboratively with your agency and may incur additional costs depending on the complexity and requirements of the new module.

1

Additionally, customers have ongoing access to the NEOGOV Community, which includes on-demand video tutorials, quarterly product calls, user groups, and other resources designed to support long-term success well beyond the initial implementation.

NEOGOV will provide online training for 'core' staffing personnel users – this is a train-the-trainer approach. If customers prefer to have NEOGOV technicians and HR support staff train users outside of the train-the-trainer community, sessions can be added to address that user community. Most agencies opt for NEOGOV to provide comprehensive trainings for the core HR community (and in some cases agency training staff) so that they can then train the rest of the community on agency-specific practices.

1

NEOGOV provides a robust library of self-service training resources designed to support ongoing learning beyond initial implementation. This includes a variety of materials such as video tutorials, interactive modules, written guides, and FAQs, all accessible on-demand through the NEOGOV platform.

These resources are tailored to different learning styles and allow users to learn at their own pace, whether they are new hires or long-time staff needing a refresher. The self-service training library empowers users to independently explore system features, reinforcing long-term adoption and reducing reliance on direct support. Additionally, NEOGOV customers benefit from access to the NEOGOV Community, which offers quarterly product update calls, user forums, and best practice sharing across agencies.

1

This approach ensures continuous skill development and promotes greater confidence and efficiency in using the system.

In addition to Production, customers also receive a Training and User Acceptance Testing (UAT) environments at no extra cost. Furthermore, all products come with a sandbox environment during implementation that allows users to learn how to use our products without affecting the production environment.

1

We respond to all inbound service requests sent in via phone, email, and chat, with 90% of customer cases resolved in under one business day. We also assist you with application questions, enhancement requests, and technical support. There is no additional cost for ongoing support for both technical and administrative assistance or maintenance. Which is why more than 200 customers have rated us a 5/5 for customer service, we have a 98% customer-retention rate and boast a 97% customer satisfaction rating. Since we include maintenance in all our subscriptions at no additional cost, we do not have a Silver, Gold, and Platinum model.

1

Customer Support can be reached at:

Monday - Friday, 6am – 6pm MST for phone support

Monday - Friday, 6am – 6pm MST for email support, contact customersupport@neogov.net

1

Monday - Friday, 6am – 5pm MST for email support regarding applicant issues, contact

applicantssupport@neogov.net

Our average time to answer a customer call or provide call back is under 3 minutes, with an average call duration of 10 minutes. Our average response time to online cases is less than 2 business hours.

1

If the organization's administrator were to be replaced after implementation, training material is provided for that new user within the NEOGOV Community. If further hands on training is required, NEOGOV offers a professional services team at an additional cost.

Beyond implementation, we are proud to offer a dedicated Professional Services team. Standard professional services might include onsite training, Legacy Data Conversion, 3rd party system integration, Business Process Re-engineering, and more. Working with your agency we will conduct project scope, provide additional cost details, review integrations or training requirements, discuss the timeline, and set a schedule.

1

Managers receive support through NEOGOV's Customer Support team, which is available via phone, email, and Help Desk ticketing. For report-related assistance or general system questions, managers can submit a support request directly or work through designated internal system administrators trained during implementation.

In addition to live support, managers have access to a self-service knowledge base, including reporting guides, video tutorials, and walkthroughs specific to their user role. These resources are designed to help managers navigate reporting tools, generate standard or custom reports, and troubleshoot common questions independently.

For agencies that require additional hands-on support or report customization, NEOGOV's Professional Services team is also available to scope and deliver tailored solutions

1

NEOGOV offers a structured and multi-channel support system to ensure timely and effective assistance for all users:

Emergency Technical Support: Available 24/7 for urgent and system-critical issues, ensuring uninterrupted access and immediate resolution outside of standard hours.

Customer Support Analysts (CSAs): Available from 9:00 AM to 5:00 PM ET, CSAs can be reached via email, scheduled appointments, or during business hours based on availability.

Service Desk Hours: The NEOGOV Service Desk operates Monday through Friday, 6:00 AM to 6:00 PM MT, and can be contacted through phone, email, or live chat.

Applicant support can be reached Monday-Friday from 6am-6pm MT.

Online Community and Knowledge Resources: Users have 24/7 access to NEOGOV's online community, which features articles, video tutorials, upcoming webinar information, and recordings of past events. Users can also engage with peers through Q&A forums and shared best practices.

This multi-tiered support model ensures that users—whether administrators or end users—have access to the appropriate level of assistance through the contact method most convenient to them.

1

Average time to answer a customer call or provide a call back is approximately 3 minutes or under. Our average response time to an on-line case is under 2 business hours.

1

NEOGOV provides a structured, tiered support system that includes priority-based escalation for urgent issues. Support is available to both employees and managers through multiple channels—phone, email, live chat, and an online support portal. Based on the nature and urgency of the issue, the following response times are applied:

Priority 1 – Critical/System Outage: For issues that prevent system access or critical operations, support is initiated immediately with real-time response and resolution efforts.

Priority 2 – High Impact, Work Disrupted: For issues that affect productivity but do not halt daily work, NEOGOV responds within 2 hours, and resolution efforts begin right away. Ongoing communication is maintained by the support desk until resolved.

1

Priority 3 – Standard Request or Minor Issue: For non-critical issues or requests to improve existing features, NEOGOV responds within 8 business hours, with resolution efforts beginning within 2 business days, depending on complexity and scope.

Enhancement Requests: For suggested improvements or feature ideas, NEOGOV responds within 16 business hours and adds the request to its enhancement backlog. Updates are communicated through monthly product meetings and release notifications.

Functionality Questions/User Guidance: For general user questions, a response is provided within 8 business hours, with follow-up by the support team via email or phone.

NEOGOV provides support during Eastern business hours and through multiple contact methods:

Phone Support: Available Monday through Friday, 8:00 AM – 8:00 PM ET

Email Support (General): Available Monday through Friday, 8:00 AM – 8:00 PM ET via customersupport@neogov.net

Email Support (Applicant Issues): Available Monday through Friday, 8:00 AM – 8:00 PM ET via applicantsupport@neogov.net

Online and Emergency Support: Available 24/7 for critical technical issues. NEOGOV responds within 2 hours during business hours and within 4 hours outside of business hours. This multi-channel support ensures both employees and managers have access to timely assistance throughout the Eastern workday and beyond.

Total

1

NEOGOV maintains a structured and transparent support system that includes comprehensive call and incident tracking. All support interactions—whether initiated via phone, email, or live chat—are logged and monitored through our centralized Service Desk platform. Each case is assigned a unique ticket ID to ensure accurate tracking, timely follow-up, and clear documentation of resolution steps.

While phone calls themselves are not recorded for quality assurance, the details of each interaction are thoroughly documented by our Customer Support Analysts (CSAs) and Service Desk staff. This includes time of contact, issue description, troubleshooting steps, and resolution outcome. This structured tracking system enables consistent service delivery, facilitates accountability, and supports escalation when needed. Additionally, our 24/7 online community offers self-service resources and historical insights that supplement our formal support channels, ensuring that users receive timely and well-documented assistance.

16

1

Responses
Existing
Yes

Custom

Future

3rd Party

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

No

No

Yes

Yes

Yes

Yes

Yes

No

Yes

Not Available	Notes	Score
	NEOGOV can provide the most recent SOC 2 audit reports, but access is restricted and requires a signed Non-Disclosure Agreement (NDA). You may initiate this process through the following NDA link	4
		4

NEOGOV uses a hybrid cloud model, hosting its SaaS solutions through dedicated infrastructure in colocation facilities like Equinix, and cloud providers such as AWS and Azure. Redundancy and enterprise-grade hardware ensure high availability and performance.

4

NEOGOV uses Equinix (colocation), AWS, and Azure as third-party hosting vendors in a hybrid cloud setup. NEOGOV retains full control over data, ensures high availability, and enforces 24x7x365 monitoring and strict access controls.

4

User connections to NEOGOV's web interface are secured using TLS 1.2+ encryption with HTTPS. Web traffic is protected by Palo Alto Firewalls with SSL decryption, and all data in transit is encrypted end-to-end.

4

Password resets are the client's responsibility and are managed through their SSO or identity provider if integrated. For non-SSO users, NEOGOV provides a self-service password reset feature.

4

NEOGOV ensures data integrity and security through multi-layered protection, including advanced threat detection, access controls, regular vulnerability management, and strict production access policies. Data is backed up frequently with regular restore testing, and systems are hosted in Tier 4 data centers with high security and redundancy.

4

NEOGOV secures data transactions with encryption (FIPS-140-2, AES-256), RBAC, and MFA. Databases are isolated, file feeds use secure cloud platforms, and APIs are protected with strong authentication and regularly updated security protocols.

4

NEOGOV's disaster recovery plan includes:

- 24/7 SaaS availability with 99.99% uptime
- Full system redundancy with no single point of failure
- Real-time data replication to a DR site in Ashburn, VA
- Daily full backups and nightly incremental
- RTO: 24 hours | RPO: 30 minutes
- Virtualized servers enable quick recovery and maintenance

4

NEOGOV has maintained 99.99% uptime over the past year, with no service outages—scheduled or unscheduled—lasting over two hours. Scheduled maintenance is brief and conducted during off-peak hours to minimize impact.

4

NEOGOV follows a documented communication plan as part of its DRP and BCP. In the event of an outage, established protocols ensure timely, clear updates to impacted clients throughout the incident.

4

NEOGOV complies with HIPAA Security Controls by implementing MFA, automatic logoff, encryption in transit and at rest, secure email, access controls, audit logging, and 24x7x365 monitoring, aligned with SOC 2 Type II, NIST 800-53 Moderate, and CJIS standards.

4

0

0

0

0

NEOGOV enforces 12-character passwords with complexity and 6-month expiration by default. Settings are customizable. Clients using SSO manage authentication through their own identity provider.

4

Yes, clients can require additional password complexity and change frequency. These settings are configurable in the admin console, with a default expiration of every six months.	4	
	4	
Error logs include timestamp	4	
NEOGOV reviews error logs internally as part of routine monitoring and incident response. They are not solely customer-facing.	4	
	0	TOTAL
NEOGOV supports SSO via SAML. NEOGOV provides a secure SaaS environment with encryption in transit and at rest, MFA, role-based access, 24x7x365 monitoring, vulnerability management, and redundant infrastructure. Hosting is in U.S.-based Tier 4 data centers, including Equinix colocation, AWS, and Azure, with a disaster recovery sites. All customer data is stored within the United States.	4	72

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software,
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual
- * Provide bundled fee pricing and which items are included in the bundle, if
- * Provide a detailed description of the billing process.

Reporting

Responses

	Existing	Custom	Future	3rd Party
1 System has a built in and easy to use reporting software? What reporting software is used by your solution (e.g., built in report writer, Tableau, etc)	Yes			
a. If third-party, is a separate contract or agreement required?				No

- 2 Describe the custom report writer functionality provided to HR administrators and managers to write ad hoc reports from HR and payroll data. Attach the steps to create a basic custom report along with screen shots.

Yes

- a. Provide a brief description of the level of technical or data structure knowledge needed to operate custom reporting.

Yes

- 3 Is data from all of the system components your company offers available in a single custom reporting interface?

Yes

a. If no, please describe which components share a reporting mechanism? Yes

4 System supports reporting on any field for custom reports? What fields are not available for custom reports?

Yes

5 System has a comprehensive library of standard reports? How many standard reports are available for each component?

Yes

a. Can standard reports be copied and modified? Yes

b. List the standard reports available?

Yes

6 Can reports be scheduled/delivered on a regular basis as determined by the user? Are these reports emailed to user? Are they PDF? Are they secured so that if the user doesn't have permissions to access certain data they won't see it? Please note any limitations of this in the Notes column.

Yes

- 7 System can report on any and all data within the system? What constraints exist for reports? (e.g., processed only with a pay cycle)

Yes

- 8 Are all data areas within your solution exportable to Excel? If not, please list the limitations in the Notes column.

Yes

- 9 Can groups of employees be notified when reports are completed/ready? How are notifications sent (i.e., notifications area within solution or emailed or both)?

Yes

- 10 Are "point-in-time" reports available with date specific data? For example I need to see all Police Department employees with Union Dues from 1/1/2024-12/31/2024. Please list the steps to create this and attach screen shots. Please list any limitations for specific data. Which data can't be reported on for these reports? Can the data be sliced and diced different ways with drill down and drill up capabilities?

Yes

11 System supports reports to be exported to Excel at a minimum? In which formats can data and reports be exported?

Yes

12 Is “dashboard” style reporting available? If yes, please describe. Are these real time reports that refreshed automatically or do they require user intervention to refresh?

Yes

13 Can the administrator configure role-based dashboards? Please describe the process and list the steps to configure a dashboard and attach screenshots.

Yes

14 Can users customize their own dashboard? Can dashboards be copied and then configured to their own specifications? Please list any limitations.

Yes

15 Can a user drill down into the data elements (e.g., employees) within the reporting tool?

Yes

a. Are reports generated in real-time or batch processed?

Yes

b. If batch processed, what is the standard turnaround time for the report?

16 Does your system generate affirmative action records?

Yes

17 Does your system generate EEO reports? Specifically EEO 4. Is this delivered standard report or does it need to be customized? Please provide a sample attached EEO4.

Yes

18 Does your system generate VETS100 reports? Please note if this is standard or a custom report?

Yes

19 Can the following be tracked within your system?

a. Headcount and FTEs associated with each position

Yes

b. Multiple position assignment for an employee. Describe how your solution handles multiple positions. Attach screenshots.

Yes

c. Calculated FTEs

Yes

20 System supports saving files in various formats?
What file format can reports be saved/downloaded to?

Yes

21	System supports uploading files in various formats? What file formats can be used to upload data into the system?	Yes
----	---	-----

Systems Integration

	Responses Existing	Custom	Future	3rd Party
1	Describe the integration between the HR, payroll, timekeeping and benefits administration systems. Is all data entered once and only once and shared between all modules?			
	Yes			

- 2 Describe your systems ability to integrate with Munis financial and operational systems.

Yes

a. Describe any limitations in integrating with Munis financial and operational systems. Have you integrated with Munis Financials for any existing clients?

Yes

b. Does integration with Munis financial ERP require custom integrations? If so, what is the cost of custom integrations? What is your experience integrating with Munis Financials? Please describe if this can be real time or how this would be posted.

Yes

3 Can your system integrate with a client's Active Directory to provide a seamless logon solution?

Yes

4 Can your system integrate with other systems for a single sign-on (e.g., company network login)?

Yes

- 5 What is your preferred method for importing data from other systems? Is this is a flexible open API Imports and can these be created within any module (For example, I want to import 50 Pay inputs for employees can you describe the process for doing something like this?)

Yes

6 What is the average response time for various transactions? Payroll Calculations, Running Custom Reports, Open Enrollment Processing, Importing Data, Exporting Data (Please list average response times for each transaction).

Yes

7 Are APIs available for any of your components?

Yes

8 How frequently can file feeds (e.g., EDI 834 files) be exported?

Yes

9 Please provide a list of vendors with whom you have established automated file connections/feeds.

Yes

a. If the client has a third-party component that has an API or XML connection available, can your company assist with the development of the connection with the third-party from your system?

Yes

10 Describe how your system integrates with the GL/accounting system, specifically Munis. How would we post Payroll Journals to the Munis GL and what is your experience with this with other clients?

Yes

Technology

Responses Existing

Custom

Future

3rd Party

1 Provide an overview of your system architecture. Is all data encrypted and if so what level of encryption?

Yes

- 2 Is your solution cloud based? If yes, is it available 24/7, 365 days per year with zero downtime?
Please list any limitations in the Notes.
- Yes
- 3 Which components are connected through a data feed?
- Yes
- 4 How frequently is the data updated? Is all data real time?
- Yes
- 5 Is there a global user permissions management center or are rights managed within each component?
- Yes
- 6 What permissions can be added, removed or limited?
- Yes
- 7 Can those permissions be assigned by group?
How many groups can be created?
- Yes
- 8 What is the process for changing permissions?
- Yes
- 9 What is the process for adding/editing groups?
- Yes

10 Can documents be uploaded into your system? Is document management included with your solution or is it extra? Is there a limit on storage of documents?

Yes

11 Is there a size/quantity limit for uploaded documents either by user, overall client or individual module? If yes, list the limit.

No

12 What formats are accepted/recognized for document storage?

Yes

13 Is the document automatically analyzed (e.g., OCR, automated indexing for global search)? Are paychecks automatically archived in the solution?

Yes

14 How can the uploader and/or others provide additional metadata about the document (e.g., tags, department)?

Yes

15 Can the metadata parameters be set by the client or is there a standard list of parameters?

Yes

- 16 Can documents be linked to certain workflows? If yes, describe the process. Yes
- 17 Can the documents be linked to workflows conditionally? (e.g., state tax documents for new hires in certain states). If yes, describe the process. Yes
- 18 Can the documents be linked to more than one workflow? Yes
- 19 Are workflows managed globally or within each specific module? Yes
- 20 What is the interface for reviewing workflows? Yes
- 21 Can the processes be changed by users (with proper rights) "on-the-fly" or only with your company's (or outside consultant) technical interaction? Yes
- 22 Can the workflows be easily exported as documentation for SOX 404 compliance? Yes
- 23 How many levels of rules apply to workflows? Please describe the steps to to create a new workflow and the steps to change an existing workflow. Please attach screenshots. Yes

24 Which of the following rules can your workflows accept?

Yes

a. Pending review

Yes

b. Notification only

Yes

c. Concurrent review

Yes

25 Does your system provide logic-based workflows (e.g., If delta is 20%+, contact CFO, else contact supervisor only)?

Yes

26 Does your system provide time-sensitivity logic-based workflows (e.g., if due date is <3 days, contact COO, else contact manager and COO)

Yes

27 How are workflow processes (e.g., new hire, life event) created initially?

Yes

28 How are user forms created initially?

Yes

a. How are user forms changed?

Yes

b. Is the interface graphical or is programming required?

Yes

29 Does your system provide an audit trail of system/data changes? Are all changes always on auditing in all modules? Please list any limitations in the Notes section.

Yes

a. How much history is stored?

Yes

b. Is this specific to each module?

Yes

30 What format is required to upload client historical data?

Yes

31 What type of database does your solution use?

Yes

32 If the relationship with the client ends, how does the client retain a copy of the entire database?

Yes

33 How frequent are updates made to your solution?
Does it require re-implementation of software?
How disruptive are the updates? Please describe in the Notes.

Yes

Yes

34 What is the process and timing for notifying clients regarding the changes?

Yes

35 Does your solution provide any add-ins or plug-ins to "bridge the gap" or expand functionality?

Yes

36 Are any of these add-ins or plug-ins developed by third parties?

Yes

37 Which of the following can clients configure/customize?

Yes

a. Online help/documentation

Yes

b. Custom field labels

Yes

c. Custom field formats (check boxes, drop down, number, text, date, etc.)

Yes

d. Alerts/notices

Yes

38 Can non-administrators set alerts and/or notices?

Yes

39 Can non-administrators make these changes on a per-user basis?

Yes

40 What languages are available in employee self-service?

Yes

41 How much of your system is available for use on mobile devices or tablets? Is this an app? Please provide the current rating of your app in app store for both Apple and Android devices.

Yes

42 What device platforms are supported? (i.e., Apple, Android) Please list any restrictions in the Notes.

Yes

43 Which employee self-service functions are available? Are they available on Mobile? Please list limitations for Mobile vs. Desktop

Yes

44 Which manager self-service functions are available? Are they available on Mobile? Please list limitations for Mobile vs. Desktop

Yes

45 Describe the notification and approval process for employee and manager self-service features. What features are available? Is there a Send back feature?

Yes

- | | |
|---|-----|
| 46 For cloud-based modules, which internet browsers are supported (i.e., Edge, Firefox, Google Chrome, etc.) Please be sure to note which versions are not supported. | Yes |
| 47 Describe any software/hardware compatibility requirements or limitations with third-party software integrations. Is your solution 508 compliant? | Yes |

Not Available	Notes	Score
	Easy to use reporting tools can be found throughout NEOGOV's entire platform. There are a number of standard reports within each product that include drill down functionality giving you the flexibility to filter and view data based on your needs. NEOGOV also offers a Report Builder that is included in your service fees at no extra cost. Report Builder is incredibly user-friendly and allows users to adopt a self-service method for creating interface files that can be updated and generated at the speed of need.	4
	N/A	0

report writer or custom report builder is available for all products in scope within Analytics and Reporting tab. These reports can be created at the level of detail required. Our Ad-Hoc reporting tool also provides a significant enhancement to customers to be able to select data from multiple tables and fields to build highly robust reports on demand. Current available formats are CSV, XLS, Pipe Delimited and Pipe Delimited without Header.

4

Reports can also be scheduled to run at a specific time including set on a recurring schedule of hourly, daily, weekly or monthly. Additionally, Custom Views can be created within our standard reports that can be scheduled for export via email. Our Custom Report Builder allows for reports that have configured views with filters, calculated fields, charts and subscription exports. Steps to report creation and

Minimal system knowledge is required for report authors in NEOGOV. The platform offers a user-friendly interface with predefined fields and labels that map directly to the relevant data, making it easy to create reports without needing to understand how the database tables are structured or related. For more advanced users, documentation and support are available to provide further insight into data mapping if needed.

4

4

N/A

reporting on virtually any field, including custom fields and responses to custom questions. In addition to many standard reports, the platform includes an intuitive Ad-Hoc reporting tool that enables non-technical users to build custom reports using a guided, step-by-step wizard. The tool provides access to data across multiple tables, with the underlying logic to join fields already built in—eliminating the need for complex queries or training. Users can create robust reports from any data entered into the system, select output formats, schedule recurring reports, and export results into external platforms such as Microsoft Office or Crystal Reports.

At this time, no major fields are restricted from custom reporting. However, administrative or backend-only fields not exposed to end-users may not be included. Standard reports are available inside of each product. Standard reports shared with Analytics and Reporting module can be copied and modified. The system contains just under 100 standard reports.

4

4

4

4

... , to use reporting tools can be found throughout NEOGOV's entire platform. There are a number of standard reports within each product that include drill down functionality giving you the flexibility to filter, calculated fields and view data based on your needs. NEOGOV also offers a Report Builder that is included in your service fees at no extra cost. Report Builder is incredibly user-friendly and allows users to adopt a self-service method for creating interface files that can be updated and generated at the speed of need. Agencies can drill-down into each chart in the dashboard by clicking on the chart itself, or by clicking the Explore button at the bottom. Analytics users have access to Time-to-Hire reports with charts for the time to hire metrics of all departments, class specs, or divisions, or the agency in a single click. Time-to -Hire

4

Reports can also be scheduled to run at a specific time, on a recurring schedule of hourly, daily, weekly or monthly and to certain users. Additionally reports can be configured to be private or public. Public would allow other users with permission to run or copy the report for their own use. These scheduled reports can remain in the system or be emailed to appropriate email addresses.

4

time necessary, there is always, NEOGOV's Ad-Hoc reporting tool allows users to access and report on most data across the system, including data from multiple modules and custom fields. The tool is designed to be user-friendly, using a drop-down interface that requires minimal training, and includes built-in logic to join various tables and fields for creating robust reports on demand.

Reports can be saved, marked as public or private, and exported for use in external systems such as Microsoft Excel or Crystal Reports. There are no pay-cycle processing constraints for generating reports—users can run reports at any time without needing to wait for specific system events or processing windows.

Some system-level or administrative fields may be restricted from reporting, but these are limited and do not

4

4

Email notifications can be configured by HR Administrators. NEOGOV offers an array of different standard reporting options through each module and NEOGOV's robust report builder. Every report within the system can be edited with specific dates, filters, and many additional options to better centralize the data points required. NEOGOV does not limit the scope of data available to report. All fields are able to be tracked and reported.

4

4

Depending on the product & type of report that users are running (standard vs adhoc) NEOGOV offers a variety of formats for reports, such as PDF, excel, or CSV. Report subscriptions can be set up in NEOGOV to run reports automatically and either export via My Exports/SFTP or email to specific recipients.

4

The Analytics dashboard is refreshed nightly with No option for users to manually refresh. Date and time for most recent refresh of data within Analytics and Reporting is displayed on dashboard.

Report Builder data is real-time. Additionally, Analytics and Reporting allows for custom dashboard creation giving customers the ability to create private or public dashboards that contain all of the reports that bring the most value to the viewers.

4

Preconfigured reports and dashboards are available within products in our Analytics and Reporting module. Custom Dashboards can be created with reports from the Custom Report Builder with Charts to display the most important information to the agency front and center.

The Interactive Report Viewer in the A&R product offers users a suite of tools for enhancing their reporting experience *without altering the original report*. Key features include:

– **Grouping and Aggregates:**

Enables data grouping, sorting, and aggregation for numeric and text fields, including options to display counts, subtotals, and totals.

4

– **Creating Charts:** Allows for the creation of various chart types with customizable parameters for data visualization; charts can also be downloaded.

– **Calculated Fields:** Users can add custom logic and calculations to existing data fields, creating new insights directly within the report.

These functionalities aim to make data analysis more flexible and

Preconfigured reports and dashboards are available within products in our Analytics and Reporting module. Custom Dashboards can be created with reports from the Custom Report Builder with Charts to display the most important information to the agency front and center.

4

found throughout NEOGOV's entire platform. There are a Analytics and Reporting supports real-time reporting.

4

4

0

N/A

Please refer to the samples provided in our proposal, a. A printed application b. A printed performance evaluation c. A printed affirmative action report for a 12-month period.

4

Within CoreHR, EEO-4 is a standard report. A sample EEO-4 report has been included with this proposal for your review. The report attached is from a demonstration site and does not contain much employee data. This could be the formatting of your report depending upon parameters and filters selected. Veteran's reporting is available as part of NEOGOV's standard reports. The VETS-100 report could be created with our Custom Report builder within Insight.

4

4

0

Within the Position Control functionality in Core HR, vacancy and overage logic is based on FTE Headcount. Therefore overfill and underfill scenarios can be configured in order to utilize job sharing. (e.g. 2 part-time employees with FTE setting of .5 is equivalent to 1 fully staffed position with 1.0 FTEs authorized)

4

NEOGOV system can support multiple position assignments for a single employee, allowing organizations to manage complex staffing structures with ease. This functionality is especially useful for employees who serve in more than one role, department, or pay rate category.

The system allows each employee to be assigned to multiple jobs or positions, each with its own:

- Pay rate
- Department or cost center 4
- Reporting structure
- Work schedule or allocation rules

For each position, the system tracks hours worked separately and calculates pay accordingly, ensuring accurate and role-specific compensation. This is particularly beneficial when employees perform different types of work with different wage rates.

Additionally, NEOGOV allows for labor costs and time entries to be

Yes. We can use FTE settings to prorate pays, employer and employee benefits contributions, and time off calculation. We also use FTE to administer Position

Control by headcount. Standard reports are available in PDF or Excel, or CSV format. TOTAL

Report Builder reports can be run in Excel or CSV. Custom reports can be created in the following formats: PDF, Excel, CSV, TXT, 4
Fixed Format, Comma Delimited, Tab Delimited, Pipe Delimited, XML File Format, Comma No Quotes, Tab No Quotes, Pipe No Quotes.

More information is needed regarding what would need to be uploaded to determine full functionality.	112 4
--	----------

Not Available	Notes	Score
---------------	-------	-------

HRIS is a fully integrated system. Changes/updates within CORE HR and/or Benefits will be picked up by and prorated in Payroll based on the effective date of the change. The proration will impact the entire premium, including employee deductions, employer contributions and leave accruals. Timesheets can also be sent to payroll without the need of importing and exporting.	4
--	---

Employee data will be loaded into products during implementation. With HRIS products, NEOGOV would be the system of record for Employee data. Our HRIS APIs do support the flow of personal data into a 3rd party module. NEOGOV integrations are Vendor/HRIS neutral - the flat-file integrations are exports configured to the specs of a financial system. Customers configure the other side with their financial system. Typically this is in the form of a balanced journal entry, however, flat-file feeds can be configured for other needs as well, including a Job Costing ledger.

4

HRIS Product APIs:

<https://api.neogov.com/documentation/hrisapi/index.html>

TMS APIs

<https://api.neogov.com/openapi/index.html>

Employee data will be loaded into products during implementation. With HRIS products, NEOGOV would be the system of record for Employee data. Our HRIS APIs do support the flow of personal data into a 3rd party module. NEOGOV integrations are Vendor/HRIS neutral - the flat-file integrations are exports configured to the specs of a financial system. Customers configure the other side with their financial system. Typically this is in the form of a balanced journal entry, however, flat-file feeds can be configured for other needs as well, including a Job Costing ledger.

4

HRIS Product APIs:

<https://api.neogov.com/documentation/hrisapi/index.html>

TMS APIs

<https://api.neogov.com/openapi/index.html>

Employee data will be loaded into products during implementation. With HRIS products, NEOGOV would be the system of record for Employee data. Our HRIS APIs do support the flow of personal data into a 3rd party module. NEOGOV integrations are Vendor/HRIS neutral - the flat-file integrations are exports configured to the specs of a financial system. Customers configure the other side with their financial system. Typically this is in the form of a balanced journal entry, however, flat-file feeds can be configured for other needs as well, including a Job Costing ledger.

4

HRIS Product APIs:
<https://api.neogov.com/documentation/hrisapi/index.html>
TMS APIs
<https://api.neogov.com/openapi/index.html>
Yes, NEOGOV supports integration with a client's Active Directory using SAML 2.0 for Single Sign-On (SSO), enabling seamless and secure user authentication.

4

Single Sign-On can be configured to the City's Active Directory using NEOGOV standard SSO integrations or other more common SSO methodologies like Azure or SAML.

4

Employee data will be loaded into products during implementation. With HRIS products, NEOGOV would be the system of record for Employee data. Our HRIS APIs do support the flow of personal data into a 3rd party module. NEOGOV integrations are Vendor/HRIS neutral - the flat-file integrations are exports configured to the specs of a financial system. Customers configure the other side with their financial system. Typically this is in the form of a balanced journal entry, however, flat-file feeds can be configured for other needs as well, including a Job Costing ledger.

4

HRIS Product APIs:

<https://api.neogov.com/documentation/hrisapi/index.html>

TMS APIs

<https://api.neogov.com/openapi/index.html>

run by customers without support from NEOGOV. Customer support is available if support is needed. Payroll calculations are immediate. As long as all payroll set-up and calculations have been done, payroll calculation should be immediate. Payroll processing can take a few hours, depending on the required changes, but after payroll is submitted, it takes 24 hours to process and 24 hours to distribute direct deposits, handle ACH, and complete vendor pays.

4

Custom reports can take minutes to build and process. Notifications are sent when reporting is complete and delivered. If custom reports need to be built by NEOGOV's client service or implementation team, timelines will be given as they are dependent on the scope of the request.

HRIS Product APIs:

<https://api.neogov.com/documentation/hrisapi/index.html>

4

TMS APIs

<https://api.neogov.com/openapi/index.html>

Processing is at the discretion of the client. EDIs are set up to be delivered at the vendor's discretion. If they require it every 24 hours, we can set this up.

4

Neogov uses a vendor agnostic approach to data transfers between platforms through flat-file. If your vendors can receive a flat import file, NEOGOV can configure and schedule this for delivery. Depending on the level of complexity and professional service hours required, this may incur additional costs.

Benefits feeds are handled a bit differently Benefit enrollment can take place in NEOGOV's module and those elections can be sent to the carrier. Neogov supports both 834 EDI and standard flat-file data transfers of this kind. Please note that 834 EDIs are not allowed by some benefits vendors, so please verify with them that they can receive files in this way.

Included are 3 HIPAA 834 files which generally cover Medical, Dental, and Vision.

4

would be the system of record for Employee data. Our HRIS APIs do support the flow of personal data into a 3rd party module. NEOGOV integrations are Vendor/HRIS neutral - the flat-file integrations are exports configured to the specs of a financial system. Customers configure the other side with their financial system. Typically this is in the form of a balanced journal entry, however, flat-file feeds can be configured for other needs as well, including a Job Costing ledger.

TOTAL

4

HRIS Product APIs:
<https://api.neogov.com/documentation/hrisapi/index.html>
TMS APIs
<https://api.neogov.com/openapi/index.html>

Standard GL Reporting/Export via the Adhoc Reporting utility is available at no cost. Custom GL Exports are not included with the purchase of the payroll module, they must be purchased as an Add-On Service. If Custom GL export is purchased, a file spec and/or needs document is required. NEOGOV Technical scope review and scope documentation will take place during Implementation. Changes made to the requirements by the customer, after scope review, will be managed by a change control order and may be subject to additional cost. Compensation and payroll are fully integrated. Changes made to salary or wage information is automatically synced with payroll. These changes can also be automated or made in bulk for quicker payroll processing.

4

Not Available	Notes	Score
	NEOGOV's system architecture ensures full data encryption—TLS 1.2 for data in transit and AES-256 (FIPS 140-2 certified) for data at rest, including backups. Field-level encryption protects sensitive PII. All customer data remains encrypted at all times within NEOGOV's SaaS environment and data centers.	4

Yes, NEOGOV's solution is cloud-based and available 24/7/365. While scheduled maintenance may occur, NEOGOV achieved 99.99% uptime last year.	4
Redundancy minimizes outages, and clients are notified of maintenance at least two weeks in advance, with a notification page displayed during downtime. Data feeds vary by product but may connect to HRIS, payroll, background check, or reporting systems. All feeds are securely encrypted and product-dependent.	4
Data update frequency depends on the product and integration. Some data is real-time, while others update hourly, daily, or per scheduled file feed. Rights are managed within each component. NEOGOV provides a web-based console for assigning permissions by user, group, or role, with Active Directory and SSO integration. Clients control access in their own software instances.	4
Permissions can control access to view, edit, create, delete, and manage roles, modules, documents, and approval rights, customizable by user or group.	4
	4
Permissions can be changed by administrators through NEOGOV's web-based admin console.	4
Administrators can add or edit groups through the NEOGOV admin console.	4

Scanned documents and image files are supported throughout the products in scope.	
Uploading Documents to Personal Folders- Max (10) Files can be added as once. Limit 5MB Document Attachments for tasks/processes- 20MB max. Max 10 files per attachment field.	
Unlimited Employee Form Storage due to Cloud based software; however, we recommend only uploading forms/data for active employees and no further back than 1 year from date of implementation. Employees and managers have the ability to upload and view documents if their permissions allow. Permissions are form and field based.	4
N/A – There are no fixed upload limits. The product team can provide guidance on size or quantity limits based on specific features and modules.	0
NEOGOV supports flat file formats.	4
The product team can provide specific guidance. Please visit the NEOGOV Success page:	4
https://success.neogov.com/ .	4
The product or onboarding team can also assist based on your specific module and setup. Functionality questions can be discussed with product or onboarding team based on client needs.	4

Functionality questions can be discussed with product or onboarding team based on client needs.

4

The product or onboarding team can help answering functionality question. For more details, visit NEOGOV Success community: <https://success.neogov.com/>

4

The product or onboarding team can help answering functionality question. For more details, visit NEOGOV Success community: <https://success.neogov.com/>

4

The product or onboarding team can help answering functionality question. For more details, visit NEOGOV Success community: <https://success.neogov.com/>

4

The product or onboarding team can help answering functionality question. For more details, visit NEOGOV Success community: <https://success.neogov.com/>

4

The product or onboarding team can help answering functionality question. For more details, visit NEOGOV Success community: <https://success.neogov.com/>

4

The product or onboarding team can help answering functionality question. For more details, visit NEOGOV Success community: <https://success.neogov.com/>

4

The product or onboarding team can help answering functionality question. For more details, visit NEOGOV Success community: <https://success.neogov.com/>

4

The product or onboarding team can help answering functionality question. For more details, visit NEOGOV Success community: <https://success.neogov.com/>

4

The product or onboarding team can help answering functionality question. For more details, visit NEOGOV Success community: <https://success.neogov.com/>
NEOGOV is committed to promptly notifying affected customers in the event of a security breach. Our policy mandates that customers are informed of any unauthorized access, use, loss, or disclosure of their data within 72 hours of identifying the breach. This is part of our robust Incident Response Policy, which ensures swift action to contain and resolve any security incidents.

4

4

The product or onboarding team can help answering functionality question. For more details, visit NEOGOV Success community: <https://success.neogov.com/>

4

The product or onboarding team can help answering functionality question. For more details, visit NEOGOV Success community: <https://success.neogov.com/>

4

The product or onboarding team can help answering functionality question. For more details, visit NEOGOV Success community: <https://success.neogov.com/>

4

The product or onboarding team can help answering functionality question. For more details, visit NEOGOV Success community: <https://success.neogov.com/>

4

The product or onboarding team can help answering functionality question. For more details, visit NEOGOV Success community: <https://success.neogov.com/>

4

The product or onboarding team can help answering functionality question. For more details, visit NEOGOV Success community: <https://success.neogov.com/>

4

The product or onboarding team can help answering functionality question. For more details, visit NEOGOV Success community: <https://success.neogov.com/>

4

Yes, Application dashboard provides audit trails for system and data changes, including admin actions. Logs track user activity, timestamps, and originating IP/device. Audit history is retained indefinitely, or as required by client contracts and compliance needs. The product team can provide specifics based on the module.

4

4

The product team can provide details based on specific configurations and requirements.

4

Client historical data is uploaded in flat file format (e.g., CSV, TXT) during implementation. An Implementation Consultant works with the client to define the data to be imported.

4

NEOGOV uses relational databases, primarily Microsoft SQL Server, to manage and store application data.

4

If the relationship ends, NEOGOV provides clients with a full data export in a standard flat file format (e.g., CSV) upon request. Delivery is handled securely, and format details are coordinated during offboarding.

4

NEOGOV updates its solution every two weeks with automatic deployments that do not require re-implementation. Updates are minimally disruptive and typically occur during off-hours.

4

Notes: Critical patches are applied with little to no user impact. Redundancy ensures high performance, supporting a 99.99% uptime.

NEOGOV follows a formal change management process, notifying clients of significant changes in advance to ensure transparency and readiness. Emergency changes are documented and authorized, with details available in the SOC 2 report.

4

Yes, NEOGOV offers add-ins, APIs, and integration tools to extend functionality and connect with third-party systems.

4

Availability may vary by module; the product or onboarding team can provide guidance.

Some integrations or plug-ins may involve third-party systems, but all components used within NEOGOV are vetted and controlled by NEOGOV. The product team can provide details based on the specific integration.

4

– System enhancements and specific customizations when required, as NEOGOV collaborates with clients to scope and analyze unique functionality requests .

– Client customizations that are part of the feature set .

4

Yes, NEOGOV provides **online help and documentation** through the **NEOGOV Success Community** at <https://success.neogov.com>, including guides, FAQs, and training resources.

4

Neogov provides comprehensive field validation within its Manage module, allowing users to add custom fields tailored to specific needs. These fields can include Character, Number, Date, Boolean, URL, Email, and Image types. This flexibility enables the adaptation of the module to diverse data requirements, ensuring that data entered into the system is accurate, consistent, and conforms to predefined standards.

4

Yes, NEOGOV allows users to create custom field formats in the Manage module, including Character, Number, Date, Boolean (checkbox), URL, Email, and Image types. This ensures accurate and consistent data entry tailored to specific needs.

4

NEOGOV uses Elastic Security for SIEM to manage backend alerts, enabling centralized log correlation and incident response. In the admin view, clients can configure system alerts and notices for actions.

4

4

4

Employee self-service is available in English by default. Additional languages may be supported based on the specific module and configuration. The product team can provide guidance on multilingual support.

4

NEOGOV offers a mobile-friendly interface and a mobile app for select modules. Available on iOS and Android; check app stores for current ratings.

4

NEOGOV supports Apple and Android platforms via the “NEOGOV” and “NEOED” apps on the App Store and Google Play.

4

The system is primarily web-based and accessible from any internet-enabled device. Full functionality is available via web.

Mobile: Limited functionality; some features may not be fully supported.

4

Web: Full functionality
Mobile: Limited functionality.

4

Functionality and product details vary by module. Please refer to the NEOGOV Success Community for the most accurate and up-to-date information:
<https://success.neogov.com>.

4

NEOGOV cloud-based modules support the latest versions of Google Chrome, Microsoft Edge and Safari.	TOTAL 4
NEOGOV's solution is web-based and compatible with most modern browsers. It supports standard integration protocols (e.g., SAML, APIs, file feeds) but may require coordination for specific third-party systems.	228 4

Time & Attendance

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Time & Attendance	Existing	Custom
1 System provides recording of time and attendance for all classes of employees (e.g., exempt, non-exempt, election workers). Can the employee auto fill from schedule? Describe how this works in your system.	Yes	
2 System provides recording of time and attendance for non-employees. (e.g., contractors, unpaid interns, etc.)	Yes	
3 System allows employees to punch in and out on a daily basis.	Yes	
4 Time can be allocated and rolled up to multiple levels (i.e., job costing). Please list any limitations. Will costing allocations only impact future payrolls? How do you handle future dated costing allocations? What is the process for entering these. Please detail the steps.	Yes	

5 System provides access to ad hoc reporting (overtime, time worked, allocations of hours to levels) for managers and HR/payroll administrators.

Yes

6 Managers and employees have access to time and attendance system and reporting via self-service and is geofencing available? List all mobile functionality in the Notes column.

Yes

7 Time and attendance system can be accessed via mobile devices such as cell phones and tablets. Is this done via a Mobile app? Please list any restrictions on devices in the Notes.

Yes

8 Historical data can be retrieved from time and attendance system. (This does not include history prior to system implementation.) Is there a limit on historical data? Please detail this in the Notes.

Yes

- | | |
|---|------------|
| <p>9 Email notifications can be sent to employees and/or managers from system as reminders or alerts when time has not been entered. Is this automatically triggered? Does this require additional steps to trigger? Does it require a custom report to be built? Please explain how this works in detail in your system.</p> | <p>Yes</p> |
| <p>10 System provides automatic time sheet population based on schedule or how would this be populated in your system? Please detail the setup process of this and is it configuration? Are all changes effective dated and audited?</p> | <p>Yes</p> |
| <p>11 System can accommodate programming of various non-traditional shifts Fire, Police (e.g., 2 weeks on, 2 weeks off; 7on/7off, 9/80, etc.) Can you integrate with Time Clocks Plus and is there an additional charge for this integration? Please describe your experience with both Fire and Police shifts and integrating with TimeClocks Plus.</p> | <p>Yes</p> |
| <p>12 Police Offers are paid for 40 hours even though some weeks they work under 40 and other weeks they work over 40. For example, if their clock in times may total 44 or 33 hours but they are paid their standard 40. In addition, we need the ability to upload overtime and deducts earned time off from their standard of 40 without having to create a csv document and manually manipulating it. Please describe in detail how you would handle this specific requirement including the setup involved in this. Please attach screenshots.</p> | <p>Yes</p> |

- 13 Holiday hours can be configured an/or adjusted year-to-year depending on the work schedule, or the day of the week the holiday falls on. What is the process for adding Holiday Hours? Are holidays automatically populated based on configuration and deducted (i.e., employee would get paid 10 hours for the holiday if full time will the employee be paid 26 hours of regular and 4 hours of comp time pay at their regular rate automatically? If an employee works 9 hours per day will their holiday pay be 9 hours automatically in payroll? See Requirement 2 below under Client Specific for more details on the City's process. Please describe the steps and attach screen shots.
- Yes
- 14 Time off balances are maintained in the time and attendance system and accessible to employees. Employees requests are routed to managers for approval. If a manager doesn't respond within X days the request is routed to the next level automatically. Please describe any limitations to routing and include steps and screenshots of a time off request and approval.
- Yes
- 15 System allows employees to enter future dated time off requests (i.e., planned vacation). Can requests automatically be added to the Outlook Calendar as invites? Can an employee cancel their time off request and have the manager be notified? Is there a team calendar that can be displayed so that employees can view when other team members are off? Please describe this process and attach screenshots.
- Yes

- | | |
|--|------------|
| <p>16 System allows carryover balances from year-to-year up to a limit based on anniversary date. Can limits be imposed by time off plan and based on anniversary date? Do separate time off plans need to be created or can you configure anything over the limit to lapse based on an employee's anniversary date? Please describe this process and list any limitations to using Anniversary Date as a factor for accrual expiration.</p> | <p>Yes</p> |
| <p>17 System allows for tiered approval. If it is a grant funded position can this require approval by the grant manager? If an employee is a multiple job worker how do you handle time off requests? Do two separate requests need to be entered by the employee for the same day for each job or can this be one request? Please list any limitations.</p> | <p>Yes</p> |
| <p>18 System allows mass adding and/or editing of time entries without having to import data into the system. Please describe the process and include screenshots for mass adding a Pay Code to all employees or a group of employees (i.e., snow day for the day and pays all employees hours based on work schedule automatically without manual intervention).</p> | <p>Yes</p> |
| <p>19 System allows for tracking of additional flat pay. (i.e., stipends and allowances)</p> | <p>Yes</p> |
| <p>20 System allows configuration of pay rules (i.e., lunch deduction, rounding, holiday eligibility). Please list any limitations of rounding (i.e., how many decimal places).</p> | <p>Yes</p> |

Client-Specific Capabilities

Existing

Custom

- 1 System will accurately collect and allocate daily overtime and double time requirements in accordance with FLSA and handled blended rates. Is this automatic or is there additional setup? Please describe in the Notes.

Yes

- 2 System will handle compensatory time. City Hall Workers work a 36 hour per week schedule and are paid 4 hours of compensatory time to equal 40 hours per week. If a worker enters 38 hours of regular time then they will get 2 hours of compensatory time. If they work over 40 hours those hours go into a compensatory bank and are paid out after July 1st.

Yes

- 3 System will support weekly pay periods. Currently, Start of Pay Period is on Friday's for all City Hall Employees and End of Period is on Thursday's. Describe how this is handled in your system.

Yes

- 4 System will support Pay Dates are on Wednesdays. Police are on a Wednesday Pay Date, but their Start of Period is on Thursdays and End of Period is on Wednesdays. Do you support this as well? Can you have multiple periods?

Yes

- 5 Does your system handle lateral accruals? For example, how do you handle an employee who comes in and starts with 4 weeks of Vacation Accrual vs the traditional 1 week of vacation accrual for standard employees. Can this be different for different types of employees based on their offer letter? What type setup is involved? Please describe this process and attach screenshots of this
- Yes
- 6 System supports copying of schedules, time codes, time entry templates, etc. and data can then be edited? Please list any limitations in the Notes.
- Yes
- 7 System supports the following Non Union Vacation Policy: First Year employee shall receive 40 hours at the date of hire and will become usable after 120 days of employment (manager exception will allow employees to go negative based on offer of employment exception), on the employee's first anniversary of employment they will receive 80 hours of vacation, any unused time will be zeroed out on the anniversary date automatically, if an employee is terminated any vacation will be paid out to the employee automatically in payroll without manual intervention, once an employee reaches 5 years of service they will receive 120 hours of vacation, 160 hours once they reach 10 years of service, and 200 hours once they reach 15 years of service. Again, your system must allow the ability for vacation credit to their service so that an employee who negotiates in their offer letter to come in at 160 hours of vacation time in their first year your system must handle this exception. Please attach screen shots of the setup of this requirement in your system.
- Yes
- 8 Sick leave for non union employees will accrue at one day per month starting on their seventh month, up to a maximum of 960 hours. Sick leave can be used in hourly increments or half hour increments.
- Yes

- | | | |
|---|------------|------------|
| <p>9 The system also must support a sick leave incentive that sweeps unused sick time into the deferred compensation plan in their name based on the following schedule: 36 hours swept for more than 240 hours but less than 350 hours, 72 hours swept for more than 350 hours but less than 600 hours, and 108 hours swept for more than 600 hours. These hours will be swept on December 31st of each year and payment will be made in the employees account on about July 30th of the following year. Attach screen shots of how you will handle this requirement both in setup and the sweep and automatic payment to the 457 plan. This should be done without manual intervention.</p> | <p>Yes</p> | <p>Yes</p> |
| <p>10 System supports 25 hours of personal time, prorated for part time employees. Personal Days commence from the date of hire and shall not accumulate from year to year. At the start of each calendar year the employee will automatically receive 25 hours of personal time granted to them. Personal time is not payable to the employee upon termination. Please describe how your system will handle this requirement including the setup of this along with screenshots.</p> | <p>Yes</p> | |
| <p>11 System should support other types of leave such as administrative leave (extreme weather, days of national mourning, etc.) these can be paid to all employees without reducing any other accruals and automatically adjust paid hours in payroll. Furthermore, these hours can automatically be loaded in Mass to all eligible employees without needing to load an integration or CSV file. Please describe how your system would handle this requirement.</p> | <p>Yes</p> | |

- 12 System will handle Bereavement Leave as follows:
5 days for immediate family, 3 days for outside of immediate family, and if the loved one does not fall in one of those categories the employee can make a request electronically in the system to the city manager for approval and then this can be returned to the employee and paid out automatically in payroll without reducing any other accruals. Describe how your system would handle this full requirement.
- Yes
- 13 System will handle Military Leave as follows:
Reserve Service Leave will pay the employee the difference between gross total service pay and the employee's regular gross compensation of the employee had they been in the City's service during the pay period in which the leave was taken. This pay will only be allowed up to 4 pay periods in a calendar year for short training periods. Please describe how your system will handle this requirement and pay in payroll automatically.
- Yes
- 14 System will handle Long Term Active Duty Leave where the employee not to exceed 1 year shall be paid the difference between gross total service pay and the employee's regular compensation gross pay had they been in the City's service during the pay period in which leave was taken. During this period of time they will continue to receive the following benefits and accruals: group life insurance, medical, dental, long term disability, holiday pay, and vacation/sick accruals. Employees will be expected to continue making the employee share of contributions to the City for any applicable benefits, unless coverage is voluntarily waived and this shall remain in effect for up to one year. The cumulative length of Long Term Active Duty Leave shall not exceed 5 years. Describe how your system would handle this requirement in full detail.
- Yes

15 System supports FMLA, Intermittent FMLA, Unpaid Leave, and Maine Paid Family Leave. Please list any limitations and describe in detail how your system handles each of these including the setup involved with these. Can Intermittent FMLA be taken in hourly increments?

Yes

16 System supports accrual history update changes where an employee used vacation time when it should have been personal time or vice versa. Detail the steps of how this is accomplished along with attaching screen shots.

Yes

Yes

System supports Union Tracking, complex Rules for Unions and Vendor has previous experience with complex Union rules for other municipalities. Detail your experience in this area in the Notes.

- 18 System handles schedule changes with ease. Please list the steps for a change in schedule and attach screenshots.

Yes

- 19 System supports Leave Donation Program. Employees can donate their sick time to a Sick Bank and the system can maintain this bank and deduct usage from this bank. Please describe the process for handling this in your system. Please list the steps and attach screenshots of your proposed process for handling this requirement.

Yes

Future	3rd Party	Not Available	Notes
			Schedules can be stored in the system and used to auto-generate expected hours, define FLSA rules, timesheet logic, and it can prepopulate expected hours per day when employees make a time-off request. This is supported for simple scheduling logic, or for the complex needs of public safety and/or public works.
			These type of staff could be a part of the system with a department specific to Contractor, Temp, Volunteer, etc, however there is only 1 employee list in out products, so unpaid staff would show within the same lists as all active paid employees. For this reason we don't recommend the inclusion of unpaid staff within our products.
			NEOGOV's Time and Attendance provides cost center attribution for easy job costing and allocations. There are no limits to the number of cost centers that can be added for selection. Each cost center can be linked directly to a General Ledger to help support allocations during payroll processing. Cost centers are effective dated, so if they need to be added for future use or end dated on a specific date, this is supported. Entering these is done from the timesheet entry through the self-service experience.

NEOGOV offers Geolocation and Geotracking as part of our Time & Attendance module. With Geolocation, longitude and latitude coordinates are shown with all clock-in/out actions. The coordinates can be seen on the timesheet, which also shows a drop pin on where the action took place. With Geotracking, administrators can configure specific areas an employee must be in to clock in or out. Employees will still be able to clock in and out of this area; however, a message will display advising them they have clocked in or out of the specified area. The Geotracking can be monitored in the Timesheets or Clock entries sections of Time & Attendance. Employees and managers can clock in/out, view/edit/submit timesheets, view time off balances, view future and historical time off transactions, and request time off.

From the mobile app, employees can clock in and clock out, as well as submit time off requests and approvals. Additionally, all self-service functionality is scalable to mobile devices if employees log in on the browser for their phone or tablet. Employees cannot manipulate timesheets from the mobile app unless using the mobile browser. There is no limit to the historical data captured. Reporting can be pulled on all historical data.

Notifications can be triggered when there is a pending leave request or a pending timesheet submission approval waiting. These workflows are automatically triggered and send an email or mobile notification. Customer reports can also be created and set up on a schedule to notify managers and admins of open timesheets. Standard Hours/Standard days are tracked at the employee level. This can be used to automate the population of timesheets with expected start and end times as well as hours per day. These schedules will automatically adjust based on time off requested and miscellaneous other exceptions.

NEOGOV can support the exporting and importing of timesheets from 3rd party modules, including Timeclock Plus.

NEOGOV can also adhere to any non-traditional shifts for police and fire, such as 9/80, 21, 24, or 28 day schedules, 7K, and many more.

NEOGOV will be able to pay employees a standard set of hours per week, regardless of their true hours worked. This means, if an employee worked 44 or 33 hours, we will make sure their total pay equals the 40 hours required. NEOGOV offers the ability to import overtime hours directly into timesheets, which will take into account vacation or any other leave hours in the calculation of the overtime paid.

Workrules can be setup with a timerule for holiday worked, which will drive to a special timecode that can have a special rate and can default their hours to the amount they are scheduled. Creating and establishing holiday rules per group is supported.

Holiday calendars and logic can be set up per agency, and updated every year. Clients will have control over how holiday logic works in the system. Options include, but are not limited to: the automatic addition of holiday hours (to replace regular hours) for employee groups, premium pay for employees who work the holiday, and the granting of floating holiday hours.

Employees can request time off within Unified Dashboard. They will have access to accurate balances and time off history. Managers can approve leave requests. Requests will trigger an assignment within Unified Dashboard, specific to the request made. However, on the My Team's Time Off tab, managers can see all requests in a single, list, view as well as review all history and current balances for their team. Requests are always viewable by users with higher permissions but are not autorerouted.

Employees will be able to submit time off requests for future periods. NEOGOV does not automatically link to an Outlook, however, NEOGOV offers managers access to My Team's My Off calendar that will allow them to view existing or future dated leave requests. Notifications are sent if an employee submits or cancels a leave request. Employees can not see team members time off on a calendar.

Carryover logic can be customized by plan type and employee service levels, and can be assessed on multiple frequencies, including calendar year, anniversary year, rolling calendars, specified dates, and fiscal year. Limits can be set to increase based on the employee's anniversary date.

NEOGOV fully supported tiered approvals. Tiered approvals are supported through several forms, which include specific persons, first manager, approval groups, or Department Heads. Approvals are not based on grant-funded positions, but on the options previously mentioned. If employees work multiple positions, as codes impact the timesheet, they can update the entry to a specific cost center entry.

NEOGOV's mass editing of time entries must come directly from exports into Time and Attendance. Pay codes and entries can be imported directly into an open batch during payroll.

Rounding rules can be established within pay and time calculations.

Future

3rd Party

Not Available

Notes

The calculation of overtime and double time is driven by the work rule and time rules setup. This is supported for both the assessment of overtime hours and the calculation of blended rates for overtime. For FLSA cycles that correspond to the pay period dates, the replacement of Regular Hours with Overtime Hours can be automated. For FLSA cycles that require a lookback, Overtime Hours are calculated within payroll. The Payroll module will automatically complete an FLSA assessment per check to ensure that the proper amount of premium hours has been paid and at the correct blended rate.

Employee groups can be created with designated pay periods such as All Regular Pays, Arrears, Biweekly with 24 pay periods (block week 3), Biweekly with 26 pay periods, Every Payroll, Monthly take first, Monthly take second, Monthly take last, One Time, Annual, Semi-Monthly, Weekly (48), Weekly (52). Starting pay period days are driven by the same employee group creation
NeoGov supports multiple pay periods for employees that are built during the initial start of implementation.

When an employee and an admin have an exception to their leave accruals for a higher amount, NEOGOV would be able to complete this by adjusting an employee's seniority date to match a 4-week accrual, or we would be able to create a new policy that allows for more accruals to be agreed upon.

NEOGOV can support the duplicate creation of Time Codes, Shifts, Work Rules, Work Calendars, and much more.

NEOGOV can support this build through Time and Attendance. Each employee can begin with a set number of hours and can be limited in use for 120 days. Afterwards, accruals can populate after their anniversary and reset at designated times. NEOGOV can also set up tiered increases in accruals based on tenure with the organization. If negotiations occur during hiring, admins will be able to update the employees' hours on their profiles to adhere to the agreement. Payout after termination is supported.

NEOGOV would be able to set up the accrual for SICK, but would not be able to meet the exact needs regarding the sweeping of hours. NEOGOV would be able to create the sweep rule for end-of-the-year rollover for what is over the set cap amount, but cannot support sweeping hours for any general, unused time they have. We are also unable to support sweeping hours into a contribution automatically. This would require a payout of SICK hours on a check and editing the existing contribution.

Personal time leave balance for 25 hours a year is supported. NEOGOV can also support excluding personal time in payouts after termination.

More information is required to understand the needs for administrative leave. NEOGOV can support different accruals and leave balances based on the organization's expectations. During Implementation, the leave hours for all of your employees will be loaded for usage.

NEOGOV can support Bereavement leave, including a leave that provides 5 days or 3 days. Employees can select bereavement leave when submitting their time off request. Before submitting the leave request, employees will have a comment section they can use to add the names of any of their family members. These comments are tracked and fully reportable.

NEOGOV will be able to support the need for a military leave policy. For the payments to the employee on reserve, this would require manual payroll intervention to ensure they are receiving their correct payout. This way, payroll admins will be able to manage the amount of pay periods required to provide the employee.

NEOGOV will be able to create an Active Duty leave option for the organization. Calculation for employee pay would be manual, but is supported through the Payroll module. Employees will continue to receive accruals based on the accrual rules set for each policy. Enrollments can be adjusted by Benefit Admins or re-enrolled by the employee through a qualifying life event to ensure correct benefit selection.

FMLA hours can be tracked as a leave type. Employees can be placed on FMLA status for easy reporting purposes.

FMLA is managed as a leave type, and the leave type can be made available to employees once they have spent the appropriate amount of time at the agency in order to be eligible. The tracking of the FMLA usage by an employee is available. For FMLA, and for all leaves of absence, the employee assignment can be maintained to update seniority, and to establish replacement managers when managers go on leave. This will enforce a rolling calendar based on the time FMLA is approved. Extended leaves are updated on the employee assignment, with special categories for FMLA.

Employees can select Leave Type, Leave Reason, Comments, and can upload attachments for requests that require this (FMLA, Jury Duty, Military, etc.) when making requests. Approval workflows can also be configured within the system providing an efficient way to approve leave time. Each step in the process has notifications that can be automatically sent

NEOGOV can support changes to balances if used incorrectly. This can be done by adjusting the balances directly from the employees' leave balances. If hour codes need to be adjusted, this would be accomplished through payroll, where you can negate hours from one code and apply them to another before processing. These changes are tracked and reported.

Union and non-union employees can be tracked. Nearly all clients at NEOGOV require support for Bargaining Units, which includes, but is not limited to:

- Specified Benefits rates, plans, and procedures per union
- Specified Time Off rates, plans, and procedures per union
- Specified Time Rule generation per union
- Specified Wage Progression and Cost of Living processes and logic per union

Steps are accessing Time and Attendance Dashboard > Admin > Shifts > Adjusting shifts, then saving. More information needed if this is specific to schedule management and swaps.

Leave Donations are supported. Admins will be able to create different Leave Donations pools linked to their leave type (ex: Sick/Sick donation, Vacation/Vacation donation, etc). Employees will be able to donate leave to any type of donation pool created with admin permission. If they use the donation type, it does trigger an approval workflow that will require manager/admin completion. Comments can be made during approvals specifying which EEs can take advantage of the Donation pools.

Score

4

4

4

4

4

4

4

4

4

4

4

4

4

4

4

4

4

4

4 Total

4 80

Score

4

4

4

4

4

4

4

4

4

4

4

4

4

4

4

4

4

4 Total

4 76

Payroll

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Open Ended Questions

- | | |
|---|---|
| <ol style="list-style-type: none"> 1 Was software developed in-house or gained through acquisition? 2 What year was the payroll module first offered? 3 What improvements/enhancements are planned for the next 12 months? Will any customizations or configurations be broken if any enhancements are added? Describe your QA process for bugs. 4 What are the services surrounding ongoing support, training and configuration? 5 Does the payroll module share the same database as the HR module? If not, how frequently does your payroll and HR module share information? 6 How does the time and attendance component specifically interface or integrate with payroll? 7 Does your system support multiple FEINs? 8 How are employees with multiple pay rates and department/cost center assignments within a single paycheck managed? 9 What methods are available for splitting payment (i.e., partial live, etc.)? 10 Describe how off-cycle and void payroll checks are handled. List the steps for each process and attach screenshots please. | <h2>Responses</h2> <p>NEOGOV's HRIS Products - CoreHR, Pay (Highline). but have since been enhanced 2018</p> <p>While we cannot provide a comprehensive shared with customers through our customer updates. When releases occur NEOGOV's Community site provides an</p> <p>Thorough system training is provided a Customer Success Manager.</p> <p>Yes, NEOGOV's payroll module lives in real time.</p> <p>Time and Attendance interfaces with P module. This is initiated at the organization NEOGOV can support multiple FEINs by Distribution settings are available for departments establish split distributions so that employees centers and will be paid in one check. 1 NEOGOV can support the splitting of payroll standard payrolls. Each employee can have Voids and Off-cycle payrolls are fully supported with the ability to select employees to</p> |
|---|---|

Vendor Specific Capabilities

- 1 Register can be reviewed prior to payroll finalization. (Please note if the preview is immediate or rendered.) Please attach a sample Register. Can this Register be customized by the City using the Built In Report Writer? Describe this in the Notes section.

Existing

Yes

Custom

- | | | |
|---|--|-----|
| 2 | Separate checks can be produced for the same employee in the same run. Please list the steps for creating a separate check and attach screenshots. | Yes |
| 3 | Manual checks can be printed in-house after payroll processes. | Yes |
| 4 | Off-cycle manual checks can be printed by us? How are re-prints handled? Please describe this whole process in Notes. | Yes |
| 5 | System has a module for recording and tracking all employee loans (e.g., 457, etc.). | Yes |
| 6 | There are controls in place to ensure the correct sequence and maximums of the deductions (goal-based, Federal IRS maximums, etc). Are these automatic? Please note any limitations or manual interventions. | Yes |
| 7 | System can automatically calculate gross-up for earnings | Yes |

8	System can automatically calculate retroactive or pro-rated pay and deductions. Please describe the steps to creating Retro Pay. For example, employee is given a 30 cent increase 10 days ago and needs to be paid retro pay for those days. Please attach screen shots and note any manual steps or intervention required to process Retro.	Yes
9	System can support non-taxable reimbursements through payroll.	Yes
10	System automatically updates tax tables and annual goal limits. Are these vendor updated or do we update these? Please describe the process in the Notes section and attach screenshots of the steps.	Yes
11	System calculates and deducts 457 catch-up contributions. All Deductions automatically stop when limit is reached without manual intervention. Please specify in the Response/Notes column if this is an automated process or requires an intervention by the employee.	Yes
12	System can support payroll accumulators:	
	a. Calendar year-to-date	Yes
	b. Quarter-to-date	Yes
	c. Fiscal or client-required year-to-date	Yes

d. Annual reporting year-to-date or User Defined reporting period (Note limitations in Notes field)	Yes
13 Federal, state and local taxes are deposited on behalf of the client.	Yes
14 System maintains state and local reciprocity agreements.	Yes
15 Tax reporting for multiple jurisdictions on one payroll for a single employee can be managed.	Yes
16 All wage garnishments are remitted on behalf of the client and their employees.	Yes
17 System has the ability to run payroll for many payroll types (i.e., regular payroll, miscellaneous, bonus, discretionary, relocation).	Yes
18 System can be configured with client's customized pay rules (e.g., comp time of 4 hours for hourly employees who regularly work 36 scheduled hours per week to bring their pay total to 40 hours).	Yes
19 System provides electronic delivery of Direct Deposit Advices and W-2 forms to employees. Are employees provided with standard disclosures for enrolling in electronic delivery and can these electronic enrollments be audited?	Yes
20 System handles tracking of imputed income (e.g., group term life, transportation/bus passes, parking, vehicle reimbursement).	Yes

21 System provides a custom report writer that allows HR administrators and managers to write ad hoc reports from payroll data. Please attach sample custom reports. Describe your library of custom reports and are any included as part of the implementation?

Yes

22 System handles quarterly 941 and annual tax filing and deposit reconciliation for state and federal government entities. (Indicate in the Notes column if these are mailed or completed electronically.) Is this standard reporting or custom report?

Yes

Client-Specific Capabilities

Existing

Custom

- 1 System supports multiple pay frequencies (weekly, monthly, quarterly). Can these be paid within the same payroll run or do separate payroll runs need to be created? Please describe the process and attach screen shots.
- 2 System payroll calculation provides error free processing of payroll. Please note how long calculation and processing takes for a typical city/entity our size. Also please add in the notes how errors are handled within payroll processing.

Yes

Yes

- | | | |
|---|--|-----|
| 3 | System supports upload of ICMA Mission Square deduction files from the software to ICMA Mission Square directly without the rekeying of data. Please describe in the Notes your experience with other cities doing this and is this included. | Yes |
| | | |
| 4 | System provides AI Anomaly detection in payroll processing and auditing to automatically determine issues before processing payroll (i.e., overages, net pay=0, net pay >5% of last week's payroll and other comparisons). Please add which comparisons you offer and if these are included and how long it takes your AI model to learn these anomalies in the Notes section. | Yes |
| 5 | System supports workers with multiple jobs on one employee record with easy access to both jobs and can receive one paycheck for multiple jobs. | Yes |
| 6 | System supports electronic W-4 Withholding Forms as part of the onboarding process. Can employees make changes and withhold additional amounts within Self Service? Do you support State forms (i.e., State of Maine)? List any limitations in Notes. | Yes |
| 7 | System supports file downloads in proper format to Maine PERS. Please describe how this works in your system. Is Maine State Reporting included? Attach Screenshots and describe how you would handle this specific requirement. | Yes |

- 8 System supports Employee/Employer funded HRA and automatically sends contributions from Payroll to our provider. Describe how you handle this and your experience with doing this.

Yes

- 9 System is capable of handling insurance billing for deductions in arrears automatically. Is this a separate module or included? Detail how you would handle this requirement.

Yes

- 10 System supports Void and reissuing checks. When reissuing can these reissued checks be edited? How is this handled in your system? Is it a separate run? Please attach screen shots and the steps.

Yes

- 11 System supports Quarterly Insurance Buy Backs for employees who don't take insurance. These Insurance buy backs can be sent to their 457 and be exempt from Federal and State Tax, but appropriately deduct FICA and medicare. Can these be on a separate check or the same check? Describe the process for handling this lump sum amount on a check and the setup involved in this process. Attach screen shots for the process in paying this out in payroll. System must be able to have separate checks issued in the same payroll run.
- 12 System supports, but not limited to the copying of data such as pay codes, deductions, location codes, group bargaining units, accrual tables and then editing the data? List any limitations in the Notes.
- 13 System supports Employee Referral Bonus Program as follows: When the referred employee passes their 6 month probation, the employee who referred them will receive \$500 and this should be paid in a separate check automatically and only have FICA, Medicare, Federal and State Tax Deducted. When the referred employee has worked 12 months, the employee who referred them will receive another \$500 automatically on a separate check with only the above deductions mentioned without manual intervention. When the referred employee has worked 24 months, the employee who referred them will received \$1000 automatically on a separate check with only the above deductions mentioned without manual intervention, and finally if the employee making the referral or the one who was referred is no longer working for the city then the bonus will not be paid out. Please explain how you will handle this require and the extent to which you can automate this requirement without manual intervention. Please attach screen shots of the setup and of the process of how you would pay this out for an employee.
- Yes
- Yes
- Yes

14 System supports Retirement Health Savings Account for all employees, which will be employee and employer contributions of \$15 EE/ER each week. The employer matched contributions shall have a 10 year vesting schedule based on the employees original date of hire as follows: 0-2 years (0%), Over 2 years (10%), Over 3 years (15%), Over 4 years (20%), Over 5 years (35%), Over 6 years (50%), Over 7 years (65%), Over 8 years (80%), Over 9 years (90%), and Over 10 years (100%). Please attach screen shots of the setup along with a description of how you would handle this requirement along with sending the file to Mission Square. Also explain your experience with this.

Yes

15 System supports annual clothing allowances for Police, Fire, Public Works. Explain your ability to exempt these from taxes per IRS guidelines for clothing that can't be used for another purpose.

Yes

16 System supports multiple pay schedules all on the same check. For example, Police and Public Works Pay Period is Thursday to Wednesdays. City Hall and Fire Employees are Friday to Thursday Pay Period. All employees are paid on the same payroll run. Can you confirm that this can be handled without having separate pay runs for each of the schedules? Please describe how you would handle this

Yes

17 System supports Student Loan Repayment Program as follows: All employees are allowed only one 5 year incentive during their career. Can this be requested via self service and attached required documentation? The City will make monthly payments in the form of a non taxable educational reimbursement to the employee for 60 consecutive months. The payments shall not exceed \$100.00, even if the monthly amount due exceeds that amount. If the loan is paid off prior to the 60 months, the payments will terminate automatically without manual intervention. Additionally, the system also supports a claw back provision of 10% of the funds if they did not meet the 10 year requirement of employment with the city or 20% if they only worked 7.5 years for the City. These funds would be clawed back in the final paycheck to the employee. Please describe in detail how you would handle this requirement along with the setup involved, your ability to automate this requirement and attach screen shots of your proposed solution.

Yes

18 System supports vendor payments via ACH and printing checks for vendors through payroll on a weekly, monthly and yearly basis. Can different schedules be used for different vendors? Describe how you would handle this in your system.

Yes

19 System supports Payroll compliance with all Federal and State laws, updates the software to maintain compliance and provides a dashboard with the updates made to have full visibility into these compliance updates.

Yes

20 Are deductions allowed to go into arrears? Yes

21 a. If so, how are catch-up contributions handled? Yes

22 b. How would the administrator track and adjust arrears? Yes

23 Is all payroll data stored in US Data Centers? Yes

24 Does the system support tax exemption controls? Yes
What tax exempt controls exist for federal, state and local taxes?

25 Does the system support adjustments? Describe the adjustment process for typical and year-end adjustments. Yes

- | | | |
|----|---|-----|
| 26 | Payroll module automatically receives Time and Attendance Data in real time? There is no batch process. Please describe in detail. | Yes |
| | | |
| 27 | System can perform gross up calculations for stipends. For example, an employee should be paid a \$1000 stipend and this is what they should receive and the system should calculate the taxes, so that they actually receive \$1000. | Yes |
| 28 | Does the system support employee loans for 457 and other items? Describe how employee loan payments (e.g., 457, employee loans) are administered, including startup and use of goals or stop dates. | Yes |
| 29 | Does the system included integrations with Mission Square ICMA 457 vendor? Describe the interface between the payroll system and 457 vendor systems, including ability to use outbound and inbound feeds for all enrollments and changes. | Yes |
| 30 | System provides for an unlimited number of deductions, pay codes, job codes, location codes, group/bargaining units, accruals (i.e., vacation, sick, personal time). Furthermore, these codes can be copied and updated. Please list any limitations in Note section. | Yes |

				Score
Payroll, Time and Attendance and Benefits were originally gained through acquisition and updated by our in house development team. We take pride in our ability to create				1
Comprehensive list of enhancements for the next 12 months, details on upcoming enhancements will be presented at a quarterly webinar and published in the NEOGOV Success Community during our quarterly webinar. The expectation is that no other systems or functions will be broken or disconnected. There will be a dedicated area for Q&A, questions, concerns, feedback, and enhancement requests.				1
At time of implementation, and ongoing support is available through your assigned account manager.				1
All data will remain within the same overall HRIS system. Information is always passed from module to module.				1
Employees can submit timesheets through a "Send Timesheet to Payroll" function within the Time and Attendance module at the discretion of the manager for easy flow into payroll.				1
The system allows for integration with other systems to ensure data is accurate and up to date. It is designed to be used where more information is needed to fully align.				1
The system allows for definition at the Department, Job, Position, and employee levels. This includes the ability to track employee costs which can be allocated to primary, secondary, and/or fixed rates for multiple cost centers. This function is fully tracked and reportable.				1
The system allows for payments during payroll runs and direct deposits. We can run off-cycle payrolls, voids, and corrections. We can have multiple direct deposits as well.				1
The system is fully supported. When initiated, payroll admins will be able to create off-cycle batches and voids. The system will pay.				1

Future	3rd Party	Not Available	Notes	Score
			Trial pay and pre-process registers are available to view before the completion of payroll. This will allow for quick validation and review before submission. NEOGOV also provides payroll registers after the completion of payroll.	4

NEOGOV supports separate checks on the same pay run. For example, standard earnings and a separate bonus check. 4

NeoGov supports laser print checks using MICR where dependent upon the layout of your check stock, the purchase of our checkstock may be required. 4

NeoGov supports laser print checks using MICR, where, depending upon the layout of your check stock, the purchase of our check stock is required. 4

NEOGOV fully supports max deduction amounts and standard maximums for state and federal tax contributions. Tax maximums are set automatically, but deductions can be set up (outside of HSA, FSA, or Retirement) by the organization. 4

4

Retroactive pay adjustments can be performed based on base pay, premium, and FLSA transactions when backdated. The process can add retroactive adjustments to the employee's regular check, or be processed as special checks. The retro calculator can factor in blended rates, weighted overtime, and of course regular pay amounts. All of these can be added using a single process or calculated individually. The retro calculator can run for all employees, groups of employees, or on an individual basis.

4

HRIS is a fully integrated system. Changes/updates within CORE HR and/or Benefits will be picked up by and prorated in Payroll based on the effective date of the change. The proration will impact the entire premium, including employee deductions, earnings, and payouts. These prorations can be established within the Pay code created for Bonuses.

4

Through NEOGOV, Tax Calculations, tables, and annual max contributions are generated by the Symmetry Tax Engine. If tax laws change the calculations for wages and/or withholdings, NEOGOV will release these to the platform on your behalf. This is for all State, Federal, and local taxes.

4

457 Catch-up contributions are fully supported. NEOGOV also automatically stops contributions when limits are reached.

4

HEADER

4
4
4

4

4

4

4

4

4

4

Delivery of Direct Deposit Advice (pay stubs) and W-2 electronically is standard. No standard disclosure is provided for electronic enrollments. This is a standard and active functionality.

4

4

Our Ad-Hoc reporting tool also provides a significant enhancement to customers to be able to select data from multiple tables and fields to build highly robust reports on demand. The logic necessary to join a variety of tables and fields is built into the background so that the reporting tool is simple to use and requires minimal to no training. The ad-hoc report is drop-down driven and queries all data within the system and all reports can be marked as public or private, saved for later use, added to custom dashboards and can be exported as needed for used in external systems. During implementation, your consultants will ask you for any needed custom report builds the organization requires. All custom reports, when built, remain available to run through the Ad-hoc report builder module.

4

Tax tables and logic are maintained through the Symmetry Engine, which NEOGOV will maintain when tax laws change to ensure accurate calculation and reporting.

Through our Payroll Services product, we can pay and file your taxes (including Unemployment and local taxes), fund direct deposits, pay vendors for electronic wage orders, track and generate ACA data, complete quarterly filings, generate W2s and 1095s as well as 1094s, and generate files needed for completing your ACA filing at the end of the year.

During Implementation, a Payroll Services specialist will meet with you to confirm your tax rates, tax IDs, and required reports. As a standard, W-2s, 1095-Cs, 940s, and 941s are provided. However, all mandatory tax reports will be itemized to confirm accurate filings and reporting.

4

Reports with required information are available to use in filling out 941 report within our Payroll module. If contracted for Payroll Services, NEOGOV will generate your 941 on your behalf, as well as complete the required filings.

Future	3rd Party	Not Available	Notes	Score
			NEOGOV supports multiple frequencies that can be processed on the same payroll batch.	4
			NEOGOV supports error-free payroll processing. Errors that reflect on the payroll are real-time and may require resolution before submission. If an employee is underpaid and cannot cover the deduction, the payroll will provide an indicator that must be corrected. This is also for 0.00 checks, jurisdictions are not set up, and many more. Processing timelines vary from client to client and can be from 2 hours up to 24 hours, depending on complexity and need.	4

	Benefit enrollment can take place in NEOGOV's module and those elections can be sent to the carrier. NEOGOV supports both 834 EDI and standard flat-file data transfers of this kind. Please note that 834 EDIs are not allowed by some benefits vendors, so please verify with them that they can receive files in this way. Additionally, the configuration of data transfer files may incur additional costs depending on the complexity and required professional service hours.	4
Yes	NEOGOV offers multiple ways to detect and correct payroll errors through reporting and the payroll dashboard. NEOGOV does not currently support AI payroll functionality at this time.	4
		4
	NEOGOV fully supports state and federal withholding, with the option for employees to make changes themselves (personnel actions included)	4
	Adhoc reports can be created and configured, including the columns arranged in the state-required format, which would include the Maine PERS build. PERS reporting is included in the implementation, but may incur costs depending on the complexity of the report requirements	4

NEOGOV's HRA set up will include Employee and Employer contributions that will flow directly into Payroll. NEOGOV supports sending benefit, dependent, and enrollment data via EDI/834 or flat file feed into a third-party service.

NEOGOV uses a vendor agnostic approach to data transfers between platforms through flat-file. If your vendors can receive a flat import file, NEOGOV can configure and schedule this for delivery. Depending on the level of complexity and professional service hours required, this may incur additional costs.

4

Benefits feeds are handled a bit differently. Benefit enrollment can take place in NEOGOV's module and those elections can be sent to the carrier. NEOGOV supports both 834 EDI and standard flat-file data transfers of this kind. Please note that 834 EDIs are not allowed by some benefits vendors, so please verify with them that they can receive files in this way.

Included are 3 HIPAA 834 files which generally cover Medical, Dental, and Vision.

We can enforce guaranteed income limits and configure rules for when the module will not withhold certain deductions. Clients can choose to store deductions not withheld in arrears to catch the employee up. Arrears amounts can be turned on which will start accumulating and will be deducted when possible. Clients can also configure certain check types that will not withhold certain benefits.

4

Within payroll individual employee checks can be voided and reissued. The negation of the original check will automatically update year to dates, as will the reissue. Please note that voiding a check will not change employee balances for time off accrual purposes.

4

NEOGOV does not support insurance buybacks.

Yes

4

NEOGOV offers duplication of pay codes, Locations, Bargaining Units, accrual policies, and much more with full editing capabilities.

4

NEOGOV can support the creation of an employee referral bonus payout, which can include and exclude taxes and deductions at the client's discretion. NEOGOV can establish Premium pays to employee profiles with rules that will pay out flat the amounts required during the timelines provided. These premiums can also be set with effective dates to ensure completion when the time comes.

4

NEOGOV fully supports HSA. We are prepared to set up HSA through enrollments that can be built with tiered employer contributions based on tenure and seniority. HSA can also be set up with an "always open" option for contribution editing directly from their self-service experience.

NEOGOV uses a vendor-agnostic approach to data transfers between platforms through flat file. If your vendors can receive a flat import file, NEOGOV can configure and schedule this for delivery. Depending on the level of complexity and professional service hours required, this may incur additional costs.

4

Benefits feeds are handled a bit differently. Benefit enrollment can take place in NEOGOV's module and those elections can be sent to the carrier. Neogov supports both 834 EDI and standard flat-file data transfers of this kind. Please note that 834 EDIs are not allowed by some benefits vendors, so please verify with them that they can receive files in this way. Included are 3 HIPAA 834 files which

NEOGOV provides clients the ability to manipulate earnings and deductions to include or exclude taxes per IRS guidelines. These can also be built during implementation, with specifications required by the organization.

4

NEOGOV can support multiple pay schedules, but they would require a separation of processing batches. NEOGOV's pay schedules fall under individual calendars attached to their positions.

Yes

4

Exact ability to support this functionality requires more information and discussion to fully align.

Yes

4

Through our Payroll Services product, we can transfer funds for ACH for processed payrolls. For funding, our payroll services product will require wire transactions to be pulled from your bank account, rather than ACH. NeoGov uses KotaPay for direct deposit ACH files. Reverse wire is the normal transaction type for both of our vendors, and all necessary setup documents are completed by clients during implementation. The vendor will initiate the reverse wire from their side. You will want to ensure your bank is aware of and will approve the reverse wire. special note: 4
The vendor Asure PTM will automatically use ACH Draft transaction type for any total tax payment under \$100k. Our vendor Kotapay supplies the CS Team with a report every pay period for both BankAccount Changes Required and Rejections. This report becomes available usually within one-three business days after ACH Wire has been performed. The CS Team will report to clients if either of these reports are generated. Different schedules can be used for different vendors.
The printing of physical checks for these

4

4

4

4

4

4

4

NEOGOV's Time and Attendance module can seamlessly feed directly into the Payroll module for swift payroll calculation and processing. Items like OT, shift differentials, and time codes will transition into payroll assuring accuracy in calculation, taxation, and payout.

4

4

4

4

4

TOTAL

9

Total

100

TOTAL

120

Core HR & Self-Service

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Open Ended Questions

- 1 Describe how the system creates organizational charts and where the data is pulled from. Please attach sample and include the steps to build this. Note the level of effort to build this.
- 2 Describe how the system maintains employee "report to" data. Where is this housed and if a manager leaves does it automatically switch to the next level?
- 3 Describe the process for transferring an employee between departments. Please include steps and screen shots of this process.
- 4 Describe how the system maintains data integrity for such things as duplicate employees or duplicate candidates. How does your system ensure we don't have duplicates?

Responses

NEOGOV establishes positions through the organiz Govt Registrations, Business Calendars, Departmen Groups, and Job Benefits. When the structure is cr structure is fully reportable using the report builde The People section within the Unified Dashboard f NEOGOV's "report to" information is stored under able to assign direct reports/managers. Within the direct report goes out on an extended leave.

NEOGOV's departmental structure flows into the e naturally triggers a department change as well.

Tracking is automatic but merging is manual. Cand profile. In the event that a candidate creates a dup able to use a standard report to view potential dup COREHR has safeguards and message triggers whe

HR System Capabilities

- 1 System provides online support/instructions for completion of routine tasks. Attach sample instructions found in your online help for a routine task. Does your system have field level help? Is this standard or does it need to be setup?
- 2 Client can establish new organizational entities (e.g., companies, cost centers and other variables) with no IT or programming required.

Existing

Yes

Custom

Future

Yes

3 System maintains employee demographic data for all employment-related detail (e.g., birth date, employee number, gender, hire date, contact information, email addresses). How many date fields do you provide? Please list in the Notes and list any limitations.

Yes

4 System maintains ethnic, visa and I-9 related data.

Yes

5 System maintains marital, family and dependent/beneficiary related and tax-related elections.

Yes

6 System maintains historical data for current/former employees (e.g., names, employment, job/assignments, performance ratings, status and pay).

Yes

7 System maintains data for all job-related details (e.g., grade, exemption status, EEO code, salary, job family).

Yes

8 System maintains audit trails of employee file and data updates by date, time and origin of update.

Yes

9 Ability to use effective/future dating of pending transactions/events, and maintains transaction history.

Yes

10 Multiple active pay rates can be maintained. Please list any limitations.

Yes

11 Pay rate history is maintained. Please list any limitations.

Yes

12 Progress disciplinary actions can be tracked and reported.

Yes

13 Email alerts can be generated based on user or system defined events.

Yes

14 Employee data is maintained in real-time.

Yes

15 Describe the process for transferring an employee between departments.

Yes

16 Calculated fields are available. Does this require fields to be created or configured (i.e., Year to Date, Last Year, Fiscal Year to Date). Please describe the process for creating calculated fields.

Yes

17 System allows for configuration of data fields. Please describe the process of configuration and attach screen shots.

Yes

18 Is there a limit on the number of fields? Custom fields? Please note the field length limit of custom fields.

YES

19 Electronic files can be uploaded and maintained in the system. What limitations, if any, exist?

Yes

20 System allows for creation and maintenance of organizational charts based on employee relationship data stored in the HR Solution.

Yes

21 The organizational chart be exported in a required format. (i.e., PowerPoint, PDF, Word, etc.) Please list any limitations in the Notes.

Yes

22 The organizational chart be run based on a specific point in time for a historical view. Please list the steps to create a historical organizational chart.

Yes

23 System allows client to define values in drop-down fields (e.g., client can populate lists for the following fields; departments, job titles, job functions, salary increase codes, position codes, bonus targets).

Yes

24 System allows for modeling City salary structure that can be mapped to each employee. For example, can we pull all Police employees by union and model a 5% increase in pay and see what that would cost the city? Please include the steps of this process and attach screen shots.

Yes

25 System provides government compliance tracking for the following:

- a. EEO compliance and adverse impact analysis
- b. Affirmative Action Plan summary data (race, gender, application date, start date, disposition of applicant)

Yes

Yes

c. Application language, workplace postings

Yes

d. Other legal issues (describe in Response column)

Yes

e. Effective date of all employee data changes (salary change, promotions, transfers, title changes, etc.) Effective dated transactions must NOT overwrite other transactions entered. For example, coordination of events for benefits or if a Personnel Action dated for the future with an address change is made, but then a Personnel Action for the next day is entered to change the rate of pay must not overwrite the address change and vice versa.

Yes

26 System allows for tracking of data (e.g., start date, end date, pay/bill rate) for non-employees (e.g., contractors, agency temporaries, interns).

Yes

27 System supports automatic tracking of probationary periods of 6 months based on date of hire. Please describe how your system handles this for a new hire and attach screen shots of both the setup and tracking of the employee.

Yes

System supports Freedom of Information Requests indicator? Can certain certain information be exempted from FOIA and how does your system handle this so that it is noted on a personnel file?

Yes

28 System supports Disciplinary Action Tracking for Attendance, Behavior, and Performance. Can the system automatically create a termination based on Disciplinary actions or is this a separate action? Please describe the steps of disciplinary actions leading to a termination on how your system would handle this. Is there a point system available with automatic tracking of points and does it work with time and attendance?

Yes

29 System supports Drug Testing for both new hires and existing employees randomly select employees for drug screening. Explain how your system handles the selection of employees automatically. Can your system track the substances required for screening: Alcohol, Marijuana, Cocaine, Amphetamines, Phencyclidine (PCP), Opiates. Please list any limitations of your software.

Yes

- | | | |
|----|--|-----|
| 30 | System provides a method for handling and tracking leave management (e.g., FMLA, personal leave). | Yes |
| 31 | Leave start and estimated return to work dates can be captured. | Yes |
| 32 | Federal and state leave entitlement/usage can be tracked. | Yes |
| 33 | Past leave history is maintained in the system. | Yes |
| 34 | System supports an unlimited number of attachments and includes document management and storage. Documents can follow a retention and purge cycle based on the City's schedule. Any documents will be secured based off the user's permissions to access the documents. Describe how your system handles this. | |

Yes

- | | | |
|----|--|-----|
| 35 | Leaves can be linked to specific plans or payroll. | Yes |
| 36 | System allows for reporting of leave data. | Yes |

Self-Service Capabilities (EE & MGR)		Existing	Custom	Future
1	System provides employee self-service for viewing personal data, total compensation, employment position and compensation history.	Yes		

a.	If so, does employee self-service allow for updating of personal data such as address, W4 exemptions (Federal and State)? (Please specify in Response column if this is accessible via web portal or desktop) Do you offer a kiosk experience for employees without computer access?	Yes
2	Changes made by the employee or manager trigger a notification and/or approval process.	Yes
3	System provides manager self-service for managers to view employee data and generate custom reports/queries on identified data elements (e.g., hire date, job title, compensation history, etc.). Describe functionality in the Response column.	Yes
4	Manager self-service offers a manager to-do list that can be organized and tracked.	Yes
5	Self-service landing page can be customized with external links.	Yes
6	Former employees can have read-only access to certain information.	Yes
7	Employee self-service is available in different languages If so, please specify languages offered in Response column.	Yes
8	Enables manager self-service request for termination workflow.	Yes
9	System provides for termination workflows notifying appropriate personnel of actions needed, and ability for HR administrator to monitor/track progress of workflow steps.	Yes
10	New hire and termination workflows are configurable. Attach a screenshot for each of these workflows and the steps to build these workflows. Are these delivered out of the box?	Yes
11	New hires can be imported from recruiting or applicant tracking system.	Yes
12	Managers can view and change employee salary information with workflow.	Yes

- | | | |
|----|---|-----|
| 13 | Workflows route job/salary changes electronically for approval based on user defined approvals. | Yes |
| 14 | Employee Self Service provides paycheck modeling for what if scenarios. For example, if employee expects to receive a 3% increase in pay how will that impact taxes, 457, etc. Please attach screen shots and steps for an employee to model their own pay. | Yes |
| 15 | Employee Self Service provides the ability to reprint checks, w-2's or any information. Please list any limitations in Notes. | Yes |
| 16 | Supports ADA Reasonable Accommodation Requests with the ability to attach documentation and have these route to Human Resources? Describe how your system would handle this requirement. | Yes |
| 17 | Can terminated employees access Employee Self Service? How is this handled in your system? Please explain. | Yes |
| 18 | Data/transactions submitted by managers automatically validate for accuracy and completeness. For example, are there automatic criteria which will alert a manager if an employee enters an unusual amount? | Yes |

19 Employee Surveys can be created in Self Service and automatically sent to employees on a recurring schedule. Can these be easily configured and changed without coding and customization? Please describe in detail the process for setting this up and making changes to a survey.

Yes

20 Managers can track employee assets for off-boarding purposes (i.e., computers, fire arms, fire equipment, etc.). Detail how this is tracked? Will managers receive a notification? Is there a checklist for off-boarding?

Yes

21 Managers will automatically be notified of expiring Certifications. What setup is involved to make this happen? Does a report need to be created? Is it a custom report? Detail this process in the Notes.

Yes

22 Employees and Managers will be notified of required training in Notifications area of Self Service. Managers will automatically receive notifications of overdue training that is required.

Yes

23 Managers can view employee training records.

Yes

	Score	
izational structure within the COREHR module such as Entities, Locations, nts, Divisions, Units, Groups, Work Rules, Class Specs (JOBS), Occupational eated, those will then be selectable when creating a new position. The er.	1	
eatures an interactive org chart that allows users to drill up and down the the employees assignment within CoreHR. This is where admins will be e same location, "designated approvers" can also be established in case the	1	
employee's position. If any employee position changes are made, this	1	Total
lidates must use a unique email address in order to set up a candidate plicate account, using a different email address, HR administrators are plicate applicant profiles then merge the two profiles into one. n attempting to enter an employee with duplicate data. This will prevent	1	4

3rd Party	Not Available	Notes	Score
		NEOGOV provides support for Administrators of the system but not general employee support.	4
		We only support one entity per account, but NeoGov does support the ability to create cost codes, departments, jobs, positions, and other organization information at any time without the need for Professional Services.	4

The Employee Assignment screen allows HR to track all data related to the employee's duties related to their assignment. This includes, but is not limited to, Position Details, Payroll Group, Work Location, Timesheet Work Rule, EEO Settings, Work Email, ACA category, Work Jurisdiction, Worker's Compensation Class, Significant dates (Hire date, Position Start Date, Seniority Date, Assignment Effective Date, etc.), Compensation Details (FTE setting, Work Calendar, Hours per day, week, pay, Salary Range, Scale/Step, Base Rate with Basis, PERS settings, FLSA Settings, Employee Status, Leave Data, Manager and approver/reviewer settings, Distributions, and Premiums.

4

4

4

4

4

4

4

Multiple pay rates can be associated to an employee. This can be accomplished through multiple assignments, special premiums, time code or pay code over-ride, as well as recurring sundry transactions.

4

4

Agencies can create processes within eForms that allow Managers to initiate a disciplinary action process and complete all steps required while creating visibility to all parties as to status, tasks required and are reportable. Processes can include a task to initiate personnel action within CoreHR.

4

Yes, System generated emails are standard. More information needed to fully align with "user defined events".

4

4

HR Administrators or Users will be able to update employee information when an employee is transferred to another department or is moved to another role. This does not require the re-entry of an entire employee profile. This is true for status changes as well, including re-hire. Effective dating for all maintenance allows automatic updates to downstream products for these types of changes, including time off eligibility changes, new timesheet work-rules, and schedules.

4

Calculated fields are supported within our Custom Report Builder. These calculated fields do require setup and configuration.

4

Though standard data fields cannot be configured, NEOGOV provides User Custom Fields for additional data tracking. We support character, number, date, boolean, url, email, and image User Defined Fields. These can be attached to Core structures, employee profiles, and assignments. They are fully reportable and can be attached to logic for workflows, bulk processes, and system-generated reminders.

4

NEOGOV supports 4 locations (personal, assignments, positions, and employment) that can contain 20 user custom fields. We support character, number, date, boolean, url, email, and image User Defined Fields. These can be attached to Core structures, employee profiles, and assignments. They are fully reportable and can be attached to logic for workflows, bulk processes, and system-generated reminders.

4

Our eForms product stores all documents the employee has completed throughout their employee lifecycle. Working cohesively with NEOGOV's other products, eForms can serve as a central repository for employee documents completed within the product suite. eForms allows for agencies to create folder structures that includes subfolder with the ability to configure permissions at the folder, subfolder, document and process level.

eForms provides the organization with:

- Accurate and consolidated records
- One central repository for active employee paperwork
- Supports entire employee lifecycle

Eforms folders will also contain completed forms from Onboard, completed evaluations from Perform and Course completion certificates from Learn that are automatically pushed.

4

NEOGOV establishes positions through the organizational structure within the COREHR module such as Entities, Locations, Govt Registrations, Business Calendars, Departments, Divisions, Units, Groups, Work Rules, Class Specs (JOBS), Occupational Groups, and Job Benefits. When the structure is created, those will then be selectable when creating a new position. The structure is fully reportable using the report builder.	
The People section within the Unified Dashboard features an interactive org chart that allows users to drill up and down the entire organization, search for a specific employee or position, and view & copy their email address to contact them. Users are also able to view vacant positions in the org chart. The Org chart can be printed & exported. Custom reports and dashboards can also help yield valuable information for organizational analysis.	4
Organizational Charts can be exported in a PDF format.	4
Organizational charts are updated in real time. CORE HR will maintain the historical organizational data, which will be tracked and reported.	4
	4

Step increases can be scheduled to processes as often as the organization requires for an automatic step increase process. If certain steps require additional rules for increase (in this example we mentioned longevity) report filters can be set up within the scheduled step increase report to select what scales/steps can be increased when the schedule triggers. If needed, all of the steps up to 12 can be included, but anything steps after 12 will not receive the automatic increase. This will allow admins to manually increase step increases after reviewing other parameters. 4

We could also limit positions like CNA to a scale/step that only goes up to 12 and anything else above would require additional entry. Naturally, the steps increases will stop once an employee within the position reaches the final step for that Scale. If an employee is placed in a new position that has more levels of scale and steps, the employee will then be qualified for those increases. Keep in mind, NEOGOV's Scales/Steps are based on the attached UNIT, so only positions that share the UNIT would qualify to be moved to a

HEADER

4

Yes, the applicant flow report provides agencies with statistical data pertaining to the pass/fail rate of candidates in each evaluation step. This report can be broken down by gender, ethnicity, source or age. 4

Filtering the report by either gender or ethnicity will show the Impact Ratio for each group at each step of the process and for the overall recruitment.

Users with appropriate permissions are able to determine what information is shared on each posting. Postings can be created to go to internal applicants only or out to the public.

NEOGOV content is English, but you can upload/display content in other languages. Because our product is web-based, applicants could also use tools like Google translate to display Career Pages in other languages or their choice.

Insight Administrators can utilize custom form fields throughout the ATS system to add additional fields throughout various areas in the system to gather information. In addition, administrators can rename some field labels, which enables organizations to use uniform language throughout the platform.

Yes

More information is required to understand requirements regarding "other legal issues"

NEOGOV can maintain profiles for non-employee populations such as contractors, temps, interns, etc. All of these data points are fully tracked and reported.

		4
Yes	More information is needed to determine full functionality.	4
	Agencies can create processes within eForms that allow Managers to initiate a disciplinary action process and complete all steps required while creating visibility to all parties as to status and tasks required. Route to all necessary managers and personnel to make sure all steps in the disciplinary action are met.. HR can later report on these processes. These processes can be configured to be hidden from employees until such time they are brought into the process. A disciplinary action in eForms does not automatically connect to Core HR, but a task could be added to the process to initiate separation if deemed necessary. There is also no point system, but a custom line could be added to the CoreHR employee record to track points manually. Custom user fields can be created on the position level to outline drug testing and other testing requirements. These custom user fields can be established as drop-down selection, manual entry, or check box indicators. All custom user fields are tracked and reportable. Testing and results can be manually entered or through a created form in Onboard (included) and eForms (available for additional cost). In Insight, custom form fields can be configured to include drug test and other test requirements during the application -----	4

4

4

4

4

eForms allows you to set up retention periods to retain and delete after a specific period -- Choose the period from 1 to 10 years. These numbers are always in relation to the Employee's Termination Date. Regardless of the global Document Retention Settings, there is a way to make an exception for the employees whose documents you want to protect from deletion. For this we have implemented the Legal Hold setting.

Within Insight, HR Administrators will have the ability to set the agency's retention period. The default retention period is 3 years but it can be changed by the organization. Data can be retained permanently or purged after 3-10 years. Within our other products, currently data will be retained indefinitely unless customer deletes as required by their regulatory guidelines. NEOGOV will not purge any data without written request from the customer.

4

Other products in scope - NEOGOV does not delete any data. Customers can delete/archive items in Onboard, Perform and Learn at their discretion at any time, Leave balances and policies, when created, are linked to the employee's position through established work rules and groups.

4

Total

4

164

3rd Party

Not Available

Notes

Score

4

Employees will be able to change their W4, address, and basic data through their self-service experience via desktop access.	
NEOGOV's system is cloud-based, which allows for logging into and changing personal data as long as there is internet access, including from a mobile device.	4
This depends on changes made and/or in which module. More information is needed to determine full functionality.	4
Managers have self-service access to basic employee information (name, age, gender, etc), Job/Position information (Hire date, job title, direct manager), access to their leave balances and policies, timesheet data, and leave approvals.	4
	4
	4
Terminated employees do not have access to the read-only version of their self-service. Retirees have limited access for retiree open enrollments.	4
NEOGOV provides an Accessibility Menu while using HRIS that allows for the module's language to be changed. Many languages are offered, including Spanish, Chinese, and many more. More information is required to know what languages need support.	4
	4
	4
	4
	4
	4

		4
Yes		4
	Check reprints are done through NEOGOV's payroll module. Self-Service experience provides employees the option to download their pay stubs or print W2s at any time, but does not support paycheck reprint.	4
	Applicant ADA requests are stored and reportable in Insight. eForms can be used to track requests for ADA accommodations for existing employees but not medical information about employees. NEOGOV maintains HIPAA security compliance, not privacy compliance.	4
Yes	Admins have the option to set up a future dated termination which will grant employees access temporarily. Once an employee's termination date passes, they will no longer have access to NEOGOV with the exception of the exit survey link which they can access until the survey is completed/post termination date. This does not apply to retirees as they remain active in the account with limited Self Service Access.	4
Yes	More information is needed to understand the use case. Notifications are supported via workflows and personnel actions when changes occur.	4

Within Learn, Admins can create surveys using the Survey Editor and Question Builder. In the Survey Editor Details, Admins include a survey name, introduction or instructions and an expiration period. The Question Builder allows Admins to include any combination of question types including Single Select, Multiple Choice, Linear Scale, Star Rating, Comment Box and Fill-in-the-blank. Each question can be marked as required to ensure proper feedback is collected. After a Survey is created, it can be assigned to any Course in Learn.

4

At this time there are no system wide surveys that can be used, however, a general course could be created in Learn whereby employees could answer questions about their employee experience if desired.

Existing employees can be assigned a form via an Onboard checklist or eForms process that will allow them to provide feedback on the hiring experience inclusive of the items outlined. Within both products, a completed forms report can be used to create visibility into the feedback.

Employees being off-boarded in Core HR are synchronized back to our Off-board portal to streamline your off-boarding processes. Off-boarding an employee can include assigning an Offboarding Checklist with a specific Separation Date or final date that the employee has access to the Onboard system. This ensures that the organization provides a compliant and positive exit experience. The Off-boarding process also cancels active evaluations and removes enrollments from Learn courses. While item return tasks can be assigned through an offboarding checklist, Onboard is not meant for asset tracking.

Our CoreHR module supports Asset Tracking. Asset Tracking will be able to track items such as:

- Type
- Asset ID
- Serial #
- Issue Date
- Issued By
- Return Date
- Returned Date

Tasks can be assigned to the departing employee (or to those employees who

Certifications and Licenses can be tracked including their expiration dates with visibility by managers. Additionally, HR Admins can configure reminder notifications to be sent for upcoming and/or overdue certifications/licenses expiration dates. HR Users and Admins are also able to run reports as needed. This is a standard report in Learn

Yes, there are reminder notifications for upcoming due dates, approvals, overdue notices, and various other tasks throughout the system. Each Learner will also be able to see the due date directly on the Course Card so there is no confusion when the Learner receives the upcoming due date notification. You can configure the frequency of the reminder notices sent out within each product so that the notification arrives before a task or approval is due and once it is overdue. On top of the reminder emails, we also have various emails that can be enabled from within Learn. Those email templates can be customized and can be sent to whom you choose to route them automatically	4	Total
	4	96

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Recruiting

Responses

STANDARD

NON-STANDARD

1 Describe the functionality of your recruiting or applicant tracking technology for the following areas:

Yes

a. Electronic applications

Yes

b. Creating job requisitions

Yes

c. Candidate sourcing

Yes

d. Resume screening

Yes

e. Interview scheduling and Outlook integration. Can candidates self schedule interviews based on availability?

Yes

f. Social media integration

Yes

- 2 Does the system integrate with the client's company website or intranet?
- 3 Does the system provide a custom branded online career site/portal for the client?

Yes

Yes

4 Are customizable job posting templates available without coding?

Yes

5 Can customized screening questions be added to job postings without coding?

Yes

6 List all job boards that are included for free postings? (e.g., indeed, careerbuilder, etc.)

Yes

7 Describe the candidate search and match functionality within the system. Does your solution use AI to assist with this? If so, has there have ever been a lawsuit regarding the use of AI by applicants against your company?

Yes

8 Can managers be given direct access to view applicant information for their respective positions?

Yes

9 Is the applicant's history available for all positions they previously applied for?

Yes

10 Can applicant information be shared to other positions they did not apply for?

Yes

11 Can the applicant sign up to receive both email and/or text alerts for jobs they are interested? Do you offer text SMS service as part of the applicant experience and is this communication automatically stored in the system? Is there an additional charge for this service or is it included?

Yes

12 Does the system automatically disposition candidates not selected in mass action? Please detail the steps and attach screen shots of how you disposition candidates in your system.

Yes

13 Does the system included resume parsing?

Yes

14 Will job postings automatically be removed on the end date without manual intervention? Please list any limitations of your software.

Yes

15 Discuss the interactive dashboards available for both recruiters and managers. Is there a funnel of candidates at the different stages? Is this custom or standard?

Yes

16 Describe the process to import a new hire's data from the applicant tracking system to the HR system of record of your system or an external vendor's Core HR system.

Yes

Onboarding

Responses

STANDARD

NON-STANDARD

- 1 System has full onboarding capabilities including Journeys for the employee with all the tasks that need to be completed giving managers full visibility into tasks. Describe the onboarding functionality available within the system.

Yes

2 Can multiple versions of electronic new hire packets be created for onboarding? For example, New Hire Packets and Journeys for Police, Fire, and Public Works would be totally different than Non Union Staff. How would this be accomplished in your system?

Yes

3 Can new hire packets be electronically assigned to new employees, for completion of online forms?

Yes

4 Can administrators and managers monitor completion percentage of onboarding documents?

Yes

5 What standard onboarding documents do you provide in an electronic format that does not require custom formatting? (e.g., I-9, direct deposit, W-4, etc.) Are these standard forms or is there an additional charge? What if we require electronic signatures is this included or additional charge?

Yes

6 Describe how your system handles electronic signatures and acknowledgements for onboarding documents. Is this via integration? Is there an additional charge for this service?

Yes

Yes

7 Describe the integration process with either your or an external vendor's system for the following: (e.g., file feeds, reporting, etc.)

Yes

a. Drug screening

Yes

b. Background screening

Yes

c. Recruiting or applicant tracking

Yes

d. Benefits

Yes

e. Benefit carriers

Yes

f. Core HR (System of Record)

Yes

g. Payroll	Yes
h. Time & Attendance	Yes
i. I-9 and E-Verify	

Yes

8 Can I-9's be stored electronically?	Yes
---------------------------------------	-----

Performance Management

Responses

STANDARD

NON-STANDARD

1 Describe any performance management support provided through technology and/or services. Is Succession Planning Included? What Dashboards are offered as part of Performance Management.

Yes

- 2 Do you provide online performance reviews? Can these be configured? Describe the rating process setup involved.

Yes

- 3 System has full feature performance tracking.
Describe the features and functionality of online performance reviews. (e.g., cascading goals, competency library, etc.)

Yes

- 4 Can multiple reviewers (e.g., subordinates, peers, other managers) provide performance feedback and exchange data simultaneously?

Yes

- 5 Can employees complete self-evaluations?
- 6 Can managers and administrators monitor status and dates (e.g., complete, incomplete)?
- 7 Does the system provide e-mail reminders and overdue notices throughout the process?

Yes

Yes

Yes

- | | | |
|----|---|-----|
| 8 | Does the client have the ability to customize all triggered emails and notifications? | Yes |
| 9 | Can historical reviews and ratings be easily accessed? | Yes |
| 10 | Can weightings be used for performance categories and/or goals? | Yes |

Learning Management

Responses

STANDARD

NON-STANDARD

- | | | |
|---|---|-----|
| 1 | Do you provide access to a learning management system (LMS)? | Yes |
| 2 | Is your LMS a custom built system or do you use an external vendor's software? | Yes |
| | a. If external vendor's software, list the external vendor's name. | Yes |
| 3 | What types of courses are available to choose from? (e.g., self-paced, streaming video, etc.) | Yes |

Does your LMS include a course library?

Yes

a. If Yes, list the course categories.

Yes

b. If Yes, what vendor is providing the course library? (e.g., SkillSoft, etc).

Yes

4	Can custom built courses be added into the course library?	Yes
---	--	-----

a. If Yes, list the file formats accepted. Yes

5 Can course curriculums be developed and assigned to employee groups? Yes

6 Are tracking and reporting tools available for HR and Managers? Yes

Leave Administration

Responses

STANDARD

NON-STANDARD

- 1 System supports leave management. Describe leave management services you provide and what types of leave are administered and supported.

Yes

- 2 System supports the ability for employees to initiate this or HR through Self Service? Do employees request/initiate leave through a call center or through their supervisor?

Yes

- 3 System maintains compliance with federal and state laws. Describe how you maintain compliance with federal and state leave laws.

Yes

- 4 System can send form letters and notices to employees? Who handles sending letters and required notices to the employee? If it is the employer, do you provide letter templates?

Yes

5 Is leave administration a feature in your HR software?

Yes

6 Does the system provide alerts and notifications based on tracking dates including expected return to work?

Yes

7 System supports collecting benefit premiums and billing employees? How do you handle collection of benefit premiums while an employee is on unpaid leave?

Yes

- 8 System supports integration with disability carrier. Describe how leave administration is integrated with the disability carrier for short term and long term disability.

Yes

- 9 System supports different frequencies of reporting? What type and frequency of reporting do you provide?

Yes

Unemployment Comp Administration	Responses	Score
1 Describe the services you provide for unemployment administration.		0
2 Who handles unemployment administration for your company?		0
3 Describe your process for managing unemployment claims, appeals, hearing representation, and Board appeals.		0
4 Describe the training that will be offered with your unemployment administration services.		0
5 How are claims maintained and are they recorded in the HR module?		0
6 What types of unemployment reports do you provide and how often are they provided?		0

Workers' Comp Administration	Responses	Score
------------------------------	-----------	-------

1 Describe administrative services you provide for workers' compensation. Yes

1

2 How do you handle initiating new claims? Yes

1

3 What type of administrative support do you provide during the life of a claim? Yes

1

4 How do you assist with the return-to-work process? Yes

1

5 Describe the training that will be offered with your workers' compensation administration services. Yes

1

6 What type and frequency of reporting do you provide? Yes

1

7 How are claims maintained and are they recorded in the system? Yes

1

OSHA & Safety

Responses

STANDARD

NON-STANDARD

- 1 Does the system maintain OSHA logs at the employee level?
- 2 Can managers and administrators view a summary page/window showing all incidents for an employee?
- 3 Does the system maintain all incident details including type of accident/incident, date and time, accident/incident details, days away from work, etc.?
- 4 Are OSHA reports included as standard reports? Which reports are included?
- 5 Can managers view and update OSHA information using manager self-service?

No

Yes

No

No

No

No

Other

Responses

STANDARD

NON-STANDARD

- 1 Do you provide call center support for employee self service?

Yes

Yes

- 2 Do you provide a state specific posting service for required employment postings?

Yes

3 How do you maintain/update required postings when there are changes to federal and state laws?

Yes

4 Does your system support Grievance Tracking? Is this included in core HR? Please attach screenshots of how your system would handle a grievance such as vacation paid on a regular check vs. a separate check.

Yes

5 Do you provide annual compensation statements? (i.e., Total Rewards Statements) Is this included or extra?

Yes

6 Please describe any administrative services you provide to support education assistance or tuition reimbursement.

Yes

NOT SUPPORTED	NOTES	Score
		4
		4
		4
	Candidate sourcing can be accomplished through the optionally added Attract candidate relationship management module. Attract contains a dynamic sourcing tool that gives you access to 2.8 million job seekers from GovernmentJobs.com database talent networks that are interested in public sector and education roles. With this, you can save hours in sourcing efforts, find candidates who meet your open job qualifications, and get more applicants for hard to fill roles through the use of bidirectional emailing.	4
	There is no direct integration, but interviews can be scheduled by HR staff or self-scheduled by the qualifying applicant through their Governmentjobs.com account. Notices to establish a self-schedule time can be sent to candidates in bulk. Once a time is scheduled by applicant, a confirmation email is sent to the applicant, hiring managers and interviewer panelists that includes a calendar invite to add to their Google or Outlook calendars	4

There is no direct social media integration, but Jobs can automatically post to your Career Page and GovernmentJobs.com (with subscription). Recruiters can easily post open jobs and create links to social media sites and other external sites. Additionally, HR Admins or hiring managers can share jobs with other users as needed, essentially allowing anyone to be a recruiter for the organization.

A link to the Neogov system can be included on your agency's Intranet.

4

4

Through easy, configurable settings, you can brand your career site to include your logo, header image, and color scheme to complement your organization's website. You have the ability to configure the navigation menu and data displayed on the site. This allows you to maintain your existing brand while providing a seamless user experience for jobseekers who are searching and applying online through a website that is maintained by NEOGOV. NEOGOV's career pages utilize industry best practices for web design, are mobile friendly, and Section 508 compliant to be accessible by individuals with disabilities.

4

job postings can be copied and used as a "template" for future postings - much of the information from the job posting comes from the approved requisition or HR can autofill job description information (salary, responsibilities, minimum requirements, etc.) that is linked to the Class Spec/Job Description in the Class Spec Library. The job can be published through Insight and then will automatically display on the organization's Career Pages and Schooljobs.com. Insight allows for creation of an unlimited number of job application templates. The application template to be used is selected when the job posting is created.

4

4

Jobs can automatically post to the your Career Pages and Governmentjobs.com (with subscription). Recruiters can easily post open jobs and create links to social media sites and other external sites. A RSS Feed is available for Career Pages which is accepted by many Job Boards for scraping Career Pages. Insight's Job Target feature allows users to advertise underperforming jobs on various job partner boards. Job Target is associated with approximately 25,000 job boards with both paid and free options.

4

While not AI, with Insight you can create filters to search for candidates based on criteria/keywords that you've set. You can also use a feature called Auto Screening to screen candidates for minimum or desirable qualifications based on their responses to job specific supplemental questions. The auto screening tool could then rank your candidates on a position from most qualified to least qualified after filtering out any candidates that don't meet the minimum qualifications of the position. This does not use AI but instead uses scoring criteria set up by users with appropriate permissions. Attract is also a powerful tool when it comes to finding the right candidate for a position. With a robust list of filters, your team will be able to find and engage with candidates matching the position requirements, both within your internal database of candidates and from the 2.8 million subscribers from GovernmentJobs.com.

NEOGOV systems also employ a roles based security model ensuring users only have access to areas for which they have been given access rights, including recruitments to which they're assigned and candidates that have been shared. Users with appropriate permissions will be able to view the applicant master profile, which includes a list of all applications as well as the assigned disposition for each.

Users with appropriate permissions are able to attach requisitions for other applicants can submit job interest cards online and will be notified via email when a matching recruitment becomes available. Job interest cards are automatically distributed when the recruitment is advertised and includes a link which drives the applicant directly back to that job listing on your site. You

Applicants will be automatically notified on screen and via email after an application is submitted to the system. Insight Users will be able to generate email or text notifications to applicants with their status at any step in the process. Customer using auto-screening and also send auto-rejection notices when candidates are dispositioned. The applicant can check the status of all applications submitted within their Career Pages inbox. Additionally, Electronic offer letters can be sent to candidates through the system. The candidates will also have the ability to accept/reject the offer online using the organization's career pages. This feature will help your organization manage and track the entire offer process within NEOGOV while improving the overall candidate experience with your organization and also improving the recruitment efficiency.

After auto screening, applicants can be notified and dispositioned manually in bulk both through HR or through the hiring manager workflows. NEOGOV Insight also contains Recruitment

Job posting closing dates can be set before being published to auto-close. Additionally, the system can be configured to close a job posting when a certain amount of candidate applications are received.

4

0

4

NEOGOV's Unified dashboard creates a centralized space for employees and managers to view all information, tasks and reports based on assigned user roles within the system. Within the Recruiting section of the admin dashboard, HR users are able to easily view tasks, recruitments, postings, candidates and hires that they are associated with. Hiring Managers have a recruiting dashboard that lists the status of current requisitions, job postings and referrals, along with access to view a list of job postings and current status. HR has access to Insight's robust Analytics & Reporting that provides metrics regarding EEO reports, time-to-hire metrics, diversity statistics, staff workload, advertising effectiveness, as well as an ad-hoc reporting tool.	4
Recruiters and users with appropriate permissions will see all recruitments and candidates to which they've been assigned from the Insight dashboard.	TOTAL

NEOGOV provides a seamless, automated workflow for transitioning a candidate from the applicant tracking system (Insight) to the HR system of record (Core HR), or to an external vendor's Core HR system if applicable.

Once an applicant successfully completes all evaluation steps in Insight, they are added to the eligible list and can be referred to hiring managers for interviews. The referral and hire workflow is configurable but typically includes steps for interview scheduling, offer creation, and offer acceptance tracking.

4

Hiring managers or HR staff can send electronic offer letters directly from the system, which are delivered to the candidate's GovernmentJobs.com inbox and registered email. Candidates can accept or reject offers online, and hiring managers are automatically notified of their response.

After an offer is accepted, the candidate's data flows from Insight into NEOGOV's Onboard module, where they complete pre-employment tasks and fill out required forms (e.g., I-9, W-4). Once

84

NOT SUPPORTED

NOTES

Score

allows the Administrators to create various checklists that are assigned to new employees based on their job function, department, division, or other factors.

The new hire checklists can be fully configured based on the exact action items or content that needs to be completed either by the employee or other stakeholders involved in the onboarding process.

Samples of tasks that can be assigned include:

- Parking office to set up parking permit for new employees
 - IT manager sets up new employee email address
 - New employee needs to complete W-4, I-9, etc...
 - All tasks can have a due date either before or after start date, and can be tracked through a reporting tool within the NEOGOV Onboarding module.
- Checklist items can be tasks, forms, attached documents, multi-contributor forms, and videos.

4

...NEOGOV's onboarding module can, supports the creation of multiple, customized onboarding experiences tailored to different roles, departments, or employment types—such as Police, Fire, Public Works, or Non-Union Staff. When a new employee is hired, they receive an activation link to access their personalized new hire portal, which includes widgets and tasks configured specifically for their role. Within this portal, employees are assigned checklists that define the forms, documents, videos, and action items required for their onboarding journey.

4

These checklists are highly configurable and can be automatically assigned based on rules such as department, job classification, union status, or position title. Each checklist may include tasks for the new hire as well as for other contributors in the onboarding process (e.g., supervisors, IT, payroll). In addition, NEOGOV supports Pre-onboarding, allowing agencies to initiate onboarding tasks even before an employee's start date or employee ID is issued. This helps streamline early

4

4

	Onboard comes standard with Federal W-4 and I-9 forms that are maintained and updated by the NEOGOV as updates are released. Both of these forms are electronic forms with acceptable electronic signature capabilities. eVerify integration is included free of charge. For clients who have Core HR, Personal Information, Emergency Contacts and Direct Deposit forms seamlessly push information collected to establish record which initiates Open Enrollment, generates Timesheets and provides visibility into paystubs.	4
Yes	NEOGOV supports digital signatures. Users can choose between a cursive font signature or custom electronically signed signature to any online form within eForms and Onboard. Forms within the Manage platform can be completed electronically and can trigger simple or complex approval workflows. Electronic signatures are not stored within Manage, but electronic attestations are used to track employee consent and enforce compliance. Digital signatures are included in the price of the platform.	4

If the organization moves forward with the entire suite, including the manage module, employee data would be able to flow from the applicant tracking system to onboard, to CoreHR/Manage modules, and into the other products in scope. External NEOGOV integrations are Vendor/HRIS neutral - the flat file integrations involve either imports configured to our specs or exports configured to the specs of an HRIS system. Customers configure the other side with HRIS systems such as Peoplesoft, SAP, Oracle, etc. Same with the API - we provide access for customers to write Rest API code to retrieve or place data in NEOGOV. Additional information on NEOGOV integrations is provided here:

4

<https://api.neogov.com/documentation/#/hrms#top>

NEOGOV maintains active partnerships with several vendors providing background check services and can provide your organization with discounted services as well as direct integration with Insight if desired.

4

Yes, background check results or other pre-employment screening could be tracked through Insight/OHC or preboarding in Onboard. NEOGOV maintains active partnerships with several vendors providing background check services and can provide you with discounted services as well as direct integration with Insight or Onboard if desired. Dependent on the current vendor and/or integration requirements, additional costs may apply. Background vendors will be able to provide a variety of services depending on the vendor selected including credit and criminal.

4

4

4

4

4

	4	
	4	
Onboard has a free integration with E-Verify so the process can be managed within the product. Once an I-9 is complete, the data can be pushed over to e-verify, which will then send final information directly back into the system, where users with the appropriate permissions will be able to view status from the e-verify dashboard.	4	
	0	Total 64

NOT SUPPORTED	NOTES	Score
	Planning module, this could be accomplished with some products in scope - more detail is needed on process desired. A succession planning feature is being considered for a future enhancement. Currently, HR or management can note and track employee's actions in Perform with Journal Entries when considering them for future roles. Using our item rating report, your organization can identify employee strengths and weaknesses documented in the system and locate prospective employees for succession planning. NEOGOV's Performance Management System, Perform, offers performance reviews, evaluation Programs, rating Scales, goal management, and Development and Improvement Plans. Learn integrates with Perform to show completed trainings during performance ratings as well as allow managers to assign trainings to next years areas of focus.	4

...NEOGOV provides many configurations
online performance reviews through
Perform, our Performance Management
System. Perform enables organizations to
build structured evaluation programs that
support annual, probationary, or ad hoc
review cycles. Evaluation periods can be
scheduled based on fixed dates or
employee-specific milestones such as hire
or anniversary dates, offering maximum
flexibility for government HR teams.
Administrators can define rating scales,
review templates, and workflow steps
tailored to union rules, departmental
needs, and job classifications. The system
supports multi-rater evaluations, goal
tracking, competency assessments, and
both Development and Performance
Improvement Plans—all in one integrated
platform.

4

Perform is closely integrated with Learn,
NEOGOV's Learning Management
System. This allows managers to assign
training courses directly within the
performance evaluation. Employees can
launch these trainings either from the
Training section in Perform or directly
through their Learn account. The

comprehensive, fully online performance tracking capabilities designed specifically for the public sector. The platform enables creation, monitoring, and evaluation of individualized development plans, allowing employees and managers to collaboratively track progress against measurable objectives.

Perform supports SMART goal creation at both the individual and departmental levels. Through the Goal Management module, goals can be aligned with broader organizational objectives, enabling cascading goals that drive performance consistency across the enterprise. These aligned goals are visible to users through an intuitive Goal Dashboard, promoting transparency and accountability.

Managers can create goals for their direct reports individually or in bulk, and each goal can be broken down by milestones and due dates. These goals are also integrated directly into the performance evaluation cycle and can be rated as part of an employee's review.

Perform includes a competency library

4

both traditional hierarchical reviews and comprehensive 360-degree feedback processes. The platform can be configured to collect feedback, comments, and ratings from multiple sources—including peers, direct reports, supervisors, organizational unit leaders, nth-level managers, or designated employees—within a single evaluation cycle. Employees can be assigned one main manager and up to 5 additional managers as needed.

This multi-rater approach enables a well-rounded assessment of employee performance by incorporating diverse perspectives across the organization. In addition to external feedback, self-ratings can also be enabled, giving employees the opportunity to reflect on their own progress and contributions.

All feedback can be exchanged and captured simultaneously within the system, streamlining the process and ensuring timely participation. With configurable workflows, administrators can determine who participates, when each reviewer is prompted, and how the

4

4

4

Perform can be configured by your Human Resources Administrator (HR Admin) to provide automatic reminder and completion notices for tasks or actions in the system. Reminders are based on deadlines and are established for each evaluation program. You can also configure reminders to apply globally to all tasks in the system. Current tasks are displayed to the user upon login, but HR Admins can also configure the system to send notifications to the employee email address of record.

4

This is a standard functionality. Notification settings, text, recipients, and subject lines can be configured by HR Admins under Settings.	4	
	4	Total
	0	36

NOT SUPPORTED	NOTES	Score
		4
	NEOGOV's Learn is a SaaS (web-based) LMS that increases the productivity, safety, and retention of your workforce with engaging training and seamlessly integrates with NEOGOV's Perform system. The system itself is built by NEOGOV, and content is brought in both from internal development as well as through partnerships with other vendors, such as BizLibrary.	4
	N/A	4
	Our Learning Management System is a true blended-learning solution. It not only delivers online courses but may include optional modules to help manage instructor-led classroom training, workshops, events and conferences, and webinars. It also can deliver and track resources, and policies and procedures. Learn provides administrators with easy to use tools to create online training courses and quizzes utilizing readily-available content development tools such as MS PowerPoint, MS Word, Adobe Acrobat, or links to any online Web service, website or online video. Content objects can be accompanied by a test/quiz that can be taken following the viewing of the content. Additionally, quizzes can be created without a related content object.	4

Along with the Learn subscription, we offer an online course library of 1200+ online courses. Learn's Course library covers a wide range of topics in personal and professional development, helping you provide well-rounded content to employees. Administrators can roll out new courses (SCORM, custom, or classroom) with ease, and track progress and completion of both online and classroom courses. With consistent, trackable courses available to employees, you can reduce risk and liability claims. The system stores results, grades, and completions, and shows compliance with standard reports.	4
NEOGOV Learn is compatible with SCORM 1.2 and 2004 versions, allowing administrators to upload purchased training materials as SCORM zip files. Admins have the ability to create "Third Party Online" courses and add the links to third party log in sites to market these types of courses within the Learn course catalog. This allows the user to then access the third party site to log in and complete training. Admins can manually update the results/attendance of third	4
Course catalog attached to the email. Courses are developed in house by Neogov's learning team as well as brought in through partnerships with content creation companies, such as BizLibrary.	4
	0

create Custom Online Courses. Through this easy to use tool, authorized users can create custom courses with documents, videos w/audio and additional attachments without needing any IT assistance. The custom online course builder allows administrators to add content including attachments and links, text, images, upload files, pdfs, record or upload audio files, videos/tutorials, and add questions to the course in order to test them on what they have learned, and include a post course survey.

NEOGOV Learn's customized course builder supports a variety of file types, including videos, PowerPoint, PDFs, word documents, images, and links.

If the organization has content created in other course authoring software and is able to export the content into SCORM files, those files can be uploaded manually or in bulk into Learn. Learn also allows for links to Third party training solutions to be included in our Course Catalog, and then allows administrators to manually update scores/attendance for those training solutions or use our

4

... , external content can be added into the course library in NEOGOV Learn. When building a custom online course, administrators can upload a variety of content formats to create engaging and informative training experiences. The accepted file formats include:

PDF files for document-based content (PowerPoints must be converted to PDF).
Video files in MP4, WMV, and MPEG formats.
Images such as JPG and PNG for visual content.

Attachments in formats like DOCX, XLSX, and PDF, which learners can download during the course.

Hyperlinks (URLs) to external resources, embedded directly into course pages. Each uploaded file must be under 100 MB. These content types allow for a flexible, multimedia approach to training directly within the Learn platform.

NEOGOV Learn is compatible with SCORM 1.2 and 2004 versions, allowing administrators to upload purchased training materials as SCORM zip files. AICC is not supported; however could be converted to supported SCORM format

Courses can be assigned by department, division, position and class spec. Associations can also be used to auto-assign based on Manager, Position, Department, Division, and class spec

Learning Plans, also known as curriculums or learning paths, are a collection of courses that can be grouped together and assigned to an employee. They are most commonly used to provide a series of trainings to aid continued employee development or career pathing or support the assignment and tracking of certification programs.

4

4

Total

Report. Within the Training Activity Report, the following information can be pulled.

- Compliance Completion - How much of compliance training has been completed, the report can be run as an agency or drilled down to a specific department or employee.

- Learner's Trainings - Reports on each employee's training profile.

- Training Attendance - Tracks how many people have attended a specific training course

- Course Progress/Completion - Reports on the progress and completion of employees trainings.

- Course Quiz Scores - Reports on the employees quiz scores from the training courses

- Training Activity - Reports on the training activity of the organization.

NOT SUPPORTED

NOTES

Score

product, leave management can be configured by HR and/or payroll to include: leave accruals, FLSA with options for Comp Time, FMLA, etc. Employees are able to view their current leave balances and request leave with NEOGOV. The product is designed with public sector agencies in mind only, meaning that the complexities and nuances of public sector leave management are fully supported. Automatic payouts can be configured per plan and termination reason if contracted for Payroll.	4
Employees can select Leave Type, Leave Reason, Comments, and can upload attachments for requests that require this (FMLA, Jury Duty, Military, etc.) when making requests. Approval workflows can also be configured within the system providing an efficient way to approve leave time. Each step in the process has notifications that can be automatically sent out as well as reminders and overdue notifications, ensuring transparent communication. NEOGOV grants employees the ability to make online requests for the use of vacation, sick, or compensatory leave.	4
Employees can submit leave requests through their unified dashboard via desktop or mobile application. NeoGov handles annual updates for Federal and State government compliance by monitoring regulatory changes, updating policies and systems accordingly, and conducting compliance reviews. Assistance is provided through the Product or support team to ensure adherence.	4
More information is needed regarding leaves involved with notices to determine full functionality.	4

	Leave accruals are built in the system per the specific criteria required. The system supports various levels of accrual rates. The system supports unlimited number of leave accrual plans. Time Off accruals and leave administration is maintained the T&A module. Time off used within each pay period will reduce balances based on configuration logic per plan. We regularly support complex Time Off policies, that can be customized by employee group and type. We support various accrual frequencies, ad-hoc adjustments, and robust reporting and balances and leave history. Leave requests can be automated through employee requests and manager approval, and are directly integrated to timesheets. Balance impacts to leave taken and accrual events can be previewed before finalized to reduce employee confusion. Future approved time will reduce the available balance displayed to employees to prevent negative balances.	4
	NEOGOV can support a custom dashboard where a report can be built and scheduled to run to see individuals on FMLA and when they are expected to return. Also, Assignments support return dates. FLMA Administration is not supported within NEOGOV products. NEOGOV does support collecting benefit premiums and vendor pays through Payroll Services. NEOGOV maintains benefit premiums while an employee is on leave as long as they are receiving a paycheck. If they are unable to pay for the premiums, NEOGOV supports Arrears collection.	4
Yes		

NEOGOV uses a vendor-agnostic approach to data transfers between platforms through flat-file. If your vendors can receive a flat import file, NEOGOV can configure and schedule this for delivery. Depending on the level of complexity and professional service hours required, this may incur additional costs. Benefits feeds are handled a bit differently Benefit enrollment can take place in NEOGOV's module and those elections can be sent to the carrier. Neogov supports both 834 EDI and standard flat-file data transfers of this kind. Please note that 834 EDIs are not allowed by some benefits vendors, so please verify with them that they can receive files in this way. Included are 3 HIPAA 834 files which generally cover Medical, Dental, and Vision. NEOGOV provides Daily, Weekly, Biweekly, Monthly, and Yearly reporting frequencies.

4

Total

4

36

Yes

NEOGOV does not support unemployment administration.

Yes

NEOGOV does not support unemployment administration.

Yes

NEOGOV does not support unemployment administration.

Yes

NEOGOV does not support unemployment administration.

Yes

NEOGOV does not support unemployment administration.

Yes

NEOGOV can report wage data for Unemployment purposes, but does not support unemployment administration.

Yes	Worker's compensation classes will sync to the employee profile, but there we can also track rates, and eligible hours can all be tracked as well and cumulated into a Worker's Compensation report for billing. Also, leaves that are Worker's Compensation related can be administered as standard time-off policies and/or tracked on the employee assignment to automate the payroll and approval processes while the employee is on leave. NEOGOV does not, however, support incident tracking at this time.
Yes	Workers Compensation claim is not supported within NEOGOV at this time. NEOGOV supports the tracking of worker's compensation classes and rates per Job Classification and Employee, as well as the tracking of leave related to Workers Compensation.
Yes	Workers Compensation claim is not supported within NEOGOV at this time. NEOGOV supports the tracking of worker's compensation classes and rates per Job Classification and Employee, as well as the tracking of leave related to Workers Compensation. At this time, NEOGOV does not support incident management or return to work administration, but we do support Leave Tracking through Time & Attendance module.
Yes	Workers Compensation claim is not supported within NEOGOV at this time. NEOGOV supports the tracking of worker's compensation classes and rates per Job Classification and Employee, as well as the tracking of leave related to Workers Compensation.

NEOGOV provides Daily, Weekly, Biweekly, Monthly, and Yearly reporting frequencies.

Standard format of reporting includes XML, CSV, and PDF

Total

Workers Compensation claim is not supported within NEOGOV at this time. NEOGOV supports the tracking of worker's compensation classes and rates per Job Classification and Employee, as well as the tracking of leave related to Workers Compensation.

Yes

NOT SUPPORTED	NOTES	Score	
Yes	NEOGOV does not maintain OSHA logs.	0	
Yes	Incident tracking and review within NEOGOV is not supported.	0	
Yes	Incident tracking and review within NEOGOV is not supported.	0	
Yes	NEOGOV can provide reports to assist with OSHA reporting, but we do not support OSHA reporting itself.	0	Total
Yes	NEOGOV does not maintain OSHA logs.		
Yes	More information needed about what Managers should be updating.	0	0

NOT SUPPORTED	NOTES	Score
	NEOGOV's system is set up as a "train the trainer" approach. Your system admins/users will have easy access to the system and should be able to assist employees with any system questions. If further assistance is needed then we always recommend getting in contact with NEOGOV's support.	4
	This is supported through governmentjobs.com filtering tool.	4

Tax tables and logic are maintained through the Symmetry Engine, which NEOGOV will maintain when tax laws change to ensure accurate calculation and reporting.

Onboard comes standard with Federal W-4 and I-9 forms that are maintained and updated by the NEOGOV compliance team as updates are released. Within Core HR, employees (post onboarding) can make changes to filing statuses and exemptions on tax forms, however, we replicate Federal and State tax forms within Unified with the purchase of Payroll.

4

Employee grievances and disciplinary processes can be supported within eForms with similar configuration abilities. This process template is used to track and manage employee grievances and to help streamline the appeals process. This process can be configured to be confidential and only visible to HR Admins, HR Users and Employees. Personnel actions resulting from these processes can then be keyed into CoreHR.

4

Total compensation statements are supported with Payroll.

4

Total

NEOGOV is not an Expense Management software where a reimbursement request can be initiated or submitted. However, expenses can be entered into timesheets for approval and directly integrated into payroll. Please note that expenses keyed into timesheets do not support attachments. Alternatively, expenses can be collected in excel and imported into payroll. For this functionality Core HR, Benefits, Payroll, and Time and Attendance are all required. Within eForms, tuition reimbursement can be requested and tracked, where reminders can then be instant or delayed as needed.

4

24

Ben Admin Reporting & Service

Instructions:

- * Provide Pricing for 346 full time and part time employees
- * List one-time (e.g., implementation fees, etc.) as well
- * Provide bundled fee pricing and which items are included
- * Provide a detailed description of the billing process.

Benefits Administration

- 1 Briefly outline the solution (infrastructure, platforms, software systems, etc.) used to deliver benefits administration services.
- 2 Was the software used in your solution developed internally? If not please explain.
- 3 How long has the current solution been in place and how are upgrades scheduled and how often?
- 4 Describe the solution enhancements you have planned over the next 12 months.
- 5 Describe your maintenance and backup procedures.

6 How does your solution differ from those of your competitors?

7 Describe your self-service website including available configurations without coding or customizations.

8 Describe your decision support capabilities for self service benefits enrollment.

9 What are your single sign-on capabilities?

Implementation

- 1 What is your timeframe to implement a client that is considered to be you average client size?
- 2 Describe the resources and time commitment required from the client during implementation.
- 3 Describe the roles and responsibilities of each of your implementation team members?

- 4 How long is implementation support provided after go-live?
- 5 What is your process for gathering and receiving client approval of requirements?
- 6 How is testing conducted during implementation?
- 7 How do you ensure the accuracy of solution data before go-live?
- 8 Provide an example of a standard implementation plan and annual enrollment timeline.

Ongoing Support

- 1 Explain your approach to ongoing support and configuration.

- 2 Will there be a single point of contact for the client?
- 3 Describe your process for handling carrier files and reconciliations.
- 4 Describe your premium invoicing capabilities.
- 5 How are required notices (HIPAA, COBRA Initial Rights, etc.) handled thru your solution?
- 6 What is the process for managing Evidence of Insurability?
- 7 Does your solution offer a test environment to ensure changes are correct prior to implementation?
- 8 How are major (new carriers) and minor (new medical rate) changes handled and priced?
- 9 Describe your Disaster Recovery Plan.

Reporting

- 1 What are the standard reports your solution provides? Please provide a list.
- 2 Does your solution offer ad hoc custom reporting capability?
- 3 Are all fields available for reporting purposes?
- 4 Can reports be scheduled or delivered on a regular basis as defined by the user?
- 5 What formats can reports be exported to? (i.e., MS Word, MS Excel, CSV, PDF, etc.)
- 6 Does your solution offer Point-In-Time reporting? If yes please describe.

Customer Service | Call Center

- 1 Provide your organization's approach to customer service. Include what services are considered in-scope vs. out-of-scope.

2 Provide your standard hours.

3 Do you offer extended hours during Annual Enrollment or other special windows?

4 Do you offer language support (i.e., language line, bilingual representatives)?

5 How are incoming mail and faxes logged? Do you use an imaging system?

6 Describe your case management system.

7 Do you offer email as a media of communication?

8 Do you offer chat capabilities? What are the contact methods (online, phone, etc.)?

9 Do you use virtual agents to answer questions? Is AI used to surface and summarize information?

COBRA Administration

1 Please describe whether COBRA is administered internally, and if so, on what system. If not, whether you have a preferred partner and how you support successful integration with that partner.

2 How many COBRA administration clients do you have?

3 How many years have you provided COBRA administration?

4 How are COBRA notifications handled?

5 Does your system allow data to be exported to a third party COBRA administrator?

6 Please describe all of your capabilities regarding COBRA administration.

employees for the software, technology and services listed below.

Includes ongoing or annual costs.

Included in the bundle, if applicable.

Responses

Our Benefits product assists HR with managing benefits, elections, and open enrollment. Employees are able to enroll in benefits and make updates when life qualifying events occur. HR administrators can configure notifications, reminders, and run reports to track participation, manage deadlines, and gain insights. The system provides a centralized hub and self-service portal that integrates with the entire NEOGOV product suite, which enables the seamless transfer of information between solutions, eliminating double entry and maximizing NEOGOV's Benefit solution was initially gained through the acquisition of Highline but has since been updated and developed in-house.

NEOGOV's HRIS solution has been available for 7 years with the acquisition of Highline. NEOGOV is dedicated to the ongoing maintenance and enhancements of its products and services. We have a defined an aggressive enhancement release schedule for rolling out new product features and capabilities on an ongoing basis to our customers. Each enhancement release includes updates user guides and written communication to our customers about the new features as well as online training on the new features and updated user documentation. NEOGOV's process to announce upgrades is to generate an email outlining new system capabilities and training on how to utilize the functionality. Updates are released quarterly. the release schedule While we cannot provide a comprehensive list of enhancements for the next 24 months, details on upcoming enhancements will be shared with customers through our quarterly webinar and published in the NEOGOV Success Community during our quarterly customer updates.

NEOGOV is dedicated to the ongoing maintenance and enhancements of its products and services. We have a defined an aggressive enhancement release schedule for rolling out new product features and capabilities on an ongoing basis to our customers. Each enhancement release includes updates user guides and written communication to our customers about the new features as well as online trainings of the new features and updated user documentation. NEOGOV announces upgrades via email, outlining new system capabilities and a description on how to utilize the functionality. According to the Service Level Agreement, we are obligated to notify all customers at least two weeks prior to any scheduled outage. Notices are generated and sent via email to the system administrators and their backups. During the system outage, a notification page is displayed stating the system is undergoing maintenance and also states the scheduled outage times.

NEOGOV is proud to offer access to the platform when our customers need it and the system is consistently available 24x7x365, with reserved downtime typically associated to scheduled maintenance. In order to help ensure and maintain high levels of performance, NEOGOV has built redundancy into all its systems in order to

Top Three Differentiators:

– Comprehensive, Integrated Suite:

NEOGOV offers a fully integrated suite of HR solutions designed specifically for the public sector. Our platform includes modules for recruiting, onboarding, performance management, learning, and more, providing a seamless user experience with a single sign-on and a unified data structure. This reduces administrative burdens and improves efficiency across HR functions.

– Tailored for Public Sector Needs:

NEOGOV has over 20 years of experience serving government organizations, understanding the unique challenges faced by public sector HR departments. Our platform is built to meet compliance requirements, ensure transparency, and manage the complexities of public sector employment, including budgeting, civil service rules, and reporting.

– Cloud-Based, Scalable Solution:

NEOGOV's cloud-based platform eliminates the need for on-premise infrastructure, allowing for easy scalability and automatic updates at no additional cost. This enables organizations to grow and adapt quickly, while also minimizing the

The easy to navigate dashboard is a one-stop shop for employees and managers to have access to their information across all products. Easy access to common sections such as announcements, tasks, people, time clock, etc. can be displayed and actioned right from this screen. Along with commonly used functions, each product has its own area (as seen on the left menu). Each employee can see their personal data in the "My Profile" section as well as access to the Organization Chart.

Unified Dashboard allows employees to make requests in the system for many scenarios within the scope of your various products, including but not limited to:

- Address and Contact Information changes
- Updates to employee contacts including Emergency and Benefits related contacts
- Checklist items assigned through onboarding
- Completion of Performance tasks
- Ability to submit journal entries
- Enroll in courses through Learn
- Self-assignment of employee forms
- Complete open enrollment
- Initiate life events
- Update Direct Deposit
- Update Tax Filing Status and Exemptions

Unified Dashboard requested changes can trigger a Personnel Action Workflow so that it is reviewed prior to becoming live in the system. This maintenance can also launch an approval workflow with as many approvers as

The NEOGOV Benefits module simplifies the management and administration of employee benefits programs. It provides a user-friendly platform for HR professionals to design, implement, and manage a variety of benefits plans, including health insurance, retirement plans, and other employee perks. Employees can easily access and enroll in benefits through a self-service portal, which offers transparency and convenience. The module ensures accurate tracking of eligibility and enrollment status, streamlining communication and compliance with regulatory requirements. Additionally, it integrates with payroll systems to ensure seamless deductions and contributions. Overall, the Benefits module enhances the efficiency of benefits administration, improves

NEOGOV supports Single Sign-On (SSO) to give your agency the ability to validate usernames and passwords against your internal user database, such as Active Directory, Netware, Azure AD, etc., rather than having separate user passwords managed by NEOGOV. This is an optional service, available at an additional cost.

Responses

NEOGOV typically implements a full-suite HRIS solution within 4 to 6 months, depending on the number of modules, client responsiveness, and any scope changes during the project.

Clients must dedicate a Project Sponsor, Project Champion, and Subject Matter Experts (SMEs) for each module. These individuals are expected to:

- Attend weekly meetings
- Complete data workbooks and validations
- Participate in training and testing.
- All roles must remain actively involved for the entire duration of the implementation.

NEOGOV Implementation Team Roles & Responsibilities

1. Project Manager

Serves as the primary point of contact throughout the implementation.

Oversees the overall project timeline, deliverables, and stakeholder communication.

Facilitates the kick-off meeting, coordinates recurring status check-ins, and manages the project in GuideCX, NEOGOV's implementation tracking tool.

Escalates issues and ensures accountability for timely task completion.

2. Implementation Consultant (IC)

Acts as the subject matter expert (SME) for the NEOGOV products being implemented (e.g., CoreHR, Benefits, Time & Attendance, Payroll).

Leads configuration discussions, facilitates discovery sessions, and documents business requirements.

Configures the software based on your organization's needs, provides admin training, and supports system validation/testing.

Supports client through key milestones such as training, configuration review, parallel processing (for Payroll), and Go-Live.

Advises on best practices and optimal system use for your business processes.

3. HRIS Data Specialist

Guides and supports the client in preparing data for import (e.g., employee data, benefit plans, accruals, payroll history).

Reviews import templates, identifies data discrepancies, and finalizes data loads into the system.

Coordinates additional imports and exports (e.g., 834 files for Benefits, YTD history for Payroll).

Assists in aligning data between NEOGOV's TMS modules and the HRIS environment if needed.

4. Customer Success Manager (Post-Go Live)

Introduced at the end of implementation, after the system has gone live.

Takes over from the Implementation Consultant for ongoing account support.

Provides strategic guidance, coordinates additional training or services, and acts as your long-term relationship contact within NEOGOV.

NEOGOV provides approximately 30 days of post-go-live support from your assigned implementation team following system launch. During this period, the team remains fully engaged to:

Assist with final production-level configurations or adjustments

Support the processing of your first payroll

Ensure system stability and address any early user adoption questions

Facilitate a smooth transition to NEOGOV's Customer Support team

After this 30-day post-launch window, your account will be transitioned to NEOGOV Customer Support, which offers ongoing assistance via phone, email, and online helpdesk, with no additional charge for standard support.

Before we start implementation, we go through an HRIS Assessment meeting to go over all of your current processes, requirements, and needs along with how they best fit within the NEOGOV System. NEOGOV follows a structured, collaborative process to gather and secure client approval of requirements during the Discovery phase of implementation. These phases are critical to ensuring that the system is tailored to meet the organization's operational and compliance needs.

Testing is a critical component of NEOGOV's implementation process and takes place during the Testing/Parallels. NEOGOV ensures data accuracy through a multi-phase validation process integrated into the implementation timeline. This begins early in the project and continues through to system launch:

Duration: ~4–6 months for Full HRIS Suite

Tools Used: GuideCX (project tracking), Discovery & Data Workbooks

Milestone 1: Kickoff & Discovery (2–4 weeks)

Introduce project teams and goals

Complete discovery workbook outlining configurations

Collect organizational and employee data

Milestone 2: Configuration & Data Load (2–4 weeks)

NEOGOV configures system per discovery

Client submits completed data templates

NEOGOV imports and reconciles data

Milestone 3: Training & Testing (2–4 weeks)

Admin-level training (Train-the-Trainer approach)

Client validates data and configuration

Sign-off on each module

Milestone 4: Parallel Processing (Payroll Only, 4–6 weeks)

Run two test payrolls and compare results

Resolve discrepancies with Implementation Consultant

Milestone 5: Organization Roll-Out (2–3 weeks)

Client trains end-users

Employee access begins (e.g., for Time or Benefits)

Milestone 6: Go-Live & Support Transition (4–8 weeks)

Full activation of all modules

Implementation team supports client through 2–3 successful pay periods (or 30–60 days)

Responses

NEOGOV is committed to supporting our customers throughout their usage of all NEOGOV platforms. With our quarterly enhancements and system maintenance, we provide release calls, notes, and trainings.

You will not have an assigned Benefit resource but you will have many other support resources. You will have access to our NEOGOV Support team, our Customer Success team, a dedicated Account Manager assigned to your agency, and access to our NEOGOV Community.

Benefits feeds are handled a bit differently Benefit enrollment can take place in NEOGOV's module and those elections can be sent to the carrier. Neogov supports both 834 EDI and standard flat-file data transfers of this kind. Please note that 834 EDIs are not allowed by some benefits vendors, so please verify with them that they can receive files in this way.

Included are 3 HIPAA 834 files which generally cover Medical, Dental, and Vision. Additional 834 files would be at additional costs.

NEOGOV can produce a benefit premium report. This can include both employee and employer premiums by cycle. More information is required to understand the reporting needs.

The following reports are available within Benefits: Plan Definitions, Plan Elections, Event Type Report, Benefit Enrollment Report, Benefit Election Exception Report, Benefit Remittance Update Report, Employee Related Changes. Report Builder types - ad hoc reporting

Reporting on termination dates and reasons is supported however we do not offer COBRA Administration.

Benefits Admin Dashboard provides administrators with the ability to review and act upon pending enrollments and outstanding life event documentation. Evidence of Insurability can be collected by making it a life event.

Once this is configured, incomplete EOLs will display on the Benefits Dashboard. EOLs and other documentation can also be collected using the open enrollment assessment experience.

Yes. NEOGOV provides a dedicated test environment throughout the implementation process. This environment is used for system configuration, hands-on validation, and parallel testing before any changes are moved into production.

During the Testing/Parallels phase, clients use the test environment to validate configurations, workflows, and data accuracy by simulating real-world scenarios. This ensures that business rules, payroll calculations, and integrations perform as expected.

Additionally, system administrators can continue to use this test environment post-go-live to test new configurations, workflow adjustments, or updates without impacting live data.

This separation between test and production environments is a key part of NEOGOV's implementation. NEOGOV grants administrators the ability to edit existing benefit plans or add new plans at their discretion. This includes premiums, coverages, calculations, rules, and qualifications. Clients are able to reach out to Client Service and request updates to said plans. There is no cost to these changes made by the administrators or NEOGOV's Disaster Recovery Plan includes:

- Geographically redundant systems
- Daily full and incremental backups with 3-minute transaction log backups
- Real-time data replication to a DR site in Ashburn, VA
- Virtualized servers for quick recovery
- RTO: 24 hours, RPO: 30 minutes
- Regular restore testing and 24x7x365 monitoring for rapid response.

Responses

Benefits:

- Plan Definitions (RBBC, RBPB, RBSC)
- Plan Elections (RBBE, RBPE)
- Event Type Report (RBET)
- Benefit Enrollment Report (RBEN)
- Benefit Election Exception Report (RBOE)
- Benefit Remittance Update Report (UBRH)
- Employee Related Changes (REAPC)
- FDI and 834 feeds into benefit vendors

Our Ad-Hoc reporting tool also provides a significant enhancement to customers to be able to select data from multiple tables and fields to build highly robust reports on demand. The logic necessary to join a variety of tables and fields is built into the background so that the reporting tool is simple to use and requires minimal to no training. The ad-hoc report is drop-down driven and queries all data within the system and all reports can be marked as public or private, saved for later use, and can be exported as needed for use in external systems.

Within the ad-hoc Report Builder, the selection of any field will populate with a preview of data for all employees within the parameter and filter sets selected when creating the report. This way, the report creator can see all fields selected, but you can also select from a list of all possible fields within the subject area selected. Reports can be scheduled to run at a specific time, on a recurring schedule of hourly, daily, weekly, or monthly, and for certain users. Additionally, reports can be configured to be private or public, where public would allow other users with permission to run or copy the report for their own use.

Depending on the product & type of report that users are running (standard vs ad-hoc) NEOGOV offers a variety of formats for reports, such as PDF, excel, or CSV.

NEOGOVS offers point-in-time reporting capabilities, allowing users to generate reports that reflect data as it was at a specific moment in time. This feature is useful for tracking historical data such as employee status, compensation, or headcount on a particular date, ensuring compliance and accurate record-keeping for audits or

Responses

We respond to all inbound service requests sent in via phone, email, and chat, with 90% of customer cases resolved in under one business day. We also assist you with application questions, enhancement requests, and technical support. There is no additional cost for ongoing support for both technical and administrative assistance or maintenance. Which is why more than 200 customers have rated us a 5/5 for customer service, we have a 98% customer-retention rate and boast a 97% customer satisfaction rating. If you are needing very specific 1x1 training for your team this will be through our professional services team at an additional cost of

NEOGOV licenses include support and maintenance of all products. Our Customer Support team includes staff who have years of professional HR experience in the public sector in the areas of recruitment, HRIS, and training. Our customers consistently provide positive feedback about the value of having staff that understand their business processes and have a depth of understanding of HR when responding to their questions and issues. The NEOGOV Customer Support Help Desk is available Monday to Friday as stated below. Online and emergency technical support is available 24/7.

The NEOGOV Customer Success Help Desk can assist from:

- - Monday - Friday, 8:00am to 9:00pm ET / 5:00am to 6:00pm PT for phone support
- - Monday - Friday, 8:00am to 9:00pm ET / 5:00am to 6:00pm PT for email support, contact customer support@neogov.net
- - Monday - Friday, 8:00am to 9:00pm ET / 5:00am to 6:00pm PT for email support regarding applicant issues, contact applicant support@neogov.net

NEOEGOV's customer support hours are:

- Monday - Friday, 6:00am to 6:00pm MTN for phone support
- Monday - Friday, 6:00am to 6:00pm MTN for email support, contact customersupport@neogov.net

These hours are not extended during Annual Enrollments

NEOGOV's customer support is provided in English only, and it does not offer language line services or bilingual representatives as part of its standard support model.

Not supported.

We do not have a case management system.

Yes, this is standard.

NEOGOV supports email communication, calls and a support ticketing system.

No

Responses

NEOGOV does not support COBRA administration. NEOGOV supports tracking COBRA employees' enrollments. This data can be used to send 834 enrollment data to carriers. In addition, a file can be created to feed third-party COBRA systems to keep up with census data and employee status, including hire and termination dates. Billing and collections are not supported.

NEOGOV does not support COBRA administration.

NEOGOV does not support COBRA administration.

NEOGOV does not support COBRA letters or notifications.

NEOGOV supports tracking COBRA employees' enrollments. This data can be used to send 834 enrollment data to carriers. In addition, a file can be created to feed third-party COBRA systems to keep up with census data and employee status, including hire and termination dates. Billing and collections are not supported.

NEOGOV does not support COBRA administration. NEOGOV supports tracking COBRA employees' enrollments. This data can be used to send 834 enrollment data to carriers. In addition, a file can be created to feed third-party COBRA systems to keep up with census data and employee status, including hire and termination dates. Billing and collections are not supported.

Score	NOTES
-------	-------

1	
---	--

1	
---	--

1	
---	--

1	
---	--

1	
---	--

1

1

Total

1

1

9

Score

1

1

1

1

1

1

1

Total

1

8

Score

1

1

1

1

1

1

1

1

Total

1

9

Score

1

1

1

1

1 Total

1
6

Score

1

1

1

1

1

1

1

1

Total

1

9

Score

1

1

1

1

1

Total

1

6

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Benefit Administration

#	Item	Vendor Responsibilities	STANDARD	NON-STANDARD	NOT SUPPORTED	Score	NOTES
1	Covered Populations	Provide administration support as required for the populations of employees	Yes			4	
		Fully automate all downstream processes based on input data	Yes			4	
		Develop pre-built data validations to capture invalid data sent by client	Yes			4	
		Provide online audit report of data changes	Yes			4	
		Maintain archived records for former employees	Yes			4	
2	Covered Plans	Enrollment and participant support for:				0	
		— Health care plans (medical, dental, vision, prescription drug, etc.)	Yes			4	
		— Life and Accidental Death and Dismemberment (AD&D) plans	Yes			4	
		— Disability plans (Short Term Disability, Long Term Disability)	Yes			4	
		— Flexible spending accounts and Health Reimbursement Account (Please note if you work with Flores our HRA vendor)	Yes			4	
		— Other plans such as business travel accident, prepaid legal, etc.	Yes			4	
3	Eligibility Determination	Support core eligibility rules for client’s benefits, plans, options and eligibility rules	Yes			4	
		Support waiting periods	Yes			4	



Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

4	Enrollment Support	Collect enrollment elections	Yes	4
		Monitor elections requiring evidence of insurability and communicate to participants accordingly	Yes	4
		Accept and retain beneficiary designations	Yes	4
		Produce and distribute confirmation statements (paper or email)	Yes	4
		Send summary of enrollment elections to carrier (via electronic files)	Yes	4
5	Deduction Processing	Collect supporting documentation for qualified status changes	Yes	4
		Calculate payroll deductions based on enrollment elections	Yes	4
		Calculate retro payroll deductions as needed for late enrollments	Yes	4
		Notify client of employee elections and deductions	Yes	4
6	Premium Reporting	Produce standard premium reporting	Yes	4
		Follow standard processing rules using the 15 th of the month and retroactive rules	Yes	4
		Calculate premiums based on current eligibility	Yes	4
		Produce scheduled report to summarize premium for period	Yes	4
		Produce scheduled report to provide participant-level detail supporting premium calculations	Yes	4
		Notify client regarding premium payment amounts via scheduled report or on-line access to report	Yes	4



Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

7	Event Processing	Support standard status events, using governed section 125 rule interpretation	Yes	4	
		Process client selected status events:		0	
		— New hire / rehire	Yes	4	
		— Family status change	Yes	4	
		— Change of residence	Yes	4	
		— Leave of absence	Yes	4	
		— Termination	Yes	4	
		— Disability	Yes	4	
		— Death	Yes	4	
		— Retirement	Yes	4	
		— Qualified Medical Child Support Orders (QMCSOs) based on instructions received from client	Yes	4	
		— Salary updates	Yes	4	
		— Age-based coverage updates (e.g. age-based life insurance reductions)	Yes	4	
		Notify employer of changes to payroll deductions	Yes	4	
8	QMCSO Administration	Notify carrier of changes in status	Yes	4	Total
		Notify participants of changes in coverage or cost via paper or email	Yes	4	
		Receive qualified orders from client or client’s legal counsel	Yes	4	
		Manage enrollment and eligibility determination in accordance with QMCSO rules	Yes	4	176



Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

COBRA/HIPAA Administration

#	Item	Vendor Responsibilities	STANDARD	NON-STANDARD	NOT SUPPORTED	Score	
1	Covered Populations	Provide COBRA administration support as required for the following populations: — Active employees — Severees — Terminated employees — COBRA continuants	No		Yes	0	
					Yes	0	
			No		Yes	0	
			No		Yes	0	
			No		No	0	
2	COBRA Enrollment	Support COBRA decision-making process	No		Yes	0	
		Process COBRA elections	No		Yes	0	
3	COBRA Administration	Perform COBRA direct billing and collections	No		Yes	0	
		Track and remit premiums to employer monthly	No		No	0	
		Process annual enrollment and coverage changes	No		No	0	Total
		Track COBRA coverage periods and process COBRA coverage terminations	No		Yes	0	0



Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Customer Service Center

#	Item	Vendor Responsibilities	STANDARD	NON-STANDARD	NOT SUPPORTED	Score
1	Security Maintenance	Generate passwords	Yes			4
		Manage password changes for employees	Yes			4
		Follow client-specific alternate security procedures, including dependent security procedures	Yes			4
2	Call Handling	Provide toll-free number	Yes			4
		Provide call routing system	Yes			4
		Call routing services available 24x7x365	No			0
		Identify caller’s employer via authentication process	No			0
		Provide customer service representatives (CSR’s)	Yes			4
3	Service Center Hours	Provide representatives 7:00 a.m. – 5:00 p.m. Eastern Time Zone, Monday through Friday at a minimum	Yes			4
4	IVR Services	Provide standard 800 number and greeting	No			0
		Authenticate user ID and password	No			0
		Allow for password changes	Yes			4
		Provide client-specific broadcast messages as needed	No			0
		IVR service available 24x7x365, except for scheduled maintenance	No			0



Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

5	Representative Assisted Services (i.e. Tier I Services)	Provide support for the following inquiries:			0
		— Internet navigation support	Yes		4
		— General plan information	Yes		4
		— Eligibility determination	Yes		4
		— Current coverage	Yes		4
		— Plan rates	Yes		4
		— Administrative rules	Yes		4
		— Claim filing procedures		No	0
		Provide support for the following transactions:			0
		— Password maintenance	Yes		4
		— Enrollment support	Yes		4
		— Life event processing	Yes		4
6	Advocacy Services (i.e. Tier II Services)	— Assisted transfers to third parties	Yes		4
		Assist employee in filing claims with carriers		No	0
		Assist employee with resolving disputes with carriers	Yes		4
7	Call Monitoring	Facilitate and participate in calls between carrier and employee		Yes	0
		Quality monitoring and evaluation of customer service representatives	No		0
		Provide client with call monitoring results	Yes	Yes	4
8	Call Tracking	Record all incoming and outgoing employee and administrator calls	Yes	Yes	4



Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

9	Case Management	Log any unresolved calls for additional research and/or processing	Yes	4	Total
		Log all incoming correspondence	Yes	4	
		Interact with participant, employer, carrier, and/or consultant as required to resolve open items	Yes	4	
		Date/time stamp cases upon establishment and resolution	Yes	4	
10	Performance Reporting	Provide summary of performance, including call handling and case management	No	0	100

Internet Services

#	Item	Vendor Responsibilities	STANDARD	NON-STANDARD	NOT SUPPORTED	Score
1	Benefit Portal	Provide standard portal configuration (client logo with standard layout)	Yes			4
		Provide standard URL with re-direct option	Yes			4
		Provide client logo and Client defined text after log-in page	Yes			4
		Provide links to relevant third-party website URL's and documents (i.e. carriers)	Yes			4
		Provide administrative portal for online reporting, proxy access, SLA view, and data validations	Yes			4
2	Availability	Services available 24x7x365	Yes			4
3	Security	Username and password security	Yes			4
		Role-based security for access by users and client administrators	Yes			4



Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

4	Inquiry Support	Provide general plan information	Yes		4	
		Provide participant demographic information	Yes		4	
		Provide health and welfare plan general information (client-specific)	Yes		4	
5	Transaction Support	Provide administrative rules	Yes		4	
		Full transactional review/update of personal information, dependent data, beneficiary data, benefit elections and online support for help	Yes		4	
		Standard online confirmation statements	Yes		4	
		Custom authentication and re-set functionality	Yes		4	
		Password changes	Yes		4	
		H&W plan enrollment and elections	Yes		4	
		Life event processing	Yes		4	
		Reimbursement account elections	Yes		4	
		COBRA elections	Yes	Yes	4	
		Summary of elections viewable online		No	0	
6	COBRA Support	Track COBRA eligibility periods	Yes	Yes	4	
7	Contact Information	Provide client-specific third party contact information, including URLs, phone numbers, and group numbers	Yes		4	
8	Employee Communications	Provide client-specific announcement capability	Yes		4	Total
		Provide electronic email alerts	Yes		4	96



Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Data, Reports and Interfaces

#	Item	Vendor Responsibilities	STANDARD	NON-STANDARD	NOT SUPPORTED	Score	
1	Data Sources – Health and Welfare Plans	Load employee and dependent data and changes to enable IVR, internet, and customer service support	No			0	
		Communicate eligibility and enrollment data to carriers	Yes			4	
		Communicate indicative and payroll data changes with client	Yes			4	
		Provide online ability for client to pull own payroll data changes	Yes			4	
		Provide ability to generate payroll interface online	Yes			4	
2	Data Sources – COBRA Administration	Collect data and initiate COBRA processing	Yes		Yes	4	
3	Data Transmission Methods	Accept changes via electronic interface using secure FTP and PGP encryption	Yes			4	
4	Management Report	Provide operating volume statistics, including call volumes, internet usage and enrollment status changes	Yes			4	Total
		Provide online access to standard set of reports configured with ability to complete adhoc reporting	Yes			4	32

Annual Enrollment and Changes

#	Item	Vendor Responsibilities	STANDARD	NON-STANDARD	NOT SUPPORTED	Score	
1	Annual Enrollment – Normal Changes	Accept and load contribution rates and premiums	Yes			4	
		Accommodate “minor” changes in plan designs (e.g. add an option)	Yes			4	
2	Annual Enrollment – Major Changes	Accommodate “major” changes in plan designs	Yes			4	
3	Reporting	Complex reporting needs outside of standard and ad hoc reporting. Specifically, Benefits Dashboards to track status of enrollments. Please provide a listing of your standard benefits reports.	Yes			4	
4	ACA Reporting	Provides Standard standard ACA compliant reporting. List any limitations and if this is additional or included.	Yes			4	
						0	Total
						0	20



Attachments

Instructions:

* Provide attached documentation requested. List the Tab name, Heading, Requiremen

Tab Name	Heading
----------	---------

it Number and Detail of the Attachment.

Requirement Number

0

Detail of the Attachment

Vendor Information

General Vendor Information

- 1 Primary contact for this proposal:
 - (a) Title:
 - (b) Email address:
 - (c) Direct phone number:
 - (d) Mobile number:
 - (d) Fax number:
- 2 Company's legal name:
- 3 Company's address:

- 4 Company website address:
- 5 Is company, any parent company or holding company publicly traded?
 - (a) If Yes, what is the applicable stock symbol?
- 6 In the previous three (3) years, how much has the company invested in network & system development?
- 7 In the each of the previous three (3) years, what was your client retention rate?
- 8 How many clients do you have on this comprehensive technology and services platform? In addition, are all clients on the same verison of the software? Please describe this in full detail including your release schedule for new versions of your software.

- 9 What is average client size on this comprehensive technology and services platform?
- 10 How many clients do you have in the Local Government industry? Please list 3 references preferrably in the State of Maine or in New England that are Local Government and roughly the same size as the City of Biddeford.

- 11 What is the average size of your Local Government clients?
- 12 How many employees does your company have?
 - (a) How many of those employees and/or outside resources are dedicated to software development?
 - (b) How many of those employees are dedicated to customer service?
 - (i) Where are the customer service employees physically located?

Responses

Ian Lesniewski
 Sales Executive
 Ian.Lesniewski@ukg.com
 978-947-3045
 978-337-2336
 N/A
 UKG Inc.
 UKG has two primary headquarters:

- **Weston, Florida Headquarters:** 2250 North Commerce Parkway, Weston, FL 33326
- **Lowell, Massachusetts Headquarters:** 900 Chelmsford Street, Lowell, MA 01851

www.ukg.com
 No.
 N/A

Combined research and development (R&D) spending exceeded \$1.9 billion over the past 3 years. This marks one of the industry's UKG's Customer Retention rate is above 90%. **UKG Ready retention rate: 92.9%**
 As of June 2025, there are over 8,200 global UKG Ready customers. We have another 27,000 customers using our product through our expansive partner re-seller network. UKG Ready is a Software as a Service (SaaS) application. We only have the one version that all our customers utilize. You will never use an old, legacy version. All customers have the ability to configure the system based on their unique needs and will receive all system updates at the same time. UKG Ready will provide releases every 4 to 8 weeks
 UKG Ready has an average client size of 500 employees. However, our customers range in size from 100 employees to 10,000+ employees.
 UKG works with over 3000 State & Local municipalities across the united states. We also work with various federal agencies such as the Department of Defence, TSA and Border Patrol. Our references can be found in section 6

Approximately 300-400 employees
 UKG has more than more than 14,000 employees worldwide. Approximately 33% of UKG employees are in our EPIC organization, which includes Engineering, Product, Innovation and Cloud.
 Approximately 44% of UKG employees are in Service, which includes support, implementation, etc.
 Remotely across the US and internationally

External Vendor/Partner



Vendor Information

General Vendor Information	Responses	External Vendor/Partner
13 Please select the products and services your company provides: (If an external vendor/partner is used, list vendor/partner in the last column)		
Recruiting/Applicant Tracking	Yes.	
Onboarding	Yes.	
Background checks	Yes.	
Drug testing	Yes.	
Employee data management (HCM, expanded HR related fields)	Yes.	
Time & attendance software	Yes.	
Timeclocks	Yes.	
Payroll software	Yes.	
Payroll processing service	Yes.	
Tax filing service	Yes.	
Garnishment payment service	Yes.	
Compensation management software	Yes.	
Performance management software	Yes.	
Learning management/training software	Yes.	
Leave administration software	Yes.	
Leave administration service	Yes.	
Benefits administration software	Yes.	
Benefits administration call center	No.	
COBRA administration	Yes.	
FSA/HSA/HRA administration	Yes.	
Health and welfare brokerage services	Yes.	
Retirement administration	Yes.	
Unemployment administration service	UKG does not offer claim administration services for the unemployment process.	
Workers compensation brokerage	Yes.	
Workers compensation administrative service	Yes.	
14 Do we have the ability to "test drive" your software in an environment, if requested, during the software demonstrations?	While this is not available for the demonstration, we will tailor demonstrations to accommodate scenarios that reflect resolutions to your critical business issues.	

There are two standard environments available after the implementation the software: production and sandbox. These two environments operate independently, without connecting the sandbox and the production environment. Users can experiment with different scenarios, assess potential outcomes, and make informed decisions before implementing changes in the live environment.



Vendor Information

General Vendor Information

15 How do you differentiate yourself from your competition? **300 words or less**

Responses

External Vendor/Partner

UKG brings solution differentiation for our public sector clients by understanding the distinct requirements of municipalities and local government agencies. UKG's leadership stands through delivering workforce management as a critical component of the employee experience and business operation. UKG frequently encounters organizations holding misguided perceptions of the role of workforce management within an operational ecosystem. Many management teams inherently understand the critical link between time capture and accurate payroll. What they don't typically acknowledge is the *complexity created by pay rules, multiple employee roles, union rules, and regulatory compliance driven by each employee's individual work responsibilities*.

UKG has proven to our clients that *we know workforce management* and how it drives efficiency and compliance across an organization. By deploying our **UKG Ready Time** workforce management solution within the holistic **UKG Ready HCM** suite, *the City's time tracking and scheduling program ensures synchronization with payroll to deliver accurate and compliant processes*. The result is the avoidance of data transmittal errors, inaccurate time calculations, and penalties resulting from noncompliance reflected through payroll errors. UKG's HCM suite delivers *true value of an integrated workforce management ecosystem whereby time tracking and scheduling processes achieve complex calculations to deliver accurate and compliant payroll*.

We deliver customer service and experience differentiation through our **Partner for Life** approach:

Free lifetime training: UKG provides comprehensive training, learning, and resources for your entire contract life, at no additional cost.

Ongoing system enhancements: **UKG Ready HCM** is hosted in the Google Cloud, so the City gains instant access to the latest software enhancements without placing additional demands on your busy IT staff.

UKG Ready Community: UKG's customer *Community* lets the City connect with peers and experts via our annual conference and frequent regional events, inviting collaboration on product enhancements and sharing your experiences and expertise through our Insiders program.



Fees and Billing

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Functions	One-Time Costs	Ongoing/Annual Costs	Notes
Core HR (Technology)	\$2,727.27	12,600.00	
Payroll (Technology)	\$2,727.27	16,800.00	
Payroll (Services-Tax Filing)	\$2,727.27	7,350.00	
Time and Attendance (Technology)	\$2,727.27	12,600.00	
Benefits Administration (Technology)	\$2,727.27	11,550.00	
Benefits Administration (Services)	\$0.00	0.00	included with Benefits Administration Technology
COBRA Administration (Services)	\$2,727.27	3,150.00	
FSA/HSA/HRA Administration (Services)	\$0.00	N/A	Not a service offered by UKG
Applicant Tracking/Recruiting (Technology)	\$2,727.27	2,100.00	
Onboarding (Technology)	\$2,727.27	0.00	Included with Core HR
Compensation Management (Technology)	\$2,727.27	2,100.00	
Performance Management (Technology)	\$2,727.27	2,100.00	
Learning Management/Training (Technology)	\$2,727.27	7,350.00	
Leave Administration (Technology)	\$2,727.27	3,150.00	
Leave Administration (Services)	\$0.00	0.00	Included with Leave Module
OSHA Safety Incidents (Technology)	\$0.00	0.00	Included with Core HR
Unemployment Administration (Services)	\$0.00	0.00	Included with Payroll
Drug Testing (Technology)	\$0.00	N/A	Provided by a third party - Could be UKG partner or your vendor of choice
Drug Testing (Services)	\$0.00	N/A	Provided by a third party - Could be UKG partner or your vendor of choice
Background Checks (Services)	\$0.00	N/A	Provided by a third party - Could be UKG partner or your vendor of choice
List other technology or services below			
UKG Timeclock	\$3500 per clock to buy \$150 -\$175 per month to rent	\$400 per year per clock \$0	



Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Implemenation	Responses	Score
1 What methodologies or resources do you use for capturing the current HR processes?	Our Data Conversion Center is equipped with seasoned professionals adept at transitioning data from a broad spectrum of HR/Payroll legacy systems to UKG Pro Workforce Management. This dedicated team utilizes its profound knowledge and expertise to offer guidance, share best practices, and extend unparalleled support throughout the conversion journey. At UKG, we have honed universal conversion tools, templates, and methodologies to ensure a consistent, high-quality process. Specific spreadsheet templates are prepared and validated for each customer, then seamlessly integrated into your UKG Pro Workforce Management solution. To facilitate the data conversion, we encourage you to submit reports from your legacy system containing the required data. UKG Pro Workforce Management will generate models to align the data with our import template format. We collaborate closely with you to confirm the accuracy of the data within the template, meticulously tracking any discrepancies and providing comprehensive control totals for record counts and payroll figures throughout the transition from the import templates to the UKG Pro Workforce Management system. Here’s a concise breakdown of the data conversion process: • The customer’s project team extracts and refines current data from the existing HR/Payroll database.	1

2 What is the workflow for implementation?

The Launch methodology presents a framework that outlines how the project will progress from start to finish. The project team adheres to this framework to transition the customer's existing human capital management and workforce management functions, where applicable, from the legacy provider to the Applications. UKG's deployment methodology encompasses the following phases:

- **Welcome Phase:** Preliminary preparation includes four essential elements: UKG's internal orientation meeting, customer preparation, an initial kickoff meeting for the project team, and software installation.
- **Requirements Phase:** UKG analyzes by interviewing key personnel from various functional areas. The information gathered during this analysis helps determine the current system setup, define the new system requirements, and identify the best alignment between the customer's business needs and the functional capabilities of the UKG products.
- **Build Phase:** This phase involves configuration, integration, and conversion.
- **Test Phase:** Testing is a critical aspect of the Launch process. UKG recommends both functional and parallel testing.
- **Go-Live Phase:** This phase includes UKG supporting the customer during the first live processing of the implemented functionality. At this point, the consultant

1

3 Please provide a sample implementation timeline and/or project plan.

The timeline for onboarding to your UKG solution will vary by customer and is directly driven by your ability to support the project with internal resources. UKG assigns skilled resources that can move quickly to onboard the solution. However, UKG manages onboarding in concert with the customer, not independent of them. Variables that affect the length of onboarding include: customer project team's availability, complexity of the solution design and integration; your organization's ability to manage change, type of training required and the onboarding strategy.

While most customers are implemented between 4 to 8 months, without a detailed onboarding strategy discussion, it would be inappropriate for UKG to propose a meaningful project duration, as this could serve to mislead and set expectations based on certain presumptions. Projects that contain multiple entitlements tend to gain efficiencies through concurrent onboarding. A UKG Project Manager will collaborate with the Customer Project Manager to develop a mutually agreeable, customer specific project plan.

1

We have included a sample implementation timeline for your review. The actual implementation timeline will be developed in collaboration with the City of Biddeford upon a formal discovery process.

4	Is implementation managed by a single contact or separate contacts per component?	Your assigned Project Manager will manage all components of the implementation.	1
5	What are the core qualifications of an implementation project manager? What are the qualifications of an Implementation Consultant?	Project Managers are the foundation of each onboarding engagement. They ensure your project is optimally coordinated and executed by following our proven methodology. Their skill sets are exemplified by the certifications they hold: PMP certification (Project Management Professional), HRCI's SPHR certification (Senior Professional in Human Resources), and American Payroll Association's FPC (Fundamental Payroll Certified) or CPP (Certified Payroll Professional).	1
6	Is a separate technical contact/systems developer included on the implementation team?	UKG Consultants are a team of seasoned professionals is integral to analyzing and designing your system, imparting best practices that enable you to recognize the most value from your solution. Certifications include: MCSE (Microsoft Certified Systems Engineer), CCNP (Cisco Certified Network Professional), and American Payroll Association's FPC (Fundamental Payroll Certified) or CPP (Certified Payroll Professional, and specializing in web architecture, Java, and Your implementation team will include an Integration Consultant(s) who: • Facilitates discussions to collect interface design requirements. • Configures and tests interfaces. • Supports questions on the function and usage of each.	1
7	What measures are taken to ensure the implementation timeline is adhered to? When the client causes the delay? When the vendor causes the delay?	UKG's deployment methodology includes the following phases: • Plan: Preliminary preparation involves four essential elements: UKG's internal orientation meeting, customer preparation, initial project team kick-off meeting, and software installation. • Assess: UKG will analyze the situation by interviewing key people from different functional areas. Information gathered during the analysis process is used to determine the current system setup and the new system definition requirements and allow us to choose the best fit between the customer's business requirements and the functional capabilities of the UKG Ready products. • Build & Build Review: This phase includes configuration, integration, and conversion. • Test & Certify: Testing is one of the most critical functions of the Launch process. UKG recommends functional and parallel testing. • Deploy & Support: This phase consists of UKG assisting the customer with the first two live payroll processes, the application rollout, and the support transition.	1

- 8 Describe the composition of the implementation team, including the roles and responsibilities for each member.

UKG will assign project team resources based on availability and bandwidth at the time of contract and the final scope of the project. Should UKG be considered a finalist, we are happy to provide additional details regarding potential project resources and their relevant experience. Below is a summary of the UKG project team roles and typical experience.

Depending on the final scope, the UKG project team may consist of the following UKG personnel:

Practice Manager

- Responsible for Customer's overall satisfaction with the UKG project ensuring that quality resources, as well as quality processes and standards, are applied to each task.

1

Project Manager

- Collaborates with the Customer PM to align the desired project outcomes, producing key results related to the customer's critical business needs.
- Facilitates business process dialogue and, along with the rest of the UKG project team, ensures the UKG solution will meet the Customer Relationship criteria.
- Monitors the project throughout its life cycle — including scope management, change control, issue management, risk management, quality management, resource management, communication management,

- 9 When does the implementation/project manager cease to be the primary contact for the client?

At Go Live. The final step of your deployment is for you to transition to our support team, UKG Customer Relationship. Shortly after transitioning to support, we partner with your team — empowering you to improve adoption, critical processes, and system utilization. That way, your organization is prepared to hit the ground running for a strong start and early success.

- **Phase 1: Foundation**

- **Explore the essentials for building your solution knowledge.** Just-in-time, tailored engagements set a strong foundation and ensure readiness during your critical first months after you transition to support.

1

- **Phase 2: Growth**

- **Collaborate with mentors who make your success their priority.** With your unique business needs in mind — explore functionality through curated experiences and expert-led guidance to improve your utilization and adoption of your solution.

- **Phase 3: Confidence**

- **We join you in celebrating your progress and your continued success.** Continue to grow your expertise and confidence in your solution to prepare you for success now and as your business needs evolve in the future.

10	Who does the client contact for additional setup and general assistance after implementation is complete?	During the deployment phase (go-live), UKG will assist you with the first live processing of the implemented functionality. This phase includes deliverables such as checks and direct deposit advice for employees, interfaces with third-party vendors, and the use of UKG Ready's Time and Attendance solution, among others. The Launch Team will support you for at least two live payrolls before transitioning to support. After these initial payrolls, UKG will conduct a warm handoff between your Launch Team and your Support Team to ensure a smooth transfer of knowledge. You will also know exactly who to contact for assistance as it is formed.	1	
11	What is your communication/meeting protocol during implementation?	The frequency of meetings/conference calls and method of communication are discussed and scheduled during the Welcome Phase of deployment. A comprehensive communication plan is a deliverable during this phase of the project.	1	
12	All virtual meetings require the use of Microsoft Teams. Confirm that you agree to this in the Response column.	UKG Currently utilizes Teams	1	Total
13	How long does a typical implementation last? Please use Onboarding, Core HR, Time and Attendance, Payroll, Payroll Tax Filing Services, Employee/Manager Self Service, Benefits as the proposed timeline.	Our UKG Launch project team typically sends a welcome email to the customer within a week of signing the contract. The timeline for implementing your UKG solution may vary based on customer availability and readiness, product selection, and UKG resource availability. However, implementation usually begins within four weeks after the contract signing. It typically takes about 120 to 150 days for the core modules to be fully operational. Integrations, on the other hand, may take approximately 90 days, and we do not guarantee that these will be live at the time of the initial go-live date.	1	13

Support		Score
1	Does your implementation process include a. How is the training provided? In-person, online, webinar, etc.?	1
	Yes, training is provided for administrators, managers, and We provide, at no additional cost, all the recommended learning for UKG Ready customers. We deliver flexible options, ranging from virtual instructor led courses to self-paced learning, and live webinars. In addition, we offer job aids, videos, change management tools, and other resources to help with the day-to-day tasks in the application. We invite customers to search our Learning Center, participate in just-in-time learning events, and join our online Community where they can build proficiency and share best practices. UKG recommends that you refresh content on a periodic basis and augment as necessary to address changing business rules and any enhancements that your organization chooses to implement. The deployment strategy will be reviewed during the User Adoption Assessment and will be aligned with the overall project timeline and project phases. Prior to deployment UKG will deliver a Train the Trainer Workshop to transition training delivery to identified instructors. This will allow for self-sufficiency with deployment of training to the various locations, based upon a phased approach.	1

2	When adding additional components after implementation, is the training on that component included?	
	At UKG, we understand that one size doesn't fit all regarding education. That's why we provide customized training to project team members, managers, administrators, and IT staff members. Our blended approach includes self-paced training, webinars, instructor-led training, and a user adoption resource center. We offer individualized, role-based, just-in-time learning to prepare your core project team and increase user acceptance of your new solution. Additionally, we provide instructor-led training, demonstrations, and hands-on education to ensure that your functional and technical team members are fully prepared for deployment and ongoing support of your solution. Our User Adoption Resource Center provides expert answers, coaching, and tools to ensure solution	1
a.	How is the training provided? In-person, online, webinar, etc.?	
	All training is provided as virtual and self-paced sessions that offer hands-on exercises to reinforce learning and solution knowledge. In addition, clients have 24x7 access to online modules – so knowledge management is at your fingertips at any time.	1
3	What ongoing training and/or self-service support is available (this does not include technical support)?	1
4	Is training provided on a standard/demo system, the client's configured/customized system or a combination of both? In addition, do you provide a training and production environment? How is the training environment updated?	1

5 How would the administrator receive support (e.g., process flow change)? (i.e., phone, call center, online case mgmt.)

Partner for Life Ready Support Services

UKG Partner for Life enhances business outcomes through customized success paths and technical expertise. Our comprehensive customer experience, which encompasses our subscription, includes our engaged team, inclusive approach, and proven track record, is included in your subscription. This partnership fosters enduring connections between you and your organization.

Dedicated Support Team

UKG Global Support provides unparalleled post-implementation support through our small team approach. This ensures that support teams are composed of 8-10 employees with a single manager. Upon customer transition from implementation to support, a dedicated team is assigned. This approach guarantees customer success as the uniquely trained team possesses industry expertise and comprehensive customer knowledge.

1

Support Services

- **Support Hours:** 8 am to 8 pm local time on business days. For details on our Support Policies and Services, visit <https://www.ukg.com/support-policies-and-services>.

- **24x7 Mission Critical Support:** We provide immediate and ongoing support for critical issues, including system or module downtime, significant system degradation, data corruption, or other related factors. International support

a. What are the hours and contact methods (online, phone, etc.)?

Support Services

- **Support Hours:** 8 am to 8 pm local time on business days. For details on our Support Policies and Services, visit <https://www.ukg.com/support-policies-and-services>.

- **24x7 Mission Critical Support:** We provide immediate and ongoing support for critical issues, including system or module downtime, significant system degradation, data corruption, or other related factors. International support hours vary by geography and product; please refer to your sales agreement for specific details.

1

b. What is the average turnaround time frame to process the process change/request?	UKG Customer Relationship responds to customer support calls in an average of 90 seconds or less. Our customer support center is designed to make your service call successful in the fastest time possible. Support requests will be serviced under the following guidelines: • High Priority: A critical customer problem, such as the software being “down” and the customer being unable to utilize the software, will have a response time within thirty (30) minutes or immediately via Rapid Response. • Medium Priority: A serious customer problem impacting the ability to utilize the software effectively will have a response time within one (1) business hour or immediately via Rapid Response. • Low Priority: A non-critical problem with an acceptable workaround will have a response time within two (2) business hours.
6 If the client’s administrator is replaced, describe the training process the administrator would receive.	For additional information on our Support Policies and Services, visit https://www.ukg.com/support-policies-and-services At UKG, we understand that one size doesn't fit all regarding education. That's why we provide customized training to project team members, managers, administrators, and IT staff members. Our blended approach includes self-paced training, webinars, instructor-led training, and a user adoption resource center. We offer individualized, role-based, just-in-time learning to prepare your core project team and increase user acceptance of your new solution. Additionally, we provide instructor-led training, demonstrations, and hands-on education to ensure that your functional and technical team members are fully prepared for deployment and ongoing support of your solution. Our User Adoption Resource Center provides expert answers, coaching, and tools to ensure solution

1

1

7 How would managers receive support (e.g., report help)?	Support is included with your purchase of a UKG solution. Support includes 24/7 Mission Critical support for infrastructure outages – if your system is down, we'll get you back up and running quickly. For support cases and coverage, City of Biddeford will receive electronic callback support from 8 a.m. to 8 p.m. local time, Monday through Friday. We also include access to the Community where you can open and manage support cases, submit comments, collaborate and vote on product ideas, and access product documentation, service releases, and technical assistance. The Community offers online access to web-based case logging and tracking – a comprehensive, searchable knowledge base of product information and customer forums for customers to connect, partners, and UKG employees to collaborate and discuss using our solutions, system documentation, and technical tips. Support calls are routed through our UKG Customer Relationship team. A call coordinator triages the call and determines the priority based on the issue and your need. Customers registering with their site ID are automatically routed to the support group queue specific to their product. Response times are determined by priority level as indicated below, and the call coordinator prioritizes calls based on the following service level agreement:	1
a. What are the hours and contact methods (online, phone, etc.)? Vendor has multiple contact methods.	Support Hours: 8 am to 8 pm local time on business days. For details on our Support Policies and Services, visit https://www.ukg.com/support-policies-and-services. The UKG Customer Success Center can be contacted through a single phone, email, or web address: ● Telephone: 1 800-394-help ● Email: support@ukg.com ● Online - from the UKG Global Support website: https://community.ukg.com For details on our Support Policies and Services, visit https://www.ukg.com/support-policies-and-services.	1
b. What is the average response time frame? Vendor can show this information.	For details on our Support Policies and Services, visit https://www.ukg.com/support-policies-and-services.	1

8	Vendor has support, including priority support for urgent cases? How would employees and managers receive support?	UKG provides support on a "priority" basis. As such, customers with the most critical request(s) will be serviced first, pursuant to the following UKG guidelines: ● Support Hours: ● High Priority: 24/7/365, Thirty (30) minutes or immediately via Rapid Response ● Medium Priority: Monday - Friday 8:00 am - 8:00 pm local time, One (1) business hour or immediately via Rapid Response ● Low Priority: Monday - Friday 8:00 am - 8:00 pm local time, Within two business (2) hours ● 24x7 Mission Critical Support: Immediate and ongoing support for a critical issue with no available workaround when the system or a module may be down, major system degradation or data corruption is experienced, or other related factors are present Support Hours: 8 am to 8 pm local time on business days. For details on our Support Policies and Services, visit https://www.ukg.com/support-policies-and-services. The UKG Customer Success Center can be contacted through a single phone, email, or web address: ● Telephone: 1 800-394-help ● Email: support@ukg.com ● Online - from the UKG Global Support website: https://community.ukg.com	1					Total
	a. What are the hours and contact methods (online, phone, etc.)? Vendor support is available during Eastern Hours day time.							
9	Do you record support calls, track calls and incidents?	Yes, you will have access to our UKG Community where you can track the progress of your support-related incidents.	1					16

Security & Business Continuity		Responses	Custom	Future	3rd Party	Not Available	Notes	Score
1	Is your solution SSAE compliant?	Existing Yes						4
a.	Please provide the most recent audit report (SOC1 & SOC2) for your system.						UKG can share the SOC reports once a signed NDA is in place.	0
2	For SaaS and hosted solutions, do you host your own software or use a third-party hosting vendor?				Yes		UKG Ready is hosted in the Google Cloud.	1
a.	If third-party, who is the third-party vendor? (answer other related questions regarding the vendor)				Yes		UKG Ready is hosted in the Google Cloud.	1
3	How is the user connection (web interface) secured?	Yes					Yes, data in transit is encrypted using Transmission Layer Security (TLS) version 1.2 or higher.	4

a. Who is responsible for resetting passwords (i.e., client, vendor)	Yes	UKG Ready offers a secure and efficient process for handling forgotten passwords and account lockouts, ensuring minimal disruption to your employees. 1. Self-Service Password Reset: Employees can easily initiate a password reset by selecting the "Forgot Password" option on the login page. This process includes a series of security questions or verification steps to confirm their identity. 2. Email Verification: Upon successful identity verification, a password reset link is sent to the employee's registered email address, allowing them to securely set a new password. 3. Security Questions: Our platform supports the use of pre-set security questions, providing an additional layer of identity validation before proceeding with the password reset. 4. Administrator Assistance: For cases where self-service options are insufficient, employees can reach out to their system administrator or IT support team. Administrators can manually reset passwords and unlock accounts through the administrative dashboard, following
4 How does your solution ensure data integrity and external threats to data security?	Yes	UKG's cloud service is designed with multiple layers of security to prevent unauthorized access, viewing, or modification of data. UKG implements strict access controls based on the principle of least privilege, ensuring that only authorized personnel can access sensitive information. All data in transit and at rest is encrypted using industry standard protocols. Remote access to our cloud environment is secured through VPN with multi factor authentication, and all access is logged and monitored. Additionally, UKG employs intrusion detection systems and redundant firewalls to protect against

a.	If your solution includes separate databases, file feeds, and/or APIs, what security features are in place for each of those transactions?	Yes		Customer data is separated by a unique customer ID within the environment, ensuring customer data is logically distinct from other customer data. A secure API gateway controls access to each tenant and traffic is resolved by tenant ID. Role based access is in place ensuring users can access data based on business need only. UKG's encryption methods include using TLS 1.2 or higher for data in transit, while data at rest is using self-encrypting drives with AES-256 encryption and secure network protocols such as SFTP for file transfers. UKG also utilizes Real time monitoring and threat detection mechanisms.	4
5	What is your disaster recovery plan?	Yes		UKG maintains a comprehensive Disaster Recovery Plan (DRP) for product environments, allowing an emergency secondary location to take over production duties in case of a catastrophic failure. Our DRP includes roles and responsibilities, sequential procedures, communication plans, and validation procedures. It is tested annually to ensure recovery within established objectives.	4
6	Over the past 12 months, has your solution experienced any service outage (scheduled or non-scheduled) greater than two hours?	No		No we have not	0
a.	If so, how did your organization communicate with clients regarding this outage?		Yes	N/A	0
7	How has your organization ensured technical compliance with HIPAA data security requirements for e-PHI (e.g., automatic logoff, secure email. etc.)?			Not applicable as PHI data is not in scope.	0
8	Over the past 12 months, have any of your clients experienced a breach (even non-HIPAA defined breaches) of employee data (even non-PHI)?			Not applicable.	0
a.	Was the breach due to a client mistake (i.e., poor user password or non-protected file upload)?			Not applicable.	0
b.	If it was an error with your system, was the issue systemic in nature that required a patch?			Not applicable.	0
i.	If so, how quickly was the patch developed and applied/distributed?			Not applicable.	0
9	Does your system impose base password complexity/change frequency requirements on all clients?	Yes		UKG Ready end-users authenticate using a unique password. Passwords must be complex, have a minimum number of characters, and expire at a predefined interval.	4
a.	Can clients require additional complexity/change frequency for their user passwords?	Yes		This is configurable within the application	4
10	Does your solution log all logon attempts including failed attempts?	Yes			4

	a. What data is recorded in the error log?	Yes	All logging level options will minimally include the user, the data & time of the transaction, and the IP address of the device the change was made from	4	
	b. Does your organization review this error log or is it only made available to the customer?	Yes	Both	4	
11	Single Sign On and MFA that works with Microsoft Authenticator.		UKG Ready supports Single Sign-On (SSO) via Security Assertion Markup Language (SAML) 2.0, enabling integration with Identity Providers such as Microsoft 365. To implement SSO, UKG Ready requires an X.509 certificate (self-signed certificates are acceptable), the entity ID of your Identity Provider, and a login redirect URL. Once a user is authenticated through SSO, a security profile manages role-based functional and data access rights for both supervisors and employees.	4	TOTAL
		Yes	In addition to SSO, UKG Ready employs Multi-Factor Authentication (MFA) to enhance security. The MFA process involves a two-step login: first, the user enters their username and password, which must meet specific complexity requirements (minimum 8 characters, including uppercase, lowercase, numbers, and symbols). Second, if the system doesn't recognize the computer as one used in the past 30 days, a unique code is sent via email, text, or automated voice call, which the user must enter to gain access. This combination of password and code ensures robust authentication.		
12	Provide a brief description of the security measures you provide in your hosting and/or SaaS environment. In addition, please describe where the data center is located. Would all data be stored within US Data Centers?		Physical security controls in place at the datacenter and corporate facilities include the existence of security guards, access badges and video cameras. Entrances, cages, suites and rooms in use by the data center are secured by either badge readers, biometric identification mechanisms, and/or physical locks. Emergency exit points from server rooms are alarmed, video cameras exist to monitor the interior and exterior of the facility and 24 x 7 on-site security personnel exist.	4	54
		Yes	Data will be hosted in the location chosen on		

System & Technology

369

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software,
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual
- * Provide bundled fee pricing and which items are included in the bundle, if
- * Provide a detailed description of the billing process.

Reporting	Responses Existing	Custom	Future	3rd Party	Not Available	Notes	Score
1 System has a built in and easy to use reporting software? What reporting software is used by your solution (e.g., built in report writer, Tableau, etc)	Yes					Yes. The entire UKG Ready solution is a comprehensive reporting tool that allows managers to access and modify reports using easy-to-use built-in reporting tools. Users have the flexibility to customize reports by filtering, sorting, and grouping data and selecting from a wide range of predefined time periods. UKG Ready supplies over 500 built-in standard reports for quick insights, with approximately 45 predefined time period options. Users can also enter custom date ranges or expressions and utilize data visualization options. Additionally, reports can be exported to various file formats, including CSV, Excel, PDF, HTML, XML, and TXT.	4
a. If third-party, is a separate contract or agreement required?	No						0

2 Describe the custom report writer functionality provided to HR administrators and managers to write ad hoc reports from HR and payroll data. Attach the steps to create a basic custom report along with screen shots.	Yes	Managers create and save their own reports directly within the solution, as ad-hoc reporting is available throughout UKG Ready. Managers can create customized reports to save, allowing for easy access to the report at a later date.	4
a. Provide a brief description of the level of technical or data structure knowledge needed to operate custom reporting.	Yes	A wizard guides you through the process to build reports as depicted in the attached screenshot. Unlike other solutions, UKG Ready's comprehensive platform lets you access more data points from across the employee lifecycle to get comprehensive, real-time insights into your business. Every UKG Ready report can be modified with intuitive, built-in reporting tools – enabling you to easily analyze your data without requiring technical coding knowledge or an export into a spreadsheet. Some of the ways you can customize reports, include: ● Filtering, sorting, and grouping by column ● Reordering, adding, or removing columns ● Adding visual charts and graphs ● Creating a column that calculates an equation with specific data fields ● Changing column labels to reflect your organization's terminology	4

3	Is data from all of the system components your company offers available in a single custom reporting interface?	Yes		4
	a. If no, please describe which components share a reporting mechanism?		Yes	0
4	System supports reporting on any field for custom reports? What fields are not available for custom reports?			
		Yes	You are able to run configurable reports (opened from canned reports) on any data that is found in UKG Ready. You have the ability to add specific columns to reports based on the type of report you need. Certain fields may or may not be available based on the type of canned report you start from. Custom columns and expressions can be added as needed for additional reporting needs.	4
5	System has a comprehensive library of standard reports? How many standard reports are available for each component?			
		Yes	UKG Ready has more than 500 built-in standard reports. Every standard report can be modified using the built-in, ad hoc reporting tools so that you can quickly and easily create reports with the data you need in the format that works best for your individual organization. Both detail and summary report formats are available.	4
	a. Can standard reports be copied and modified?	Yes		4

b. List the standard reports available?		UKG Ready has more than 500 built-in standard reports. Every standard report can be modified using the built-in, ad hoc reporting tools so that you can quickly and easily create reports with the data you need in the format that works best for your individual organization. Both detail and summary report formats are available.	
	Yes	Yes, saved reports can be scheduled and distributed via email. These reports can be distributed in any of the export formats available such as PDF or Excel. The UKG Ready solution can also respect security access rights, automatically limit the data in the reports to those employees that are visible to the manager receiving the report. In other words, if the report contains all employees and their time entries for the past week, then the Manager will receive the report automatically filtered to his/her direct reports.	4
6 Can reports be scheduled/delivered on a regular basis as determined by the user? Are these reports emailed to user? Are they PDF? Are they secured so that if the user doesn't have permissions to access certain data they won't see it? Please note any limitations of this in the Notes column.	Yes		4
7 System can report on any and all data within the system? What constraints exist for reports? (e.g., processed only with a pay cycle)	Yes		4
8 Are all data areas within your solution exportable to Excel? If not, please list the limitations in the Notes column.	Yes		4

9	Can groups of employees be notified when reports are completed/ready? How are notifications sent (i.e., notifications area within solution or emailed or both)?	Yes	Managers can create customized reports and save the report settings allowing the report to generate automatically. In addition, the reports can be scheduled to be emailed out automatically. Employees and Data available to managers are based on security and group permissions.	4
10	Are “point-in-time” reports available with date specific data? For example I need to see all Police Department employees with Union Dues from 1/1/2024-12/31/2024. Please list the steps to create this and attach screen shots. Please list any limitations for specific data. Which data can't be reported on for these reports? Can the data be sliced and diced different ways with drill down and drill up capabilities?	Yes	Many records in UKG Ready have a date and time stamp. This gives you the capability to enter dates on employee pages and standard reports and see the information for that point in time. Our effective dating also gives you the ability to review all employee history online and real time. This allows for historical tracking on any changes either past, present or future with online historical queries and reports. Also, data can be sliced and diced different ways with drill down and drill up.	4
11	System supports reports to be exported to Excel at a minimum? In which formats can data and reports be exported?	Yes	Reports can be easily exported in various formats, including PDF, Excel, Formatted Excel, CSV, HTML, Paged HTML, XML, Text, and Text (tab and pipe delimited).	4

12	Is “dashboard” style reporting available? If yes, please describe. Are these real time reports that refreshed automatically or do they require user intervention to refresh?	Yes	UKG Ready also provides flexible, dynamic data visualization options as part of its People Insights tool suite to help you make smart decisions fast. Transform tabular reports into intuitive charts and graphs that highlight what’s most important. And with just a few clicks, pull multiple visuals into dashboards that focus on key metrics, so you can turn insight into action.	4
13	Can the administrator configure role-based dashboards? Please describe the process and list the steps to configure a dashboard and attach screenshots.	Yes	This is standard functionality in the solution and will be configured based on your needs for each department.	4
14	Can users customize their own dashboard? Can dashboards be copied and then configured to their own specifications? Please list any limitations.	Yes	Every user will have dashboards displaying pertinent information based on that security profile and access. If given the security, users can design their dashboard or create it for them during implementation	4
15	Can a user drill down into the data elements (e.g., employees) within the reporting tool?	Yes		4
	a. Are reports generated in real-time or batch processed?	Yes	Reports in UKG Ready are generated in real-time.	4
	b. If batch processed, what is the standard turnaround time for the report?	No		0
16	Does your system generate affirmative action records?	Yes		4
17	Does your system generate EEO reports? Specifically EEO 4. Is this delivered standard report or does it need to be customized? Please provide a sample attached EEO4.	Yes	UKG Ready provides tracking and reporting on EEO information. Currently, the EEO-4 report is not available as a standard report. (EEO-1 reports are available as standard functionality)	0

18	Does your system generate VETS100 reports? Please note if this is standard or a custom report?	Yes					The Vets-100 report has been replaced with the current Vets-4212 and it comes as standard reports	4
19	Can the following be tracked within your system?							0
	a. Headcount and FTEs associated with each position	Yes						4
	b. Multiple position assignment for an employee. Describe how your solution handles multiple positions. Attach screenshots.	Yes					Yes, UKG Ready supports managing employees in multiple concurrent or shared positions and can track various position attributes.	4
	c. Calculated FTEs	Yes					Custom fields and report calculations can be used to calculate FTE outside of the delivered calculation method.	4
20	System supports saving files in various formats? What file format can reports be saved/downloaded to?						Yes, reports can be easily exported in various formats, including PDF, Excel, Formatted Excel, CSV, HTML, Paged HTML, XML, Text, and Text (tab and pipe delimited). Reports can also be sent to key stakeholders via email and scheduled to run	TOTAL
		Yes					automatically	4
21	System supports uploading files in various formats? What file formats can be used to upload data into the system?						UKG Ready supports uploading files in various formats. You can schedule reports to be automatically sent out in formats such as CSV, Excel, and PDF. Additionally, the system allows for the upload of content from any source, which suggests flexibility in handling different file types	104
		Yes						4

Systems Integration

Responses

Existing Custom Future 3rd Party Not Available

Notes

Score

1 Describe the integration between the HR, payroll, timekeeping and benefits administration systems. Is all data entered once and only once and shared between all modules?	Yes	As UKG Ready is a single database containing Payroll, HR and Time management, the integration is seamless between benefits and payroll. Once a new benefit is added (and the effective date passed) the deduction will automatically appear in payroll. Any updates made in one module are instantly reflected across all other modules in real time, providing a cohesive and efficient data management experience.	4
2 Describe your systems ability to integrate with Munis financial and operational systems.	Yes	We can support multiple integrations. UKG Ready Integration HUB is an integrated component of UKG Ready HCM platform. Unlike standard APIs that simply push and pull data to and from UKG Ready, the innovative tool set supports more sophisticated interfaces that extract, transform, and load data across multiple third-party systems including other HR applications, finance programs, or ERP systems. It can be used for integrations, historical data loads, and custom connections to keep HCM and other critical business processes running smoothly and efficiently.	4

a. Describe any limitations in integrating with Munis financial and operational systems. Have you integrated with Munis Financials for any existing clients?

Yes

As a configurable solution, the UKG™/Munis integration doesn't need to be individually developed, resulting in shorter implementation timelines and faster returns on investment. Plus, this cloud-based unified system delivered by our industry experts reduces the burden on your IT staff so they can prioritize other projects. UKG currently has active clients who have environments that are integrated with Tyler Munis solutions.

4

With a configurable integration that provides ready access to the functionality you need today, it's easy to see why UKG and Munis have the most integrations implemented in the market. A seamless implementation process and streamlined user experience are essential for staff to effectively leverage the power of a full human capital management suite. Filling functionality gaps

b. Does integration with Munis financial ERP require custom integrations? If so, what is the cost of custom integrations? What is your experience integrating with Munis Financials? Please describe if this can be real time or how this would be posted.

Yes

UKG has worked alongside Tyler Technologies' Munis for more than 20 years to develop and implement a superior workforce management and human capital management integration strategy. With 450+ common customers, UKG and Munis have identified key indicators for a successful integration strategy to deliver the best experience for your organization.

4

The tools available as part of the Integration Hub include a marketplace (with a library of preexisting integrations), Rest APIs, Webhooks, Middleware, and Custom Integrations. In addition to the Workforce Integration Hub users also have the ability to build and export on-demand reports to data formats including xls, csv, txt, pdf, and Your end-users may gain access to UKG Ready via Single Sign-On (SSO). To implement Security Assertion Markup Language (SAML) 2.0, UKG Ready requires an X.509 certificate, which may be self-signed. You will also need to provide the entity ID of your Identity Provider, such as ADFS 2.0, and a login redirect URL. Once a user is logged in via SSO, a multi-faceted security profile controls the role-based functional and data access rights of supervisors and employees.

4

3 Can your system integrate with a client's Active Directory to provide a seamless logon solution?

Yes

4 Can your system integrate with other systems for a single sign-on (e.g., company network login)?

Yes

Your end-users may gain access to UKG Ready via Single Sign-On (SSO). To implement Security Assertion Markup Language (SAML) 2.0, UKG Ready requires an X.509 certificate, which may be self-signed. You will also need to provide the entity ID of your Identity Provider, such as ADFS 2.0, and a login redirect URL. Once a user is logged in via SSO, a multi-faceted security profile controls supervisors' and employees' role-based functional and data access rights.

4

5 What is your preferred method for importing data from other systems? Is this a flexible open API Imports and can these be created within any module (For example, I want to import 50 Pay inputs for employees can you describe the process for doing something like this?)

Yes

Importing and exporting data is an important feature of the UKG Ready solution and included in UKG Ready is a tool called the Integration Hub to help support this ability.

Integration Hub includes a set of technologies that allow UKG to build and deploy integrations between UKG Ready solution and third-party systems. The benefits of Integration Hub include:

- Share employee data with other applications in target formats
- Keep all information synchronized across all systems
- Achieve seamless integration across all applications
- Accelerate time to value with easy to build and deploy integrations
- Improve data integrity and consistency by quickly integrating disconnected information silos in

4

6	What is the average response time for various transactions? Payroll Calculations, Running Custom Reports, Open Enrollment Processing, Importing Data, Exporting Data (Please list average response times for each transaction).	Yes	UKG Ready is a lightweight html application, required bandwidth depends on performance sensitivity and actions performed (upload/download sizes). Since all calculations are done on servers, bandwidth requirements are minimum. Due to the nature of the internet and the customer's control over bandwidth UKG does not ensure response times. UKG sizes the application to run at an optimal level based on customer's use case.	4
7	Are APIs available for any of your components?	Yes	UKG Ready provides the ability to integrate with other solutions through our extensive library of REST APIs. The Developer Hub fully documents the Suite's REST API and is organized into reference and conceptual documentation, accessed through the API specifications and Documentation links in the header and the link can be shared with you upon further discovery.	4
8	How frequently can file feeds (e.g., EDI 834 files) be exported?	Yes	Organizations can configure EDI feeds to meet specific requirements of different benefit carriers, including custom data fields and transmission schedules.	4

9	Please provide a list of vendors with whom you have established automated file connections/feeds.		UKG Ready has established automated file connections with over 600 carriers, financial partners, and COBRA administrators. Some of the business tools that UKG Ready can connect with include finance and accounting solutions like QuickBooks, expense tracking solutions like Emburse, and Customer Relationship Management (CRM) solutions like Salesforce. Additionally, UKG Ready supports bi-directional file feeds with project tracking solutions like Sage and job posting solutions like Indeed.	4
		Yes		
	a. If the client has a third-party component that has an API or XML connection available, can your company assist with the development of the connection with the third-party from your system?		Custom API development is available cost, depending on need, through several of UKG's Professional Partners.	TOTAL
		Yes		1

10 Describe how your system integrates with the GL/accounting system, specifically Munis. How would we post Payroll Journals to the Munis GL and what is your experience with this with other clients?

Yes

UKG Ready offers an exhaustive list of all vendors we have interfaced with. Below are some third-party systems the Ready Integration Hub has connected with. These are just a few highlights: Ready can support a wide variety of connections through our versatile set of integration tools.

- NetSuite
- Equifax
- Salesforce
- Microsoft
- Deltek
- Cornerstone
- Sungard
- Intuit Quickbooks
- Concur
- Jobvite
- IBM

Integration Examples

- Job and/or demographic transfer to and from third-party HR systems
- Pay data and cost center

49

4

Technology

Responses
Existing

Custom

Future

3rd Party

Not Available

Notes

Score

- 1 Provide an overview of your system architecture.
Is all data encrypted and if so what level of encryption?

Yes

At UKG, we understand that SaaS offerings must be backed by a world-class technology infrastructure that customers can count on daily. That's why UKG Ready cloud infrastructure environment features an authentic multi-tenant architecture that provides the highest levels of data security, solution uptime, and built-in redundancy. The cloud-based UKG Ready solution is the ideal choice for organizations looking to achieve their HCM goals without exceeding their capital equipment budget or placing additional demands on their busy in-house IT staff. Because UKG Ready is hosted in the Google Cloud, you get 24/7 access to your solution without purchasing additional hardware, operating systems, or database licenses. You gain peace of mind knowing that experienced UKG technical consultants manage the solution

4

2 Is your solution cloud based? If yes, is it available 24/7, 365 days per year with zero downtime?
Please list any limitations in the Notes.

Yes

This is described in more detail in the hosting agreement.

Solution Uptime

UKG works closely with the data center to help ensure both the physical security and consistent availability of your UKG Ready data and applications. As a result of these efforts, UKG Ready uptime has historically measured 99.79 percent or greater monthly for unscheduled outages. UKG Ready data center facility, which is designed to eliminate any single point of failure within the solution architecture, provides the following features to maximize uptime:

- 24x7x365 monitoring of solution operations
- N + N power redundancy
- Connectivity to multiple backbone providers
- Variable switch load technology
- Hardened operating systems

4

3 Which components are connected through a data feed?

Yes

The data feeds can be integrated in a variety of ways including APIs or via a UKG component called Middleware. UKG Ready implementation services team will assess the data feeds and make best practice recommendations based on the data that needs to be transferred.

4

4 How frequently is the data updated? Is all data real time?

Yes

Importing and exporting data is an important feature of the UKG Ready solution and included in UKG Ready is a tool called the Integration Hub to help support this ability.

Integration Hub includes a set of technologies that allow UKG to build and deploy integrations between UKG Ready solution and third-party systems. The benefits of Integration Hub include:

- Share employee data with other applications in target formats
- Keep all information synchronized across all systems
- Achieve seamless integration across all applications
- Accelerate time to value with easy to build and deploy integrations
- Improve data integrity and consistency by quickly integrating disconnected information silos in

4

5 Is there a global user permissions management center or are rights managed within each component?

Yes

Functions and access to functions are role-based. Roles are deployed to individual users based on how the organization uses your solution. When users log on, the solution automatically recognizes assigned roles within the organization. Each user only has access to the pages, functions, and parts of the organization that the user is authorized to access. Multi-faceted security profiles provide user access rights to supervisors and employees. The profiles control the editing and viewing

4

6	What permissions can be added, removed or limited?	Yes	UKG Ready's application authentication and authorization processes are designed to ensure secure access to the system while providing flexibility to accommodate various organizational needs. <u>Authentication Process</u> ● Username and Password: Basic authentication using unique credentials. ● Multi-Factor Authentication (MFA): Adds a second verification step for enhanced security. ● Single Sign-On (SSO): Integrates with centralized identity providers for streamlined access. <u>Authorization Methods</u> ● Role-Based Access Control (RBAC): Assigns roles to manage user permissions. ● Granular Permissions: Allows detailed control over access to features and data. Multi-faceted security profiles provide user access rights to supervisors and employees. The profiles control the editing and viewing rights. Users that have been designated as administrators will have access to change permissions for groups of employees.	4
7	Can those permissions be assigned by group? How many groups can be created?	Yes		4
8	What is the process for changing permissions?	Yes		4
9	What is the process for adding/editing groups?	Yes	Groups can be edited at the employee level or using mass edit functionality to apply a different profile.	4

10	Can documents be uploaded into your system? Is document management included with your solution or is it extra? Is there a limit on storage of documents?	Yes	Electronic documents are stored as part of the single employee record. There are no limitations on storage space. It is flexible as far as the document types (e.g., PPT, Excel, Word, PDF, etc.). Users can define visibility for various document types – so maybe something with a code or Handbook and PDF document type is visible by all accounts but files with a different code and document type is only visible to the Payroll Administrator. Documents can either be stored against the employee's record or company documents (for general download – handbooks and global documentation would be stored here).	4
11	Is there a size/quantity limit for uploaded documents either by user, overall client or individual module? If yes, list the limit.	No		0
12	What formats are accepted/recognized for document storage?	Yes	Electronic document formats accepted are PPT, Excel, Word, PDF, etc.	4
13	Is the document automatically analyzed (e.g., OCR, automated indexing for global search)? Are paychecks automatically archived in the solution?	Yes	Retention policies are set by the City. Documents are also archived at the discretion of the City.	4
14	How can the uploader and/or others provide additional metadata about the document (e.g., tags, department)?	Yes	Tags can be added to documents in the solution.	4
15	Can the metadata parameters be set by the client or is there a standard list of parameters?	Yes	In UKG Ready, metadata parameters can indeed be set by the client. The system allows clients to configure metadata according to their specific needs.	4

16	Can documents be linked to certain workflows? If yes, describe the process.	Yes	In UKG Ready, documents can indeed be linked to more than one workflow. The platform provides a flexible workflow engine that allows for the modeling of various business processes, enabling documents to be associated with multiple workflows as needed. This capability is part of UKG Ready's comprehensive document management and workflow automation features, which do not necessarily require the use of the HR Service Delivery (HRSD) module for basic functionality.	4
			However, if your organization requires more advanced document management capabilities or complex workflow configurations, the HRSD module might offer additional features and integrations that could enhance these processes. HRSD provides more robust options for managing document workflows,	
17	Can the documents be linked to workflows conditionally? (e.g., state tax documents for new hires in certain states). If yes, describe the process.	Yes	This can be linked in the workflow to steps.	4
18	Can the documents be linked to more than one workflow?	Yes		4
19	Are workflows managed globally or within each specific module?	Yes	Workflows can be managed globally and applied to different processes in each module.	4

20 What is the interface for reviewing workflows?

Yes

UKG Ready provides a flexible, intuitive workflow engine that enables you to reduce time on administrative tasks by automating your business processes step-by-step from start to completion – with minimal training and no vendor services required. You can easily create workflows using our graphic display, which helps you see the direction and actions associated with the workflow steps and other information, such as the person responsible for completing the action(s) displayed within the workflow. Configurable steps can be easily added by dragging and dropping options within the workflow diagram, such as approve, reject, modify, or generate email, notification, SMS, and collect notes.

4

21 Can the processes be changed by users (with proper rights) "on-the-fly" or only with your company's (or outside consultant) technical interaction?

Yes

Sample configurable workflows address tasks such as time off
Processes be changed by users with the correct access rights.

4

22 Can the workflows be easily exported as documentation for SOX 404 compliance?

No

UKG is a privately held company.

0

23 How many levels of rules apply to workflows? Please describe the steps to to create a new workflow and the steps to change an existing workflow. Please attach screenshots.

Yes

There are numerous predefined workflows available in UKG Ready. You will have full edit ability to change the predefined workflow steps. You will also have the ability to create new workflow based on your specific company needs

4

24	Which of the following rules can your workflows accept?	Yes	4
	a. Pending review	Yes	4
	b. Notification only	Yes	4
	c. Concurrent review	Yes	4
25	Does your system provide logic-based workflows (e.g., If delta is 20%+, contact CFO, else contact supervisor only)?	Yes	4
26	Does your system provide time-sensitivity logic-based workflows (e.g., if due date is <3 days, contact COO, else contact manager and COO)	Yes	4
27	How are workflow processes (e.g., new hire, life event) created initially?		

Yes

UKG Ready provides a flexible, intuitive workflow engine that enables you to reduce time on administrative tasks by automating your business processes step-by-step from start to completion – with minimal training and no vendor services required. You can easily create workflows using our graphic display, which helps you see the direction and actions associated with the workflow steps and other information, such as the person responsible for completing the action(s) displayed within the workflow. Configurable steps can be easily added by dragging and dropping options within the workflow diagram, such as approve, reject, modify, or generate email, notification, SMS, and collect notes.

Sample configurable workflows address tasks such as time off

28	How are user forms created initially?	Yes	User forms are created using a centralized system known as the Forms Hub, which provides easy access to a wide variety of forms that employees, managers, and administrators use daily to capture important information. The Forms Hub offers single-entry-point access, allowing users to quickly find and utilize the forms they need. Additionally, UKG Ready provides customizable forms and workflows, enabling organizations to tailor forms to match the City's specific business processes and policies.	4
	a. How are user forms changed?	Yes	User forms in UKG Ready can be changed using the flexible workflow engine, which provides visual drag-and-drop tools. This allows the City to streamline routine tasks such as approvals, updates, and changes, making it simple to modify forms as needed	4
	b. Is the interface graphical or is programming required?	Yes	The interface is graphical.	4
29	Does your system provide an audit trail of system/data changes? Are all changes always on auditing in all modules? Please list any limitations in the Notes section.	Yes	There is a complete audit trail of any changes made to any records throughout the solution. Audit reports are available for every module.	4
	a. How much history is stored?	Yes	History is never purged or archived	4
	b. Is this specific to each module?	No		0

30 What format is required to upload client historical data?	Yes	UKG Ready's extensive approach to historical data management empowers your organization with the tools needed to maintain compliance, streamline operations, and make informed decisions based on accurate historical records. Import templates are available for you to upload data in the solution as needed. UKG Ready provides a seamless and efficient solution for managing your organization's historical information needs.	4
31 What type of database does your solution use?	Yes	UKG Ready utilizes SQL server.	4
32 If the relationship with the client ends, how does the client retain a copy of the entire database?	Yes	UKG Ready solution is a cloud based application. We provide our clients with full access to their data in a variety of methods, including reports (pdf, XLS, csv, XML, etc.) which can be run on demand or scheduled, as well as access to UKG Ready via published API's. Customer remains the owner of the data, manages data retention within the application, and has full access to the data for exporting	4

33 How frequent are updates made to your solution?
Does it require re-implementation of software?
How disruptive are the updates? Please describe
in the Notes.

Yes

UKG Ready will provide releases every 4 to 8 weeks. Our technical team does updates globally, and the release distribution typically occurs in the overnight hours to have minimal impact on our customers. Since there is nothing an end user must do to upgrade, customers are always on the most recent release. Our product direction is to continually offer new functions and features within UKG Ready of products, while updating the technology stack on a frequent basis.

4

34 What is the process and timing for notifying
clients regarding the changes?

Yes

UKG Global Support will send system administrators a notification for all system updates. These notifications will also be posted in UKG Community.

- Service Packs: Weekly — updates typically occur on Wednesdays

- System Releases: Bimonthly — updates typically occur on Thursdays

- System Maintenance: 24-hour notice — updates typically occur during the weekend

4

35 Does your solution provide any add-ins or plug-ins to "bridge the gap" or expand functionality?	Yes	UKG understands that delivering value to our clients through alliances depends on an unwavering commitment to mutually successful business relationships. That commitment, combined with our uncompromising dedication to delivery excellence, enables us to provide additional value to our customers by utilizing partners who bring unique business value. Partnerships with some of the world's leading information and human capital management organizations drive innovations in workforce management across geographies and technologies. Please visit our UKG Marketplace - Partners website (https://www.ukg.com/about-us/partners) to access a comprehensive listing of our partners.	4
36 Are any of these add-ins or plug-ins developed by third parties?	Yes	UKG's marketplace and partner ecosystem is a collective of third-party offerings from our partners that integrate seamlessly with UKG Ready to provide functionality not offered natively in the solution	4
37 Which of the following can clients configure/customize?	Yes		4
a. Online help/documentation	Yes		4
b. Custom field labels	Yes		4
c. Custom field formats (check boxes, drop down, number, text, date, etc.)	Yes		4
d. Alerts/notices	Yes		4
38 Can non-administrators set alerts and/or notices?	Yes	Yes, if access is granted to users to make changes.	4

39	Can non-administrators make these changes on a per-user basis?	Yes		4
40	What languages are available in employee self-service?	Yes	UKG Ready is currently available in these languages: * Czech * Danish * Dutch * English (US, AUS, UK) * Filipino (Tagalog, Philippines) * French (Canada, France) * German * Italian * Polish * Portuguese (Brazil) * Romanian * Spanish (Latin America, Spain) * Turkish Additional languages will be added over time based on customer demand. UKG Ready also supported custom language	4

41 How much of your system is available for use on mobile devices or tablets? Is this an app? Please provide the current rating of your app in app store for both Apple and Android devices.

Yes

UKG Ready™ mobile app is a comprehensive tool that connects you to all your HR, payroll, talent, and time needs from anywhere, anytime. With all the information you need, you can efficiently perform various tasks to balance your work and personal life.

Whether you're on a job site, on the road, at home, or simply on the move, you can access everything you require from your mobile device. In just a few clicks, you can clock in or out of a shift, check your pay, request time off, enroll in benefits, or handle any other similar tasks.

4

If you're a manager, the app also has features for you. You can adjust your team's schedule to fill gaps, work on performance reviews, handle approvals, or even analyze trends like who's likely to leave or how your team

42	What device platforms are supported? (i.e., Apple, Android) Please list any restrictions in the Notes.	Yes	End-users may access UKG Ready applications via a web browser or mobile app provided that the following requirements are met. The list shown below are operating systems we support, though they may not be actively tested. <u>Desktop</u> - Platform: Windows (OS Version 7, 10) - Platform: Mac (OS Version 10.13.4 High Sierra) <u>Mobile</u> UKG Ready Mobile app runs on the following Apple or Android mobile devices with a data plan or Wi-Fi: - Apple® iOS: Latest versions - Android™ OS: 5.0 and higher <u>Browser</u> End-users may access UKG Ready applications via a web browser or mobile app provided the The solution is device agnostic and will allow users access to all information based on their security access profile. There is no loss in functionality for employee and manager self-service. There are no limitations for employee and manager self-service.	4
43	Which employee self-service functions are available? Are they available on Mobile? Please list limitations for Mobile vs. Desktop	Yes		4
44	Which manager self-service functions are available? Are they available on Mobile? Please list limitations for Mobile vs. Desktop	Yes		4

45 Describe the notificaiton and approval process for employee and manager self-service features. What features are available? Is there a Send back feature?	Yes	With over 150 customizable notifications, users are alerted to actions taken, tasks to address, reminders, and upcoming events. HR actions can be approved or rejected by specific roles via the web or mobile app, providing flexibility for managers on the go. UKG Ready also supports mass-approval of HR actions, sending notifications through email, mobile push, or SMS/MMS, and defining custom filters for workflow processes.	4
46 For cloud-based modules, which internet browsers are supported (i.e., Edge, Firefox, Google Chrome, etc.) Please be sure to note which versions are not supported.	Yes	Workflows generate employee and manager "to do" items, with notifications and on-screen indicators to manage tasks effectively. Desktop - Platform: Windows (OS Version 7, 10) - Platform: Mac (OS Version 10.13.4 High Sierra) Browser End-users may access UKG Ready applications via a web browser or mobile app provided the following requirements are met: - Edge - Chrome™/Firefox®/Safari®: Current versions - Mobile: We have limited support for mobile platforms using the browsers listed above	TOTAL 4

47 Describe any software/hardware compatibility requirements or limitations with third-party software integrations. Is your solution 508 compliant?

Importing and exporting data is an important feature of the UKG Ready solution and included in UKG Ready is a tool called the Integration Hub to help support this ability.

216

Integration Hub includes a set of technologies that allow UKG to build and deploy integrations between UKG Ready solution and third-party systems. The benefits of Integration Hub include:

- Share employee data with other applications in target formats
- Keep all information synchronized across all systems
- Achieve seamless integration across all applications
- Accelerate time to value with easy to build and deploy integrations
- Improve data integrity and consistency by quickly integrating disconnected information silos in your business

0

Time & Attendance

152

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Time & Attendance	Existing	Custom	Future	3rd Party	Not Available	Notes	Score
1 System provides recording of time and attendance for all classes of employees (e.g., exempt, non-exempt, election workers). Can the employee auto fill from schedule? Describe how this works in your system.						UKG Ready Time and Attendance functionality is designed to streamline and automate the management of employee time tracking, attendance, and scheduling. Here are the key features and capabilities: Key Features: ● Data Collection: UKG Ready supports multiple data collection methods, including time clocks, telephony, web entry, and mobile devices. This flexibility allows organizations to choose the best method for their workforce. ● Automated Time Tracking: The solution automates routine tasks such as clocking in and out, approving timesheets, and managing time-off requests. This reduces manual errors and administrative burdens. ● Robust Pay Calculation Engine: UKG Ready includes a comprehensive pay calculation engine that ensures compliance with federal and state regulations. It allows organizations to model their pay policies accurately, minimizing compliance risks. ● Real-Time Visibility: Managers have access to a configurable dashboard that	0
2 System provides recording of time and attendance for non-employees. (e.g., contractors, unpaid interns, etc.)	Yes						4
3 System allows employees to punch in and out on a daily basis.	Yes						4
4 Time can be allocated and rolled up to multiple levels (i.e., job costing). Please list any limitations. Will costing allocations only impact future payrolls? How do you handle future dated costing allocations? What is the process for entering these. Please detail the steps.	Yes					UKG Ready supports multi-tier labor allocations to post actual employee cost to GL. When an employee works in multiple departments, the time worked is allocated accordingly prompting the solution to automatically assess employee and employer taxes and/or deductions.	4

5	System provides access to ad hoc reporting (overtime, time worked, allocations of hours to levels) for managers and HR/payroll administrators.	Yes	UKG Ready has hundreds of standard reports built into every aspect of the solution. All standard reports can be modified to meet the customer needs. Reports are also available for export in multiple formats. Standard and ad-hoc reports are unlimited; upon saving an ad-hoc report, it can be scheduled. The Ad-Hoc reporting tool allows clients to add/remove desired fields, create custom calculations, perform grouping and sorting capabilities with no IT involvement. UKG Ready™ mobile app is a comprehensive tool that connects you to all your HR, payroll, talent, and time needs from anywhere, anytime. With all the information you need, you can efficiently perform various tasks to balance your work and personal life. Whether you're on a job site, on the road, at home, or simply on the move, you can access everything you require from your mobile device. In just a few clicks, you can clock in or out of a shift, check your pay, request time off, enroll in benefits, or handle any other similar tasks. If you're a manager, the app also has features for you. You can adjust your team's schedule to fill gaps, work on performance reviews, handle approvals, or even analyze trends like who's likely to leave or how your team is feeling about their work. This way, you can make a difference for them and your business. All of this can be done on the go with the	4
6	Managers and employees have access to time and attendance system and reporting via self-service and is geofencing available? List all mobile functionality in the Notes column.	Yes		
7	Time and attendance system can be accessed via mobile devices such as cell phones and tablets. Is this done via a Mobile app? Please list any restrictions on devices in the Notes.	Yes		4
8	Historical data can be retrieved from time and attendance system. (This does not include history prior to system implementation.) Is there a limit on historical data? Please detail this in the Notes.	Yes	There is no limit on the amount of data UKG Ready can store.	4

9	Email notifications can be sent to employees and/or managers from system as reminders or alerts when time has not been entered. Is this automatically triggered? Does this require additional steps to trigger? Does it require a custom report to be built? Please explain how this works in detail in your system.	Yes	UKG Ready offers flexible workflows, alerts, notifications, and reminders to automate and streamline administrative tasks. Our intuitive HR actions and workflow tools allow easy configuration to enforce policies consistently for various processes, including new hires, terminations, benefits enrollment, promotions, transfers, time off	4
10	System provides automatic time sheet population based on schedule or how would this be populated in your system? Please detail the setup process of this and is it configuration? Are all changes effective dated and audited?	Yes	UKG Ready provides automatic timesheet population based on schedules. The system streamlines time tracking and attendance tasks by automating hour tracking, time approvals, and time-off requests. Timesheets can be automatically populated based on the employee's schedule, which is created using the drag-and-drop schedule builder and optimized based on employee preferences and operational demand. The setup process involves configuring the scheduling module to align with your organization's operational needs, required skills, compliance rules, and employee availability and preferences. Managers can create optimal schedules using flexible workflows and approvals, ensuring that the right people are scheduled at the right time. All changes in UKG Ready are effective dated, allowing for retroactive adjustments and historical timesheet changes. The system also provides audit capabilities, ensuring that all changes are tracked and can be reviewed for compliance and	4

11 System can accommodate programming of various non-traditional shifts Fire, Police (e.g., 2 weeks on, 2 weeks off; 7on/7off, 9/80, etc.) Can you integrate with Time Clocks Plus and is there an additional charge for this integration? Please describe your experience with both Fire and Police shifts and integrating with TimeClocks Plus.

Yes

The UKG Ready Scheduler is designed to simplify the complex and often frustrating task of creating meaningful schedules that align with both business needs and employee preferences. It automatically generates schedules that are tailored to the organization and budget, using proactive recommendations based on operational demand, required skills, compliance rules, and employee availability and preferences. This capability allows managers to make informed staffing decisions quickly and efficiently.

4

Some key features of UKG Ready Scheduler include:

Automatic Schedule Generation: The solution generates best-fit schedules based on predefined criteria, while also allowing for real-time adjustments to meet immediate scheduling needs.

Real-time Visibility: Managers gain access to accurate employee data, payroll costs, staffing demands, and insights into employee skills and certifications, allowing them to make informed staffing decisions.

Compliance Adherence: The solution helps

These calculations and rules are accommodated in the pay calculation and timesheet profiles. Configurations are based on these business rules and can be set for specific groups of employees.

4

12 Police Offers are paid for 40 hours even though some weeks they work under 40 and other weeks they work over 40. For example, if their clock in times may total 44 or 33 hours but they are paid their standard 40. In addition, we need the ability to upload overtime and deducts earned time off from their standard of 40 without having to create a csv document and manually manipulating it. Please describe in detail how you would handle this specific requirement including the setup involved in this. Please attach screenshots.

Yes

13 Holiday hours can be configured an/or adjusted year-to-year depending on the work schedule, or the day of the week the holiday falls on. What is the process for adding Holiday Hours? Are holidays automatically populated based on configuration and deducted (i.e., employee would get paid 10 hours for the holiday if full time will the employee be paid 26 hours of regular and 4 hours of comp time pay at their regular rate automatically? If an employee works 9 hours per day will their holiday pay be 9 hours automatically in payroll? See Requirement 2 below under Client Specific for more details on the City's process. Please describe the steps and attach screen shots.	Yes	UKG Ready Time has the ability to create and maintain multiple Holiday Calendars which allow organizations to customize eligible holidays based on group. This feature includes the capability to display holiday names, dates, and whether they are considered bank holidays, which can impact pay rates and scheduling. 4
14 Time off balances are maintained in the time and attendance system and accessible to employees. Employees requests are routed to managers for approval. If a manager doesn't respond within X days the request is routed to the next level automatically. Please describe any limitations to routing and include steps and screenshots of a time off request and approval.	Yes	In UKG Ready Time, employees can request time off through a user-friendly self-service interface available on both desktop and mobile devices. The process typically involves the following steps: Accessing the Time Off Request Feature: Employees log into the UKG Ready application and navigate to the time-off request section, often found under the "My Time" or "Time Off" menu. Submitting a Request: Employees can select the type of leave they wish to request (e.g., vacation, sick leave, personal time) and specify the dates and duration of the requested time off. They may also need to provide a reason for the request, depending on the organization's policies. Reviewing Accrual Balances: Before submitting the request, employees can view their available leave balances to ensure they have enough accrued time off. Submitting the Request: Once the request is filled out, employees submit it for 4
15 System allows employees to enter future dated time off requests (i.e., planned vacation). Can requests automatically be added to the Outlook Calendar as invites? Can an employee cancel their time off request and have the manager be notified? Is there a team calendar that can be displayed so that employees can view when other team members are off? Please describe this process and attach screenshots	Yes	Yes, each function is standard functionality in the solution. All processes can be configured to mirror the rules and policies followed by the City. 4

16	System allows carryover balances from year-to-year up to a limit based on anniversary date. Can limits be imposed by time off plan and based on anniversary date? Do separate time off plans need to be created or can you configure anything over the limit to lapse based on an employee's anniversary date? Please describe this process and list any limitations to using Anniversary Date as a factor for accrual expiration.	Yes					UKG Ready calculates accrued time off through its Accruals Manager, which automates the process based on the organization's specific rules and policies. The solution tracks accruals by considering various criteria such as hours worked, employee seniority, pay grade, attendance, and performance metrics. This flexibility allows organizations to define custom accrual profiles that determine the rate at which employees earn time off, including vacation, personal time, and sick leave. Additionally, UKG Ready provides options for carry-over settings, specifying whether employees can carry forward accrued time, how much can be carried over, and for how long. This automated tracking minimizes manual errors, supports consistent policy enforcement, and provides both employees and managers with real-time visibility into current accrual balances, simplifying time-off requests and approvals.	4	
17	System allows for tiered approval. If it is a grant funded position can this require approval by the grant manager? If an employee is a multiple job worker how do you handle time off requests? Do two separate requests need to be entered by the employee for the same day for each job or can this be one request? Please list any limitations.	Yes					Yes, all standard functionality and can be configured based on rules and policies.	4	
18	System allows mass adding and/or editing of time entries without having to import data into the system. Please describe the process and include screenshots for mass adding a Pay Code to all employees or a group of employees (i.e., snow day for the day and pays all employees hours based on work schedule automatically without manual intervention)	Yes					There is a mass edit feature available to make simultaneous changes to many or all employees.	4	
19	System allows for tracking of additional flat pay. (i.e., stipends and allowances)	Yes						4	Total
20	System allows configuration of pay rules (i.e., lunch deduction, rounding, holiday eligibility). Please list any limitations of rounding (i.e., how many decimal places).	Yes						4	76
Client-Specific Capabilities		Existing	Custom	Future	3rd Party	Not Available	Notes	Score	

- 1 System will accurately collect and allocate daily overtime and double time requirements in accordance with FLSA and handled blended rates. Is this automatic or is there additional setup? Please describe in the Notes.

Yes

UKG Ready fully supports FLSA blended rate overtime (OT) calculations, which is essential for employees working in multiple positions with differing rates of pay. Here's how the system handles this:

Flexible Pay Rules Engine:

- UKG Ready's flexible pay rules engine simplifies the determination of pay associated with regular or OT hours, accommodating various scenarios such as employees with multiple positions and differing rates of pay.

4

Blended Overtime Rate Calculation:

- The system can apply a blended overtime rate by pulling employee rates and dividing them by worked hours, including any extra pay and additional records. This ensures that the overtime rate is accurately calculated based on the average rate of pay across different positions.

Weighted Average Overtime Calculations:

- UKG Ready supports weighted average overtime calculations, which are crucial for

The UKG Ready system is designed to handle compensatory time effectively, ensuring compliance with organizational policies and regulations. For City Hall Workers who work a 36-hour week, the system automatically calculates and adds 4 hours of compensatory time to equal a 40-hour workweek. If a worker logs 38 hours of regular time, the system will allocate 2 hours of compensatory time to meet the 40-hour requirement. Additionally, any hours worked beyond 40 are tracked and stored in a compensatory bank, which is then paid out after July 1st. This process is streamlined through UKG Ready's robust pay calculation engine, which automates time tracking and ensures accurate policy enforcement, minimizing compliance risks.

4

- 2 System will handle compensatory time. City Hall Workers work a 36 hour per week schedule and are paid 4 hours of compensatory time to equal 40 hours per week. If a worker enters 38 hours of regular time then they will get 2 hours of compensatory time. If they work over 40 hours those hours go into a compensatory bank and are paid out after July 1st.

Yes

3 System will support weekly pay periods. Currently, Start of Pay Period is on Friday's for all City Hall Employees and End of Period is on Thursday's. Describe how this is handled in your system.

Yes

The UKG Ready system efficiently manages weekly pay periods, accommodating the specific schedule requirements of City Hall Employees. The system is designed to handle pay periods that start on Fridays and end on Thursdays, ensuring seamless payroll processing. With real-time updates and a flexible pay rules engine, UKG Ready continuously processes payroll data, allowing for accurate calculations and timely compliance updates. This setup ensures that employees receive the correct pay based on their work schedule, and any adjustments or overtime are automatically calculated according to the organization's policies. The intuitive interface and powerful reporting capabilities provide instant access to payroll information, helping to minimize risks and streamline the payroll process.

4

4 System will support Pay Dates are on Wednesdays. Police are on a Wednesday Pay Date, but their Start of Period is on Thursdays and End of Period is on Wednesdays. Do you support this as well? Can you have multiple periods?

Yes

Yes, the UKG Ready system supports pay dates on Wednesdays and can accommodate the specific pay period requirements for Police employees, where the start of the period is on Thursdays and the end of the period is on Wednesdays. The system's flexible pay rules engine allows for the configuration of multiple pay periods, ensuring that different employee groups can have their unique schedules and pay dates managed efficiently. This flexibility is part of UKG Ready's comprehensive payroll solution, which provides real-time updates and continuous payroll processing to ensure accuracy and compliance across various scenarios. Additionally, the system's robust reporting capabilities and intuitive interface make it easy to manage and track multiple pay periods, providing seamless payroll operations for organizations with diverse

4

5 Does your system handle lateral accruals? For example, how do you handle an employee who comes in and starts with 4 weeks of Vacation Accrual vs the traditional 1 week of vacation accrual for standard employees. Can this be different for different types of employees based on their offer letter? What type setup is involved? Please describe this process and attach screenshots of this.

Yes

The UKG Ready system is equipped to handle lateral accruals, allowing for flexible configuration based on an employee's specific offer letter or organizational policies. This means that if an employee starts with 4 weeks of vacation accrual instead of the traditional 1 week, the system can be set up to accommodate this difference. The Accruals Manager in UKG Ready provides automated accrual calculations and custom eligibility rules, ensuring that different types of employees can have tailored accrual settings based on their offer letters or other criteria such as seniority, pay grade, or performance. The setup involves configuring the accrual profiles within the system, which can be adjusted to reflect the specific accrual rates and carry-over settings for each employee type. This flexibility ensures fair and consistent policy enforcement across the organization, while providing employees and managers with real-time access to accrual balances and comprehensive reporting.

4

6 System supports copying of schedules, time codes, time entry templates, etc. and data can then be edited? Please list any limitations in the Notes.

Yes

UKG Ready supports the copying of schedules, time codes, time entry templates, and other related data, allowing for efficient management and editing. This functionality is facilitated through features such as mass editing capabilities, drag-and-drop schedule builders, and schedule pattern templates, which enable users to clone and modify existing schedules to fit their needs. Additionally, the system provides real-time visibility and alerts for schedule changes, ensuring that any modifications are tracked and communicated effectively.

4

In terms of limitations, while Ready offers extensive editing capabilities, users must ensure compliance with predefined scheduling rules and policies to avoid grievances, litigation, fatigue, and penalties. Furthermore, the system's ability to handle complex scheduling scenarios may require proper configuration and understanding of its constraints library and rule definitions.

7 System supports the following Non Union Vacation Policy: First Year employee shall receive 40 hours at the date of hire and will become usable after 120 days of employment (manager exception will allow employees to go negative based on offer of employment exception), on the employee's first anniversary of employment they will receive 80 hours of vacation, any unused time will be zeroed out on the anniversary date automatically, if an employee is terminated any vacation will be paid out to the employee automatically in payroll without manual intervention, once an employee reaches 5 years of service they will receive 120 hours of vacation, 160 hours once they reach 10 years of service, and 200 hours once they reach 15 years of service. Again, your system must allow the ability for vacation credit to their service so that an employee who negotiates in their offer letter to come in at 160 hours of vacation time in their first year your system must handle this exception. Please attach screen shots of the setup of this requirement in your system.	Yes	4	This is standard functionality and is accommodated in the accrual profile.
8 Sick leave for non union employees will accrue at one day per month starting on their seventh month, up to a maximum of 960 hours. Sick leave can be used in hourly increments or half hour increments.	Yes	4	
9 The system also must support a sick leave incentive that sweeps unused sick time into the deferred compensation plan in their name based on the following schedule: 36 hours swept for more than 240 hours but less than 350 hours, 72 hours swept for more than 350 hours but less than 600 hours, and 108 hours swept for more than 600 hours. These hours will be swept on December 31st of each year and payment will be made in the employees account on about July 30th of the following year. Attach screen shots of how you will handle this requirement both in setup and the sweep and automatic payment to the 457 plan. This should be done without manual intervention.	Yes	4	Standard functionality accommodated in the accrual profiles.

10	System supports 25 hours of personal time, prorated for part time employees. Personal Days commence from the date of hire and shall not accumulate from year to year. At the start of each calendar year the employee will automatically receive 25 hours of personal time granted to them. Personal time is not payable to the employee upon termination. Please describe how your system will handle this requirement including the setup of this along with screenshots.	Yes	4
11	System should support other types of leave such as administrative leave (extreme weather, days of national mourning, etc.) these can be paid to all employees without reducing any other accruals and automatically adjust paid hours in payroll. Furthermore, these hours can automatically be loaded in Mass to all eligible employees without needing to load an integration or CSV file. Please describe how your system would handle this requirement.	Yes	4
12	System will handle Bereavement Leave as follows: 5 days for immediate family, 3 days for outside of immediate family, and if the loved one does not fall in one of those categories the employee can make a request electronically in the system to the city manager for approval and then this can be returned to the employee and paid out automatically in payroll without reducing any other accruals. Describe how your system would handle this full requirement.	Yes	4
13	System will handle Military Leave as follows: Reserve Service Leave will pay the employee the difference between gross total service pay and the employee's regular gross compensation of the employee had they been in the City's service during the pay period in which the leave was taken. This pay will only be allowed up to 4 pay periods in a calendar year for short training periods. Please describe how your system will handle this requirement and pay in payroll automatically.	Yes	4

The accrual schedule allows you to specify the schedule by which an employee would accrue time off. The accrue rate within the schedule specifies the time basis for the accrual rate calculation, and the "entitled to time" can be set per year or per accrual period. For example: An employee accrues monthly but receives 12 days total at the end of the accrual year.

A configurable request workflow enables employees and managers to request and approve/reject leave requests online or via mobile app. The solution delivers a comprehensive yet easy-to-use eligibility tool at both the employee and administrative levels, providing real-time access to eligibility information for any configured leave of absence categories. When employees request time off, UKG Ready checks their balances to verify that the requested hours are available, and then debits the hours from the appropriate accrual category. The software enforces your rules regarding taking limits at the

UKG Ready provides robust capabilities for maintaining a history of all leave types and tracking and managing multiple types of leave concurrently. The solution ensures accurate leave management, real-time updates, and compliance with organizational policies and regulatory requirements. The solution is fully integrated so that rules and applicable pay codes will also flow seamlessly to payroll.

14 System will handle Long Term Active Duty Leave where the employee not to exceed 1 year shall be paid the difference between gross total service pay and the employee's regular compensation gross pay had they been in the City's service during the pay period in which leave was taken. During this period of time they will continue to receive the following benefits and accruals: group life insurance, medical, dental, long term disability, holiday pay, and vacation/sick accruals. Employees will be expected to continue making the employee share of contributions to the City for any applicable benefits, unless coverage is voluntarily waived and this shall remain in effect for up to one year. The cumulative length of Long Term Active Duty Leave shall not exceed 5 years. Describe how your system would handle this requirement in full detail.	Yes	Yes, UKG Ready ensures that leave codes are generated and transmitted to payroll, which helps maintain accurate pay for employees while they are on leave. The solution automates the administration and tracking of various leave types, integrating seamlessly with payroll processes to ensure that the correct leave codes are applied. This integration minimizes errors and ensures compliance with leave policies, ultimately facilitating accurate payroll processing during employee absences. 4
15 System supports FMLA, Intermittent FMLA, Unpaid Leave, and Maine Paid Family Leave. Please list any limitations and describe in detail how your system handles each of these including the setup involved with these. Can Intermittent FMLA be taken in hourly increments?	Yes	The UKG Ready system provides comprehensive support for FMLA, Intermittent FMLA, Unpaid Leave, and Maine Paid Family Leave, ensuring compliance with labor regulations and offering flexible leave management options. For FMLA, the system automates document generation for medical certifications and eligibility determination, providing alerts for potential FMLA cases and ensuring compliance with regulations. Intermittent FMLA can be tracked and managed in real-time, allowing it to be taken in hourly increments, which provides flexibility for employees needing to take leave in smaller portions. 4
		Unpaid Leave is managed through configurable leave administration and tracking options, which align with organizational standards and regulatory requirements, ensuring fair policy enforcement. Maine Paid Family Leave is supported through automated leave administration, reducing errors and controlling absence costs, while providing employees with self-service tools to request

16	System supports accrual history update changes where an employee used vacation time when it should have been personal time or vice versa. Detail the steps of how this is accomplished along with attaching screen shots.	Yes	Accruals are tracked in detail to show any changes to accrual balances. This can also be configured to show additional detail.	4	
17		Yes	UKG Ready's Pay Calculation profile's parameters are displayed in a simple, graphical user-interface. The profiles are not written in code or SQL, so changing a profile doesn't require a programmer to write code. The result is that organizations can choose to have the subject matter experts, such as the staff in the Payroll Office, modify and maintain the rules. This capability empowers users to customize pay rules according to their specific organizational needs, ensuring flexibility and adaptability in managing payroll processes.	4	
	System supports Union Tracking, complex Rules for Unions and Vendor has previous experience with complex Union rules for other municipalities. Detail your experience in this area in the Notes.				
18	System handles schedule changes with ease. Please list the steps for a change in schedule and attach screenshots.	Yes	The solution's user-friendly interface and robust configuration options enable organizations to implement changes quickly and efficiently, reducing reliance on external support and enhancing overall operational efficiency. The profiles are effective dated which provides the ability to configure rules for deployment on a date in the future, or to make retroactive changes to a rule, such as when a contract is negotiated with a retroactive date for the Yes, UKG Ready allows employees to access up-to-the-second information, including scheduled shift times, accrual balances, and messages, as soon as changes are made within the solution. Schedules can be changed easily by adding or replacing schedules for employees. There is also the capability to drag and drop shifts as well.	4	Total

19 System supports Leave Donation Program.
Employees can donate their sick time to a Sick Bank and the system can maintain this bank and deduct usage from this bank. Please describe the process for handling this in your system. Please list the steps and attach screenshots of your proposed process for handling this requirement.

Yes

UKG Ready offers a leave bank option. Employees can donate and request time from the leave bank. Administrators can review and approve requests. In addition, employees can initiate workflow requests to donate to a specific individual. Administrators can move leave from one employee to another.

4

76

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Open Ended Questions	Responses	Score	
1 Was software developed in-house or gained through acquisition?	The proposed solution was purchased and was formerly offered under the name SaaShr.	1	
2 What year was the payroll module first offered?	UKG Ready was originally released in 2002.	1	
3 What improvements/enhancements are planned for the next 12 months? Will any customizations or configurations be broken if any enhancements are added? Describe your QA process for bugs.	UKG provides 6 Month High Confidence Roadmaps. For 2025, we're investing in simplifying the user experience and introducing more self-service capabilities, faster deployments, and integration needs. Our commitments include: • Deliver an AI-Inspired Experience for Ease of Use • Empower Business Leaders with Data-Driven Insights • Support Business Growth with a Scalable Solution	1	
4 What are the services surrounding ongoing support, training and configuration?	The UKG Partner for Life customer experience amplifies business outcomes with tailored success paths and technical expertise. From our experience and engaged team to our inclusive and collaborative approach, our premium, comprehensive customer experience is included in	1	
5 Does the payroll module share the same database as the HR module? If not, how frequently does your payroll and HR module share information?	UKG Ready operates within a single database environment, ensuring that HR and Payroll fields are seamlessly integrated without duplication. Any updates made in one module are instantly reflected across all other modules in real time, providing a cohesive and efficient data management experience.	1	
6 How does the time and attendance component specifically interface or integrate with payroll?	UKG Ready Time provides an integrated payroll and time and attendance solution that handles all the heavy lifting and complex payments associated with employee's working multiple locations, multiple jobs, multiple shifts, and complex premium requirements. As the employee	1	
7 Does your system support multiple FEINs?	UKG Ready makes it easy to support multiple EINs within our solution. In addition to managing all time, HR, and payroll functions through a single solution, our customers are able to streamline employee transfers between EINs. Tools such as mass-editing and import capabilities help support the management of multiple EINs. Lastly, the ability to easily report across multiple EINs in real-time provides the visibility needed to manage the day-to-day.	1	
8 How are employees with multiple pay rates and department/cost center assignments within a single paycheck managed?	UKG Ready supports multiple rates through rate tables with triggers based on transfers to different cost centers or shifts. Personal rate table can be set at the employee level with rates for each position.	1	
9 What methods are available for splitting payment (i.e., partial live, etc.)?	The solution sets up bank accounts and routing numbers. The number of accounts is unlimited, and the available methods are Entire or Remainder, Flat \$ amount, % of net earnings, % of Gross Pay, and % of remaining Net.	1	TOTAL
10 Describe how off-cycle and void payroll checks are handled. List the steps for each process and attach screenshots please.	The UKG Ready system handles off-cycle and void payroll checks with efficiency and accuracy, ensuring seamless payroll operations. For off-cycle payroll checks, UKG Ready allows for the issuance of checks outside the regular payroll cycle. This process involves retrieving	1	10
Vendor Specific Capabilities	Existing Custom Future 3rd Party Not Available	Notes	Score

1	Register can be reviewed prior to payroll finalization. (Please note if the preview is immediate or rendered.) Please attach a sample Register. Can this Register be customized by the City using the Built In Report Witer? Describe this in the Notes section.	Yes	The audit process for payroll will vary by organization, but UKG Ready provides numerous reports to aid in this audit process during and after the payroll process. Reports are based on real-time information for the most up-to-date indicators. Reports can be used to analyze payroll activity and trends, to verify benchmarks in the overall processing, or to support compliance with regulatory requirements.	4
2	Separate checks can be produced for the same employee in the same run. Please list the steps for creating a separate check and attach screenshots.	Yes	The payroll register can also be configured in the solution as well to meet your needs. Payroll administrators can perform gross-to-net calculations for selected pay groups, and detect and correct errors in the payroll information before running the final payroll. Payroll can be updated and recalculated as often as needed until the results are satisfactory. As the process is run, UKG Ready Payroll performs the following functions: 1. Calculates employee gross to net 2. Creates general ledger transactions 3. Creates check and direct deposit information for the current pay cycle 4. Calculates employer tax liabilities 5. Creates detailed employee histories for all compensation, deductions and taxes Customers have the advantage of running the Pre-Payroll Data Check report and the Payroll Diagnostic report to find discrepancies and warning conditions at any step in the payroll process.	4
3	Manual checks can be printed in-house after payroll processes.	Yes	Exception Processing can be handled through manual checks. This automated exception processing takes care of the payroll exceptions that occur in any business. This processing occurs with The customer has the ability to process and print a manual check at any point within UKG Ready.	4

4	Off-cycle manual checks can be printed by us? How are re-prints handled? Please describe this whole process in Notes.	Yes	Yes	Yes, off-cycle manual checks can be printed using the UKG Ready system. The process for handling off-cycle checks involves accessing the payroll system, selecting the necessary payroll data, and generating the checks for printing. This allows organizations to issue checks outside the regular payroll cycle, accommodating urgent payment needs or corrections. For re-printing checks, UKG Ready provides a straightforward process. If a check needs to be re-printed due to errors or other reasons, users can access the payroll system, locate the specific check, and initiate the re-print action. This updates the payroll records to reflect the re-printed transaction, ensuring that the payroll data remains accurate and compliant.	4
5	System has a module for recording and tracking all employee loans (e.g., 457, etc.).	Yes	Yes	A deduction can be configured in employee profile to allow the ability to track loans against a 401(k) or a 457. You can set up a goal and the deduction can be stopped when the goal is met. UKG Ready system includes automated controls to ensure the correct sequence and maximums of deductions, such as goal-based deductions and Federal IRS maximums. These controls are designed to streamline payroll processing and ensure compliance with regulatory requirements. The system's automated calculations for pay policies, gross pay, and net pay help maintain accuracy in deductions and ensure that they adhere to set limits.	4
6	There are controls in place to ensure the correct sequence and maximums of the deductions (goal-based, Federal IRS maximums, etc). Are these automatic? Please note any limitations or manual interventions.	Yes		However, while many processes are automated, there may be instances where manual intervention is required. For example, setting up or adjusting deduction codes and rules might involve manual configuration to align with specific organizational policies or changes in regulations. Additionally, while the system provides automated tax reporting and generation of tax filing documents, users may need to review and verify these reports to ensure accuracy and compliance.	4

7	System can automatically calculate gross-up for earnings	Yes	4
8	System can automatically calculate retroactive or pro-rated pay and deductions. Please describe the steps to creating Retro Pay. For example, employee is given a 30 cent increase 10 days ago and needs to be paid retro pay for those days. Please attach screen shots and note any manual steps or intervention required to process Retro.	Yes	4
9	System can support non-taxable reimbursements through payroll.	Yes	4

UKG Ready offers two key options for corrective payrolls: Historical Timesheet Corrections and Retro Pay.

Historical Timesheet Corrections enable users to modify timesheets from closed periods, with these corrections syncing directly with payroll. During the Time Prep process, administrators can easily identify and process these Historical Correction records for the current pay period. If any corrections were made manually, the administrator has the option to disregard these pending calculations. Each corrected timesheet is flagged as a pending calculation in Time Prep, allowing the solution to automatically compute the necessary adjustments for those date ranges and incorporate that data into the current pay period, ensuring employees receive the correct pay.

Retro Pay, on the other hand, monitors changes to an employee's pay rate. Any retroactive adjustments to rates or compensation automatically include the affected employees in the Retro Pay step of

10 System automatically updates tax tables and annual goal limits. Are these vendor updated or do we update these? Please describe the process in the Notes section and attach screenshots of the steps.	Yes	UKG Ready automatically updates tax tables and annual goal limits through vendor-provided updates. This automation ensures that the system remains compliant with the latest legislative changes, reducing the need for manual intervention and minimizing the risk of errors in payroll processing. The system's real-time updates mean that information is continuously refreshed throughout the system, ensuring accuracy when processing payroll. The process involves automatic legislative updates, including the latest tax tables, which help ensure that withholdings are always accurate. This feature is part of UKG Ready's commitment to providing timely compliance updates, allowing organizations to focus on other critical tasks without worrying about manual updates.	4
11 System calculates and deducts 457 catch-up contributions. All Deductions automatically stop when limit is reached without manual intervention. Please specify in the Response/Notes column if this is an automated process or requires an intervention by the employee.	Yes	UKG Ready system is designed to automate the calculation and deduction of 457 catch-up contributions, ensuring that all deductions automatically stop when the limit is reached without requiring manual intervention by the employee. This automation is part of the system's comprehensive payroll processing capabilities, which include real-time calculations and processing to maintain compliance with contribution limits and other regulatory requirements. The system's automated features help streamline payroll operations, reducing the administrative burden and minimizing the risk of errors associated with manual tracking of contribution limits. Employees can rely on the system to accurately manage their contributions, allowing them to focus on other aspects of their financial planning without needing to manually	4
12 System can support payroll accumulators:			
a. Calendar year-to-date	Yes		4
b. Quarter-to-date	Yes		4
c. Fiscal or client-required year-to-date	Yes		4

d. Annual reporting year-to-date or User Defined reporting period (Note limitations in Notes field)	Yes		4
13 Federal, state and local taxes are deposited on behalf of the client.	Yes	To maintain the highest level of quality, UKG Ready updates its payroll solution monthly with federal, state, and local labor laws, tax rules, and requirements. New features or enhanced functionality to address legal requirements is incorporated directly into UKG Ready product updates so that customers are less vulnerable to the impact of regulatory changes that could otherwise render your solution obsolete.	4
14 System maintains state and local reciprocity agreements.	Yes		4
15 Tax reporting for multiple jurisdictions on one payroll for a single employee can be managed.	Yes		4
16 All wage garnishments are remitted on behalf of the client and their employees.	Yes		4
17 System has the ability to run payroll for many payroll types (i.e., regular payroll, miscellaneous, bonus, discretionary, relocation).	Yes		4
18 System can be configured with client's customized pay rules (e.g., comp time of 4 hours for hourly employees who regularly work 36 scheduled hours per week to bring their pay total to 40 hours).	Yes		4
19 System provides electronic delivery of Direct Deposit Advices and W-2 forms to employees. Are employees provided with standard disclosures for enrolling in electronic delivery and can these electronic enrollments be audited?	Yes		4
20 System handles tracking of imputed income (e.g., group term life, transportation/bus passes, parking, vehicle reimbursement).	Yes		4

21	System provides a custom report writer that allows HR administrators and managers to write ad hoc reports from payroll data. Please attach sample custom reports. Describe your library of custom reports and are any included as part of the implementation?	Yes					Unlike other solutions, UKG Ready's comprehensive platform lets you access more data points from across the employee lifecycle to get comprehensive, real-time insights into your business. Every UKG Ready report can be modified with intuitive, built-in reporting tools – enabling you to easily analyze your data without requiring technical coding knowledge or an export into a spreadsheet. Some of the ways you can customize reports, include: ● Filtering, sorting, and grouping by column ● Reordering, adding, or removing columns ● Adding visual charts and graphs ● Creating a column that calculates an equation with specific data fields ● Changing column labels to reflect your organization's terminology ● Adjusting column widths ● Hiding headers and footers ● Adding or removing page breaks	4	Total
22	System handles quarterly 941 and annual tax filing and deposit reconciliation for state and federal government entities. (Indicate in the Notes column if these are mailed or completed electronically.) Is this standard reporting or custom report?	Yes					UKG Ready handles quarterly 941 and annual tax filing and deposit reconciliation for state and federal government entities as part of its standard reporting capabilities. These filings are completed electronically, leveraging the system's seamless integration and professional expertise to ensure timely and accurate submissions. The electronic filing process helps reduce the risk of errors and penalties associated with manual submissions, providing peace of mind that all tax obligations are met on time.	4	100

Client-Specific Capabilities	Existing	Custom	Future	3rd Party	Not Available	Notes	Score
-------------------------------------	-----------------	---------------	---------------	------------------	----------------------	--------------	--------------

1 System supports multiple pay frequencies (weekly, monthly, quarterly). Can these be paid within the same payroll run or do separate payroll runs need to be created? Please describe the process and attach screen shots.

Yes

UKG Ready supports multiple pay frequencies, such as weekly, monthly, and quarterly, and these can be managed within the same payroll run. The system's flexible pay rules engine simplifies different pay scenarios, allowing organizations to accommodate unique requirements and ensure accurate payroll processing.

4

UKG Ready provides real-time calculations and processing, which help streamline payroll operations and ensure compliance with regulatory requirements. The system's intuitive interface and powerful reporting capabilities enable organizations to efficiently manage multiple pay frequencies and deliver the perfect paycheck every time.

UKG Ready provides error-free processing of payroll through its real-time calculations and processing capabilities. This ensures that payroll is accurate and compliant, reducing the risk of errors and administrative overhead. The system is designed to streamline payroll processing, allowing organizations to pay their employees quickly, simply, and correctly.

While the exact time for payroll calculation and processing can vary depending on the size and complexity of the entity, UKG Ready's continuous processing and real-time updates significantly reduce processing time compared to traditional methods. The system's intuitive interface and powerful reporting capabilities enable organizations to efficiently manage payroll operations and deliver the perfect paycheck every time.

4

In terms of error handling, UKG Ready includes features such as AI-driven payroll alerts and continuous payroll monitoring to catch errors before running payroll. Proactive alerts notify users of potential

2 System payroll calculation provides error free processing of payroll. Please note how long calculation and processing takes for a typical city/entity our size. Also please add in the notes how errors are handled within payroll processing.

Yes

3	System supports upload of ICMA Mission Square deduction files from the software to ICMA Mission Square directly without the rekeying of data. Please describe in the Notes your experience with other cities doing this and is this included.	Yes	UKG Ready is delivered with bundled interfaces that enable timely, accurate, and reliable transfer of data to and from third-party systems and vendors to drive effective workforce management automation and reporting. UKG Ready Interface Guide lists the bundled interfaces delivered with UKG Ready based on module(s) purchased. It's important to note that all incoming interfaces need to match UKG Ready file specifications and that only one interface is created per import/export unless otherwise indicated. Any additional customization would need to be evaluated to determine associated development effort and costs UKG Ready also provides the ability to integrate with other solution through API's using File Exchange, REST and SOAP API's.	4
4	System provides AI Anomaly detection in payroll processing and auditing to automatically determine issues before processing payroll (i.e., overages, net pay=0, net pay >5% of last week's payroll and other comparisons). Please add which comparisons you offer and if these are included and how long it takes your AI model to learn these anomalies in the Notes section	Yes	Payroll alerts proactively address errors and flag issues like missing time data, pending requests, employees paid over a certain threshold, etc. Alerts can be customized to your organization's unique policies and requirements and can be informational or require your action before you can proceed	4
5	System supports workers with multiple jobs on one employee record with easy access to both jobs and can receive one paycheck for multiple jobs.	Yes		4
6	System supports electronic W-4 Withholding Forms as part of the onboarding process. Can employees make changes and withhold additional amounts within Self Service? Do you support State forms (i.e., State of Maine)? List any limitations in Notes.	Yes	UKG Ready supports electronic W-4 Withholding Forms as part of the onboarding process, allowing employees to make changes and withhold additional amounts through the Employee Self-Service feature. This self-service capability enables employees to update their information conveniently from any device, streamlining the process and reducing administrative workload. Regarding state forms, UKG Ready supports various government forms, including state-specific forms. The system's Compliance Hub provides a centralized location for compliance-related tasks.	4

7 System supports file downloads in proper format to Maine PERS. Please describe how this works in your system. Is Maine State Reporting included? Attach Screenshots and describe how you would handle this specific requirement.		
	Yes	UKG Ready supports file downloads in the proper format for Maine PERS through its integration capabilities. The system's Integration Hub allows for single-direction file feeds, which can push information out of UKG Ready to other business tools, ensuring consistency and accuracy across business solutions. This feature is designed to facilitate seamless data transfer, including the specific requirements for Maine PERS. 4
8 System supports Employee/Employer funded HRA and automatically sends contributions from Payroll to our provider. Describe how you handle this and your experience with doing this.		Regarding Maine State Reporting, UKG Ready provides automated government form updates and supports state and local tax identification and validation, which includes state-specific reporting needs. This ensures that all necessary state forms and reports are accurately prepared and filed. This is achieved through Ready's integration capabilities, which allow for seamless data transfer between payroll and benefits administration tools.
	Yes	UKG Ready's centralized HR and payroll software streamlines benefits administration by automating workflows and providing real-time access to employee data, which includes managing contributions to HRAs. The system's integration hub ensures that contributions are accurately calculated and transmitted to the provider without the need for manual intervention, reducing administrative workload and compliance 4

9 System is capable of handling insurance billing for deductions in arrears automatically. Is this a separate module or included? Detail how you would handle this requirement.		This is achieved through Ready's comprehensive payroll and benefits management capabilities, rather than being a separate module. The system provides real-time updates and continuous processing, ensuring that deductions are accurately calculated and managed.
	Yes	To handle insurance billing for deductions in arrears, UKG Ready utilizes its People Analytics and Reporting features, which allow users to easily determine whether an employee is in debt for any required deductions and view arrears details by plan type. This helps reconcile monthly statements or generate billing reports, ensuring that all necessary adjustments are made automatically. The system's integration capabilities also support seamless data transfer between payroll and benefits administration tools, facilitating the automatic handling of deductions in arrears without manual intervention. This reduces administrative workload and compliance risk, ensuring that all billing requirements are met If a check is incorrect, the check can be voided and reissued with the needed adjustments/entries. On demand checks can be created at any time. You can create such a check at any time by simply entering earnings and/or time into the system. Based on your entries, the system will know what deductions and taxes should be process. You can also override the earnings, taxes and deductions on the on demand check if you wish. The reissued check can be printed on demand at your location or processed with the next payroll. In the transactions history, you can select any check to void and follow steps to
10 System supports Void and reissuing checks. When reissuing can these reissued checks be edited? How is this handled in your system? Is it a separate run? Please attach screen shots and the steps.	Yes	4

11 System supports Quarterly Insurance Buy Backs for employees who don't take insurance. These Insurance buy backs can be sent to their 457 and be exempt from Federal and State Tax, but appropriately deduct FICA and medicare. Can these be on a separate check or the same check? Describe the process for handling this lump sum amount on a check and the setup involved in this process. Attach screen shots for the process in paying this out in payroll. System must be able to have separate checks issued in the same payroll	Yes	The appropriate earnings and deductions can be added to an employee who does not elect for insurance coverages. These deductions and earnings can be created to mirror the processes currently followed by the City to ensure that deductions are credited to the appropriate 457 plan. 4
12 System supports, but not limited to the copying of data such as pay codes, deductions, location codes, group bargaining units, accrual tables and then editing the data? List any limitations in the Notes.	Yes	This is done through mass editing, which allow users to efficiently manage and update large sets of data. UKG Ready's intuitive interface and powerful reporting capabilities enable organizations to streamline payroll processing and ensure data accuracy. Users can duplicate and delete deduction/benefit plans on the web, which facilitates the management of payroll and benefits data. Additionally, the system provides real-time updates, ensuring that information is continuously synchronized across modules. 4 In terms of limitations, while the system offers robust data management features, the accuracy of the data remains the City's responsibility. Any tax rate changes specific to clients should be communicated to UKG Global Support for system updates . Furthermore, while UKG Ready provides tools for compliance, clients are responsible for ensuring that all necessary forms and updates are completed accurately.

13 System supports Employee Referral Bonus Program as follows: When the referred employee passes their 6 month probation, the employee who referred them will receive \$500 and this should be paid in a separate check automatically and only have FICA, Medicare, Federal and State Tax Deducted. When the referred employee has worked 12 months, the employee who referred them will receive another \$500 automatically on a separate check with only the above deductions mentioned without manual intervention. When the referred employee has worked 24 months, the employee who referred them will received \$1000 automatically on a separate check with only the above deductions mentioned without manual intervention, and finally if the employee making the referral or the one who was referred is no longer working for the city then the bonus will not be paid out. Please explain how you will handle this require and the extent to which you can automate this requirement without manual intervention. Please attach screen shots of the setup and of the process of how you would pay this out for an employee.

Earnings can be scheduled based on the dates of the new hire. However, manual intervention may be necessary if the new hire does not satisfy the tenure after created.

Yes

0

14 System supports Retirement Health Savings Account for all employees, which will be employee and employer contributions of \$15 EE/ER each week. The employer matched contributions shall have a 10 year vesting schedule based on the employees original date of hire as follows: 0-2 years (0%), Over 2 years (10%), Over 3 years (15%), Over 4 years (20%), Over 5 years (35%), Over 6 years (50%), Over 7 years (65%), Over 8 years (80%), Over 9 years (90%), and Over 10 years (100%). Please attach screen shots of the setup along with a description of how you would handle this requirement along with sending the file to Mission Square. Also explain your experience with this.

Employer contributions based on tenure can be configured in the benefit plan settings.

Yes

4

15 System supports annual clothing allowances for Police, Fire, Public Works. Explain your ability to exempt these from taxes per IRS guidelines for clothing that can't be used for another purpose.

Yes

Ready is capable of handling these allowances in compliance with IRS guidelines, which state that clothing allowances can be exempt from taxes if the clothing cannot be used for another purpose.

The system's payroll capabilities allow for the easy management and modification of deduction and earning codes, ensuring that payments reflect the latest information and comply with tax regulations. This includes the ability to distinguish taxation based on specific criteria, such as the purpose of clothing allowances, and to handle complex tax configurations.

4

By using UKG Ready's automated rules engine and compliance features, organizations can minimize legislative and tax compliance risks, ensuring that clothing allowances are correctly exempted from taxes when applicable. The system provides automatic legislative updates, including the latest tax tables, to ensure employee withholdings are always accurate.

16 System supports multiple pay schedules all on the same check. For example, Police and Public Works Pay Period is Thursday to Wednesdays. City Hall and Fire Employees are Friday to Thursday Pay Period. All employees are paid on the same payroll run. Can you confirm that this can be handled without having separate pay runs for each of the schedules? Please describe how you would handle this.

Yes

UKG Ready can handle multiple pay schedules within a single payroll run without requiring separate pay runs for each schedule. The system's flexible pay rules engine allows for the accommodation of various pay scenarios, including different pay periods for different groups of employees, such as Police and Public Works from Thursday to Wednesday, and City Hall and Fire Employees from Friday to Thursday. This flexibility ensures that all employees can be paid on the same payroll run, streamlining the process and reducing administrative overhead. Additionally, UKG Ready provides real-time calculations and processing, ensuring that payroll data is accurate and up-to-date across all schedules.

4

17 System supports Student Loan Repayment Program as follows: All employees are allowed only one 5 year incentive during their career. Can this be requested via self service and attached required documentation? The City will make monthly payments in the form of a non taxable educational reimbursement to the employee for 60 consecutive months. The payments shall not exceed \$100.00, even if the monthly amount due exceeds that amount. If the loan is paid off prior to the 60 months, the payments will terminate automatically without manual intervention. Additionally, the system also supports a claw back provision of 10% of the funds if they did not meet the 10 year requirement of employment with the city or 20% if they only worked 7.5 years for the City. These funds would be clawed back in the final paycheck to the employee. Please describe in detail how you would handle this requirement along with the setup involved, your ability to automate this requirement and attach screen shots of your proposed solution.	Yes	This request can be made available in the solution via n HR action. The employee can attach documentation to the action which could be routed to an appropriate approver. Earnings and deductions can be created to accommodate the payments to the employee and also an claw backs due from the employee upon termination.
18 System supports vendor payments via ACH and printing checks for vendors through payroll on a weekly, monthly and yearly basis. Can different schedules be used for different vendors? Describe how you would handle this in your system.	Yes	Different schedules can indeed be used for different vendors, allowing for flexibility in managing payments according to specific vendor agreements or requirements. To handle this in the system, you would first set up each vendor with their preferred payment method and schedule. The system's payroll capabilities include vendor and tax validations, which ensure that all payments are processed accurately and in compliance with regulations. You can customize the payment schedules for each vendor by configuring the payroll settings to align with the desired frequency, whether weekly, monthly, or yearly. The system's intuitive interface and automated reporting features allow for easy management and tracking of vendor payments, ensuring that all transactions are recorded and reconciled accurately. Additionally, the system provides real-time visibility into payment statuses, enabling you to monitor and adjust schedules as needed to meet vendor requirements.

19	System supports Payroll compliance with all Federal and State laws, updates the software to maintain compliance and provides a dashboard with the updates made to have full visibility into these compliance updates.	Yes		4
20	Are deductions allowed to go into arrears?	Yes		4
21	a. If so, how are catch-up contributions handled?		UKG Ready can handle 401(k), 401(a), and 403(b). UKG Ready also supports 401(k) and 403(b) catch-up contributions. Since this is an integrated solution, the benefits, and deductions are tied together to avoid duplicate entries. UKG Ready can exclude ineligibility based on many elements, including type, location, visa, etc. UKG Ready can also set eligibility based on hours worked, which is configurable by a technical resource.	4
		Yes		
22	b. How would the administrator track and adjust arrears?	Yes		4
23	Is all payroll data stored in US Data Centers?		Customer data is hosted in the Google Cloud within a multi-tenant environment where customer data is logically segregated by unique customer ID and database schema.	4
		Yes		
24	Does the system support tax exemption controls? What tax exempt controls exist for federal, state and local taxes?		New features or enhanced functionality to address legal requirements is incorporated directly into UKG Ready product updates so that customers are less vulnerable to the impact of regulatory changes that could otherwise render your system obsolete. To maintain the highest level of quality, UKG Ready updates its payroll system monthly with federal, state, and local labor laws, tax rules, and requirements. And UKG has the expertise to help you configure your system to accommodate changes in tax and payroll laws.	4
		Yes		

25 Does the system support adjustments? Describe the adjustment process for typical and year-end adjustments.

Yes

UKG Ready streamlines the quarter-end payroll process, ensuring efficient management of all payrolls and reconciliation tasks. Each quarter, the Company Tax Quarter must be closed and signed off, confirming tax completion and facilitating year-end closeout. The process begins with verifying that all payrolls are finalized and removing any unprocessed payrolls, as the quarter cannot be closed with open payrolls.

When closing the quarter, a prompt confirms the action, indicating that no further payrolls can be created or modified for that period. If adjustments are necessary afterward, the tax quarter must be reopened before sign-off. The final step is signing off on the tax quarter, which is irreversible within the solution, marking the successful completion of quarter-end tasks.

4

Similarly, the UKG Ready year-end payroll process enhances payroll management, ensuring accuracy and compliance as businesses transition into a new year. This solution calculates payroll taxes and

26 Payroll module automatically receives Time and Attendance Data in real time? There is no batch process. Please describe in detail.

Yes

Yes, UKG Ready Time is integrated with the payroll solution, allowing for seamless data flow between time tracking and payroll processing. This integration ensures that employee time and attendance data is automatically updated in real-time, which helps eliminate discrepancies and reduces the risk of errors when processing payroll. The unified solution allows for automated calculations related to pay policies, including gross pay and net pay, and supports various pay scenarios such as overtime and shift differentials. Additionally, this integration facilitates compliance with tax regulations and simplifies payroll reporting, enabling organizations to manage their payroll processes more efficiently and accurately.

4

27	System can perform gross up calculations for stipends. For example, an employee should be paid a \$1000 stipend and this is what they should receive and the system should calculate the taxes, so that they actually receive \$1000.	Yes		4	
28	Does the system support employee loans for 457 and other items? Describe how employee loan payments (e.g., 457, employee loans) are administered, including startup and use of goals or stop dates.	Yes	This functionality is integrated within the payroll solution, allowing the solution to document the amounts and details associated with these past-due items. However, the actual deductions and tracking of repayments occur within the payroll module, ensuring that all financial transactions are accurately processed and recorded.	4	
29	Does the system included integrations with Mission Square ICMA 457 vendor? Describe the interface between the payroll system and 457 vendor systems, including ability to use outbound and inbound feeds for all enrollments and changes.	Yes	UKG Ready Benefits has a robust infrastructure with over 600 established carrier connections. This extensive network supports various data flow directions, including 360 degrees, 180 degrees, and others, as the carriers require. Additionally, our capability to establish additional connections as needed enhances our flexibility and scalability in managing diverse data flows and requirements.	4	TOTAL
30	System provides for an unlimited number of deductions, pay codes, job codes, location codes, group/bargaining units, accruals (i.e., vacation, sick, personal time). Furthermore, these codes can be copied and updated. Please list any limitations in Note section.	Yes		4	116

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Open Ended Questions	Responses	Score	
1 Describe how the system creates organizational charts and where the data is pulled from. Please attach sample and include the steps to build this. Note the level of effort to build this.	The solution is built on a robust organizational structure that facilitates the grouping of employees according to various criteria, such as department, job role, cost center, division, pay groups, or tax identification numbers. This flexible framework allows for the creation of unlimited organizational relationships, which can be leveraged for comprehensive reporting and analysis, enhancing security, cost accounting, position allocation, benefit eligibility, scheduling, and managing exceptions. Additionally, the platform supports multiple Employer Identification Numbers (EINs), ensuring seamless integration across diverse organizational needs. The data is based on the position management details captured in the solution.	1	
2 Describe how the system maintains employee "report to" data. Where is this housed and if a manager leaves does it automatically switch to the next level?	UKG Ready maintains the "report to" data at the employee record level and at the position level. Once a manager leaves, there are rules that can be configured to determine what happens after a position is vacated.	1	
3 Describe the process for transferring an employee between departments. Please include steps and screen shots of this process.	Transferring an employee from one department or company to another can be initiated at the employee profile level by the employee or manager or through an HR Action in Manager Self Service. If an HR Action is initiated there would be an approval process that could take place in HR or Payroll. An additional option is an Admin can manually change the employees department or company without any further action needed.	1	Total
4 Describe how the system maintains data integrity for such things as duplicate employees or duplicate candidates. How does your system ensure we don't have duplicates?	UKG Ready operates within a single database environment, ensuring that HR and Payroll fields are seamlessly integrated without duplication. Any updates made in one module are instantly reflected across all other modules in real time, providing a cohesive and efficient data management experience.	1	4

HR System Capabilities	Existing	Custom	Future	3rd Party	Not Available	Notes	Score
1 System provides online support/instructions for completion of routine tasks. Attach sample instructions found in your online help for a routine task. Does your system have field level help? Is this standard or does it need to be setup?	Yes					Online documentation is available in the solution as standard functionality. Please see attached screen shot for an example of setting up a new job:	4
2 Client can establish new organizational entities (e.g., companies, cost centers and other variables) with no IT or programming required.	Yes						4
3 System maintains employee demographic data for all employment-related detail (e.g., birth date, employee number, gender, hire date, contact information, email addresses). How many date fields do you provide? Please list in the Notes and list any limitations.	Yes					Several dates can be captured on the employee's profile. Custom fields are also available to allow you to capture additional dates for employees, if necessary. Example is attached.	4

4	System maintains ethnic, visa and I-9 related data.	Yes		4
5	System maintains marital, family and dependent/beneficiary related and tax-related elections.	Yes		4
6	System maintains historical data for current/former employees (e.g., names, employment, job/assignments, performance ratings, status and pay).	Yes		4
7	System maintains data for all job-related details (e.g., grade, exemption status, EEO code, salary, job family).	Yes		4
8	System maintains audit trails of employee file and data updates by date, time and origin of update.	Yes		4
9	Ability to use effective/future dating of pending transactions/events, and maintains transaction history.	Yes		4
10	Multiple active pay rates can be maintained. Please list any limitations.	Yes		4
11	Pay rate history is maintained. Please list any limitations.	Yes		4
12	Progress disciplinary actions can be tracked and reported.	Yes	Disciplinary and Incident tracking and reporting is available with UKG Ready. UKG Ready has a variety of alert options to facilitate communication:	4
13	Email alerts can be generated based on user or system defined events.	Yes	• UKG Ready has a built in tool called <i>Notifications</i> that can be used to remind users of events. These are automatic reminders based on an event within the solution (ex. pay period ending). • The <i>My to Do's</i> in the employee mailbox can also be used for the user to easily see what needs to be completed. • The solution also has an email report generator which can be used for sending saved reports to recipients electronically.	4
14	Employee data is maintained in real-time.	Yes		4
15	Describe the process for transferring an employee between departments.	Yes	Transferring an employee from one department through an HR Action in Manager Self Service or in the employee profile. If an HR Action is initiated there would be an approval process that could take place in HR or Payroll. An additional option is an Admin can manually change the employees department or company without any further action needed	4

16	Calculated fields are available. Does this require fields to be created or configured (i.e., Year to Date, Last Year, Fiscal Year to Date). Please describe the process for creating calculated fields.	Yes	Calculated fields are available via reporting. Custom columns and expressions can be written and added as needed to most reports within UKG Ready.	4
17	System allows for configuration of data fields. Please describe the process of configuration and attach screen shots.	Yes		4
18	Is there a limit on the number of fields? Custom fields? Please note the field length limit of custom fields.	Yes	You may create up to 100 custom fields to be used in employee accounts.	4
19	Electronic files can be uploaded and maintained in the system. What limitations, if any, exist?	Yes		4
20	System allows for creation and maintenance of organizational charts based on employee relationship data stored in the HR Solution.	Yes		4
21	The organizational chart be exported in a required format. (i.e., PowerPoint, PDF, Word, etc.) Please list any limitations in the Notes.	Yes	Organizational charts can be exported in PDF.	4
22	The organizational chart be run based on a specific point in time for a historical view. Please list the steps to create a historical organizational chart.		Organizational charts are based on the current position assignments.	0
23	System allows client to define values in drop-down fields (e.g., client can populate lists for the following fields; departments, job titles, job functions, salary increase codes, position codes, bonus targets).	Yes		4
24	System allows for modeling City salary structure that can be mapped to each employee. For example, can we pull all Police employees by union and model a 5% increase in pay and see what that would cost the city? Please include the steps of this process and attach screen shots.	Yes	Compensation worksheets will allow the city to capture proposed salary increases, see screenshot.	4
25	System provides government compliance tracking for the following:			
	a. EEO compliance and adverse impact analysis	Yes		4
	b. Affirmative Action Plan summary data (race, gender, application date, start date, disposition of applicant)	Yes		4
	c. Application language, workplace postings	Yes	Postings can be made available for applicants and employees to access in the solution.	4
	d. Other legal issues (describe in Response column)	Yes	Forms can be generated in the solution or uploaded for employees to view to support compliance.	4

e. Effective date of all employee data changes (salary change, promotions, transfers, title changes, etc.) Effective dated transactions must NOT overwrite other transactions entered. For example, coordination of events for benefits or if a Personnel Action dated for the future with an address change is made, but then a Personnel Action for the next day is entered to change the rate of pay must not overwrite the address change and vice versa.	Yes		4
26 System allows for tracking of data (e.g., start date, end date, pay/bill rate) for non-employees (e.g., contractors, agency temporaries, interns).	Yes		4
27 System supports automatic tracking of probationary periods of 6 months based on date of hire. Please describe how your system handles this for a new hire and attach screen shots of both the setup and tracking of the employee.	Yes	Yes, UKG Ready can set probation periods. The solution allows organizations to define and manage probation periods as part of their accrual policies. Users can configure details such as the length of the probation period and whether employees are required to complete this period before taking certain types of leave. The probation period can be associated with specific accrual policies, ensuring that the rules are enforced consistently across the organization.	4
System supports Freedom of Information Requests indicator? Can certain information be exempted from FOIA and how does your system handle this so that it is noted on a personnel file?	Yes	Documents can be tagged.	4

28	System supports Disciplinary Action Tracking for Attendance, Behavior, and Performance. Can the system automatically create a termination based on Disciplinary actions or is this a separate action? Please describe the steps of disciplinary actions leading to a termination on how your system would handle this. Is there a point system available with automatic tracking of points and does it work with time and attendance?	Yes	Disciplinary actions are definable and configurable with workflow. Disciplinary actions can auto-generate based on various parameters or be manually entered. Mobile, email, and text alerts are automatically sent to the employee's manager with a link to the disciplinary document as soon as disciplinary levels are reached, enabling timely disciplinary actions and reducing the burden on your supervisors.	4
29	System supports Drug Testing for both new hires and existing employees randomly select employees for drug screening. Explain how your system handles the selection of employees automatically. Can your system track the substances required for screening: Alcohol, Marijuana, Cocaine, Amphetamines, Phencyclidine (PCP), Opiates. Please list any limitations of your software.	Yes	UKG Ready reduces the administrative burden of tracking employee points, by providing you with the flexibility to automate and manage a points solution that aligns to your attendance and absence policies. You can configure rules based on your specific policies to add or subtract points for positive and negative behaviors and automate tiered notifications as well as disciplinary documentation when specified point thresholds are met. In addition, you can set balance thresholds for a certain point category, and once reached, this will cause the employee to accrue points in another point category. For example, if an	3
30	System provides a method for handling and tracking leave management (e.g., FMLA, personal leave).	Yes	Through a bi-directional integration with our partner, UKG Screen, administrators and recruiters can initiate and receive real time status updates on employment background and drug testing checks directly within UKG Ready. This includes the administration of Drug, Alcohol and Post-Accident/Reasonable Suspicion Testing.	4
31	Leave start and estimated return to work dates can be captured.	Yes		4
32	Federal and state leave entitlement/usage can be tracked.	Yes		4
33	Past leave history is maintained in the system.	Yes		4

34	System supports an unlimited number of attachments and includes document management and storage. Documents can follow a retention and purge cycle based on the City's schedule. Any documents will be secured based off the user's permissions to access the documents. Describe how your system handles this.					Electronic documents are stored as part of the single employee record. There are no limitations on storage space. It is flexible as far as the document types (e.g., PPT, Excel, Word, PDF, etc.). Users can define visibility for various document types – so maybe something with a code or Handbook and PDF document type is visible by all accounts but files with a different code and document type is only visible to the Payroll Administrator. Documents can either be stored against the employee's record or company documents (for general download – handbooks and global documentation would be stored here).	0	
35	Leaves can be linked to specific plans or payroll.	Yes				Retention policies are set by the City.	4	Total
36	System allows for reporting of leave data.	Yes					4	155

Self-Service Capabilities (EE & MGR)		Existing	Custom	Future	3rd Party	Not Available	Notes	Score
1	System provides employee self-service for viewing personal data, total compensation, employment position and compensation history.	Yes						
a.	If so, does employee self-service allow for updating of personal data such as address, W4 exemptions (Federal and State)? (Please specify in Response column if this is accessible via web portal or desktop) Do you offer a kiosk experience for employees without computer access?	Yes					Employees can also easily make life event changes and manage a variety of benefits, talent, and payroll data directly from their desktops or the UKG Ready mobile app.	4
2	Changes made by the employee or manager trigger a notification and/or approval process.	Yes						4

3	System provides manager self-service for managers to view employee data and generate custom reports/queries on identified data elements (e.g., hire date, job title, compensation history, etc.). Describe functionality in the Response column.	Yes	The entire UKG Ready solution is a comprehensive reporting tool that allows managers to access and modify reports using easy-to-use built-in reporting tools. Users have the flexibility to customize reports by filtering, sorting, and grouping data and selecting from a wide range of predefined time periods. UKG Ready supplies over 500 built-in standard reports for quick insights, with approximately 45 predefined time period options. Users can also enter custom date ranges or expressions and utilize data visualization options. Additionally, reports can be exported to various file formats, including CSV, Excel,	4
4	Manager self-service offers a manager to-do list that can be organized and tracked.	Yes		4
5	Self-service landing page can be customized with external links.	Yes		4
6	Former employees can have read-only access to certain information.	Yes	You control how long a terminated employee has access and what they have access to. This can be managed via security profile for terminated employees to ensure only necessary data is accessible.	4
7	Employee self-service is available in different languages If so, please specify languages offered in Response column.	Yes	UKG Ready is currently available in these languages: • Czech • Danish • Dutch • English (US, AUS, UK) • Filipino (Tagalog, Philippines) • French (Canada, France) • German • Italian • Polish • Portuguese (Brazil) • Romanian • Spanish (Latin America, Spain) • Turkish Additional languages will be added over time based on customer demand. UKG Ready also supported custom language	4

8	Enables manager self-service request for termination workflow.	Yes	Managers can initiate a termination request, which begins the termination workflow.	4
9	System provides for termination workflows notifying appropriate personnel of actions needed, and ability for HR administrator to monitor/track progress of workflow steps.	Yes		4
10	New hire and termination workflows are configurable. Attach a screenshot for each of these workflows and the steps to build these workflows. Are these delivered out of the box?	Yes	The solution has components to help automate and streamline the on-boarding process including workflows that allow the users to complete forms on-line and submit for approval. Workflows are standard functionality and can be configured to match your business needs.	4
11	New hires can be imported from recruiting or applicant tracking system.	Yes		4
12	Managers can view and change employee salary information with workflow.	Yes		4
13	Workflows route job/salary changes electronically for approval based on user defined approvals.	Yes		4
14	Employee Self Service provides paycheck modeling for what if scenarios. For example, if employee expects to receive a 3% increase in pay how will that impact taxes, 457, etc. Please attach screen shots and steps for an employee to model their own nav	Yes		4
15	Employee Self Service provides the ability to reprint checks, w-2's or any information. Please list any limitations in Notes.	Yes	If you use UKG Payroll Services, we can reprint payroll or vendor checks for you. If you print checks in-house, you have the ability to start the print process over.	4

16	Supports ADA Reasonable Accommodation Requests with the ability to attach documentation and have these route to Human Resources? Describe how your system would handle this requirement.	Yes	UKG Ready supports ADA Reasonable Accommodation Requests by providing a flexible workflow engine that allows for the attachment of documentation and automatic routing to Human Resources. The system's predefined workflows ensure accurate and automatic request routing and escalations, which are essential for handling accommodation requests efficiently. Employees can attach relevant documentation to their requests, and these are routed to HR for review and action. The system also offers proactive notifications for case updates and required actions, ensuring that HR personnel are kept informed throughout the process. Additionally, UKG Ready's dashboard allows HR administrators to track adoption, employee usage patterns, and HR service performance, providing valuable insights into the accommodation process. The workflow is determined by your organization's termination process and you can tailor the alert notifications based on your needs.	4
17	Can terminated employees access Employee Self Service? How is this handled in your system? Please explain.	Yes	Terminated employees will no longer have access to their self-service, terminals for punching in/out, or any other activities. Once terminated, all employee's related changes are completed by the HR administrator.	4
18	Data/transactions submitted by managers automatically validate for accuracy and completeness. For example, are there automatic criteria which will alert a manager if an employee enters an unusual amount?	Yes	Rules for HR actions will ensure that managers are submitting actions that are valid and within company policy.	4

19	Employee Surveys can be created in Self Service and automatically sent to employees on a recurring schedule. Can these be easily configured and changed without coding and customization? Please describe in detail the process for setting this up and making changes to a survey.	Yes	UKG Ready allows for the creation and distribution of employee surveys through its intuitive survey builder, which can be configured and changed easily without the need for coding or customization. The survey builder provides templated options for annual, pulse, wellness, and MEI surveys, or you can create your own, aligning them with your organization's unique goals. Surveys can be scheduled to be sent out on a recurring basis, such as annually, monthly, or weekly, and are available on any device, making them accessible to all employees. To set up a survey, you would use the survey builder to select or create a survey template, configure the survey settings, including anonymity options, and set the frequency of distribution. Automated notifications and reminders can be set up to ensure employees complete the surveys, and real-time tracking allows you to monitor survey completion. Making changes to a survey is straightforward; you can adjust the survey	4	
20	Managers can track employee assets for off-boarding purposes (i.e., computers, fire arms, fire equipment, etc.). Detail how this is tracked? Will managers receive a notification? Is there a checklist for off-boarding?	Yes		4	
21	Managers will automatically be notified of expiring Certifications. What setup is involved to make this happen? Does a report need to be created? Is it a custom report? Detail this process in the Notes.	Yes	Notification can be sent to employees or managers when a team members certificate is about to expire. The Training and Certificates report can be filtered based on expiry date.	4	
22	Employees and Managers will be notified of required training in Notifications area of Self Service. Managers will automatically receive notifications of overdue training that is required.	Yes		4	Total
23	Managers can view employee training records.	Yes		4	92

Other HR Systems & Services

237

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Recruiting	Responses			NOTES	Score
	STANDARD	NON-STANDARD	NOT SUPPORTED		
1 Describe the functionality of your recruiting or applicant tracking technology for the following areas:					0
a. Electronic applications	Yes			UKG Ready offers flexible online application forms that can be accessed and completed by applicants on any device, ensuring ease of use and accessibility. These forms can be customized to include pre-screening and knockout questions, which help filter applicants efficiently	4
b. Creating job requisitions	Yes			UKG Ready Recruiting simplifies the recruitment process by effectively managing each stage of the requisition cycle. This ensures that the strategic vision for open positions is accurately reflected in job postings. The built-in business process allows recruiters and hiring managers to create and maintain job requisitions efficiently, aligning them with company standards. Key features include the ability to specify job details such as required experience, education, travel needs, and job descriptions. Additionally, hiring stages, contact information for hiring managers and recruiters, job requirements, compensation details, and custom fields	4

c. Candidate sourcing

Yes

Based on the trends you see in UKG Ready about where you're most effectively sourcing candidates from, what locations yield strong candidates, and which candidates go on to be high-performing, engaged employees, you can define the kinds of passive candidates that would be most fruitful to try and engage.

4

d. Resume screening

Yes

UKG Ready facilitates resume screening and candidate evaluation through several key features. The solution enables applicants to upload resumes, which are then parsed to automatically populate relevant data during the application process, streamlining data entry and ensuring consistency. Applicants can also populate their profiles using their LinkedIn and Indeed accounts, enriching their application with professional history and skills. Furthermore, the system allows customers to evaluate applicants based on user-definable pre-screening questions to identify best-fit candidates, ensuring that only the most qualified individuals move forward in the hiring process.

4

To further refine candidate evaluation, UKG Ready offers advanced search capabilities to identify qualified candidates within the talent pool and automated screening processes to eliminate unqualified applicants efficiently. The centralized recruiting workspace allows hiring teams to easily track applicants' statuses and manage the

e. Interview scheduling and Outlook integration. Can candidates self schedule interviews based on availability?		Yes	Currently you can send an interview request as an ical invite. You can generate iCalendar files to tie into MS Outlook calendars for specific processes. Otherwise UKG Ready can send e-mails driven by processes/approvals/workflows to Outlook e-mail (clients).	4
f. Social media integration		Yes	The links from the jobs you post can be used to populate social media posts announcing your latest job openings. UKG Ready allows job requisitions to be posted to free job boards through eQuest, which is capable of posting requisitions to approximately 8,000 job boards; including Indeed. UKG Ready also creates a job posting link that can be copied and posted to any job board that a customer wants to source candidates from	4
2	Does the system integrate with the client's company website or intranet?	Yes	Branding of the portal is available. All custom forms can be customer branded.	4
3	Does the system provide a custom branded online career site/portal for the client?	Yes	UKG Ready allows recruiters to build out custom job descriptions that fit the roles for which they're hiring and reflect their organization's branding and culture in both style and content.	4
4	Are customizable job posting templates available without coding?	Yes	UKG Ready creates a job posting link. Users can copy the link and then the link can be posted by the user to preferred job boards including CareerBuilder, LinkedIn and Indeed. UKG also Partners with the EQuest Network for posting jobs to external sites	4
5	Can customized screening questions be added to job postings without coding?	Yes	Candidate and resume searches are available. This is not based on AI functionality.	4
6	List all job boards that are included for free postings? (e.g., indeed, careerbuilder, etc.)	Yes		
7	Describe the candidate search and match functionality within the system. Does your solution use AI to assist with this? If so, has there have ever been a lawsuit regarding the use of AI by applicants against your company?	Yes		

8	Can managers be given direct access to view applicant information for their respective positions?	Yes		4
9	Is the applicant's history available for all positions they previously applied for?	Yes		4
10	Can applicant information be shared to other positions they did not apply for?	Yes		4
11	Can the applicant sign up to receive both email and/or text alerts for jobs they are interested? Do you offer text SMS service as part of the applicant experience and is this communication automatically stored in the system? Is there an additional charge for this service or is it included?	Yes	Once the applicant applies an email or SMS Text message can be automatically generated to inform them the application has been received. Other notifications/emails/SMS Text can be manually produced and sent via the recruiters screens.	4
12	Does the system automatically disposition candidates not selected in mass action? Please detail the steps and attach screen shots of how you disposition candidates in your system.	Yes	The hiring stage for multiple applicants can be updated. Once updated to rejected, the solution can also send a rejection letter as well.	4
13	Does the system included resume parsing?	Yes		4
14	Will job postings automatically be removed on the end date without manual intervention? Please list any limitations of your software.		Yes UKG Ready requires users to manage job postings actively, including removing them when they are no longer needed.	0

15 Discuss the interactive dashboards available for both recruiters and managers. Is there a funnel of candidates at the different stages? Is this custom or standard?

Yes

The dashboards can display a variety of metrics and insights, including candidate pipelines, which track the progression of candidates through different stages of the recruitment process.

The candidate funnel is a standard feature within UKG Ready, enabling organizations to manage and analyze candidate pipelines, providing visibility into candidate engagement, conversion rates, and conversion times. This helps recruiters prioritize efforts and maintain a healthy talent pipeline. The dashboards can be customized to fit specific organizational needs, allowing users to pull charts from several reports into one location to track related items and connect data to action by adding relevant

4

16 Describe the process to import a new hire's data from the applicant tracking system to the HR system of record of your system or an external vendor's Core HR system.

Yes

UKG Ready speeds up the onboarding process so new hires become productive sooner. Once a candidate is hired, all applicant data automatically flows into the new employee record, so there's no need to re-enter information.

4

TOTAL

80

Onboarding

Responses

STANDARD

NON-STANDARD

NOT SUPPORTED

NOTES

Score

1 System has full onboarding capabilities including Journeys for the employee with all the tasks that need to be completed giving managers full visibility into tasks. Describe the onboarding functionality available within the system.

Yes

UKG Ready offers a comprehensive onboarding solution designed to streamline the transition from candidate to new hire, ensuring a smooth and engaging start for employees. Here are the key features of the onboarding functionality:

Preboarding Experience: UKG Ready provides personalized preboarding experiences tailored to different roles. This allows organizations to engage with new hires before they start, introducing them to the company culture and providing essential information.

4

Onboarding Checklists: Intuitive onboarding checklists help new hires organize and complete necessary activities from day one. These checklists flow naturally from preboarding activities, ensuring that new hires have a strong start.

Manager and Mentor Support: Built-in tools facilitate communication and progress tracking between new hires, Onboarding profiles that can be created for different groups will accommodate this process.

4

2 Can multiple versions of electronic new hire packets be created for onboarding? For example, New Hire Packets and Journeys for Police, Fire, and Public Works would be totally different than Non Union Staff. How would this be accomplished in your system?

Yes

3 Can new hire packets be electronically assigned to new employees, for completion of online forms?

Yes

4

4 Can administrators and managers monitor completion percentage of onboarding documents?

Yes

4

5	What standard onboarding documents do you provide in an electronic format that does not require custom formatting? (e.g., I-9, direct deposit, W-4, etc.) Are these standard forms or is there an additional charge? What if we require electronic signatures is this included or additional charge?	Yes	Forms can be uploaded in the solution and fields for the entry of data or signatures can be added at no additional cost.	4
6	Describe how your system handles electronic signatures and acknowledgements for onboarding documents. Is this via integration? Is there an additional charge for this service?	Yes	Electronic signatures are supported within UKG Ready on various forms, including I9, Benefits enrollment, custom forms, etc., at no additional cost. All modules utilize this functionality as the database is a single database solution. Wet signature ability is also available. To elaborate, UKG Ready provides electronic signature capabilities that comply with Federal eSign legislation to reduce paperwork and enable employees to quickly sign forms/documents, acknowledge receipt of notifications, etc., within the flow of work. Our electronic signature functionality can be required for all forms or on a form-by-form basis, and signatures are secured by using the employee's user name and password when the information is initiated/accepted, that employee's user ID is the date and time-stamped with that transaction and stored in history.	4

7 Describe the integration process with either your or an external vendor's system for the following: (e.g., file feeds, reporting, etc.)

Yes

Importing and exporting data is an important feature of the UKG Ready solution and included in UKG Ready is a tool called the Integration Hub to help support this ability.

Integration Hub includes a set of technologies that allow UKG to build and deploy integrations between UKG Ready solution and third-party systems. The benefits of Integration Hub include:

- Share employee data with other applications in target formats
- Keep all information synchronized across all systems
- Achieve seamless integration across all applications
- Accelerate time to value with easy to build and deploy integrations
- Improve data integrity and consistency by quickly integrating disconnected information silos in your business
- Auto-schedule interface processes for timely, effortless data exchange

4

a. Drug screening

Yes

The tools available as part of the Background and Drug Screen tests can be requested and viewed in UKG Ready via an integration with a partner from the UKG Marketplace. Custom forms can be used for specific company tests, test forms can be developed in word and uploaded for applicants or employees to complete. Questionnaires can also be used based on company need.

2

8	b. Background screening	Yes	Background and Drug Screen tests can be requested and viewed in UKG Ready via an integration with a partner from the UKG Marketplace. Custom forms can be used for specific company tests, test forms can be developed in word and uploaded for applicants or employees to complete. Questionnaires can also be used based on company need.	2	Total 64
	c. Recruiting or applicant tracking	Yes		4	
	d. Benefits	Yes		4	
	e. Benefit carriers		UKG Ready Benefits has a robust infrastructure with over 600 established carrier connections. This extensive network supports various data flow directions, including 360 degrees, 180 degrees, and others, as the carriers require. Additionally, our capability to establish additional connections as needed enhances our flexibility and scalability in managing diverse data flows and requirements.	4	
	f. Core HR (System of Record)	Yes		4	
	g. Payroll	Yes		4	
	h. Time & Attendance	Yes		4	
	i. I-9 and E-Verify	Yes	Yes, the E-Verify Connector provides tight integration between E-Verify and the UKG HR solution, making employee record keeping a seamless process. With E-Verify Connector, employment eligibility reports are automatically saved within UKG Ready's employee records, where they can be easily accessed and referenced for compliance purposes.	4	
	Can I-9's be stored electronically?	Yes		4	

Performance Management

Responses

STANDARD

NON-STANDARD

NOT SUPPORTED

NOTES

Score

1 Describe any performance management support provided through technology and/or services. Is Succession Planning Included? What Dashboards are offered as part of Performance Management.	Yes	When using Performance Management, Succession planning is included and can help you retain superior employees because employees appreciate the time, attention, and development that you are investing in. Employees are motivated and engaged when they see a career path for their continued growth and development.	4
2 Do you provide online performance reviews? Can these be configured? Describe the rating process setup involved.	Yes	Informal succession planning approaches leave information gaps. Senior leadership teams may mention employees they believe are strong players with great organizational potential. Still, a formal solution ensures that the organization exhibits more of a commitment to mentoring and developing the employee to be ready to advance. UKG Ready delivers a core set of fields around readiness, potential, retention risk, and impact of leaving. Configurable Talent Matrix Dashboard (nine-box tools) provides users the ability to drill into a nine-box dashboard widget to view employees in each category. Administrators with appropriate security rights can utilize self-service functionality to easily configure the performance review process using built in tools and features within UKG Ready.	4

3	System has full feature performance tracking. Describe the features and functionality of online performance reviews. (e.g., cascading goals, competency library, etc.)	Yes	UKG Ready Performance helps eliminate complex, paper-based forms; streamline the performance review process; and support the development of salaried and hourly employees. UKG Ready makes creating, assigning, and completing assessments based on configurable defined criteria easy and automates the review cycle to reflect established processes. Alerts and reminders keep form submission and approvals on track for more timely review completion. Even more important, it enables you to define cascading goals and track progress throughout the year — not just at annual review time — to measure how employee performance affects business outcomes and to support effective coaching and development. UKG Ready Performance creates an excellent user-friendly experience for employees by allowing both employees and managers to access and complete performance reviews, work towards and monitor progress on goals, and request or give feedback whenever they want, from any device.	4	
4	Can multiple reviewers (e.g., subordinates, peers, other managers) provide performance feedback and exchange data simultaneously?	Yes		4	
5	Can employees complete self-evaluations?	Yes		4	
6	Can managers and administrators monitor status and dates (e.g., complete, incomplete)?	Yes		4	
7	Does the system provide e-mail reminders and overdue notices throughout the process?	Yes		4	
8	Does the client have the ability to customize all triggered emails and notifications?	Yes		4	
9	Can historical reviews and ratings be easily accessed?	Yes		4	Total
10	Can weightings be used for performance categories and/or goals?	Yes		4	40

Learning Management		Responses			NOTES	Score
		STANDARD	NON-STANDARD	NOT SUPPORTED		
1	Do you provide access to a learning management system (LMS)?	Yes				4
2	Is your LMS a custom built system or do you use an external vendor's software?	Yes			UKG Ready Learning module is designed to support a holistic approach to employee training and development by providing a seamless learning management solution that engages employees and aligns with compliance, training, and development efforts. The platform streamlines and automates the administration of employee and new hire learning, driving better business outcomes through a comprehensive learning strategy. Key features include real-time insights into employee learning progress and course completion, automated notifications to ensure assigned learning is completed, and the ability to easily store, curate, and share content. This flexibility allows organizations to create categories and tag content, ensuring the right materials reach the right people. Additionally, UKG Ready Learning enhances employee engagement by providing easy access to training on any device, fostering a connected culture	4
	a. If external vendor's software, list the external vendor's name.	Yes			While the learning module is fully integrated and accessible from the platform, it is powerd by Schoox, a third-party solution.	4

3	What types of courses are available to choose from? (e.g., self-paced, streaming video, etc.)	Yes	UKG Ready Learning offers a variety of course formats designed to accommodate different learning preferences and schedules. These formats typically include: 1. Self-Paced Online Courses: These courses allow learners to progress through the material at their own pace, providing flexibility to fit learning into their schedules. 2. Instructor-Led Virtual Classes: These are live, online sessions led by an instructor, allowing for real-time interaction and engagement with both the instructor and fellow participants. 3. On-Demand Webinars: Pre-recorded webinars that learners can access at any time, offering the convenience of learning on their own schedule. 4. Workshops: These are often more interactive and may be conducted virtually or in-person, focusing on hands-on learning and practical application of skills. 5. Certification Programs: Structured programs that may combine various formats, including self-paced learning,	4
	Does your LMS include a course library?	Yes	Yes, UKG Ready Learning typically includes a course library. This library serves as a comprehensive resource for learners, offering a wide range of courses covering various topics related to UKG Ready products and solutions. The course library is designed to support users in enhancing their skills and knowledge.	4

	a. If Yes, list the course categories.	Yes		● Product-Specific Training: Courses focused on different aspects and functionalities of UKG Ready products, helping users to effectively utilize the software. ● Role-Based Learning Paths: Tailored courses that align with specific roles within an organization, ensuring that learners receive relevant and applicable training. ● Skill Development: Courses aimed at developing broader skills that complement the use of UKG Ready products, such as leadership, management, and technical skills. ● Updates and New Features: Training on the latest updates and features of UKG Ready products, ensuring users stay current with the latest developments.	4	
	b. If Yes, what vendor is providing the course library? (e.g., SkillSoft, etc).	Yes		The course library is provided by Schoox Marketplace.	4	
					0	
4	Can custom built courses be added into the course library?	Yes			4	
	a. If Yes, list the file formats accepted.	Yes				
				Customers can import content from third-party sources, including formats like AICC, SCORM, PDFs, and videos.	4	
5	Can course curriculums be developed and assigned to employee groups?	Yes			4	
6	Are tracking and reporting tools available for HR and Managers?	Yes			4	Total
						44

Leave Administration

Responses

STANDARD

NON-STANDARD

NOT SUPPORTED

NOTES

Score

1	System supports leave management. Describe leave management services you provide and what types of leave are administered and supported.	Yes	UKG Ready Leave Manager supports Federal, State, Municipal and organizational leave types and well as company specific leave types. The solution is designed to manage multiple leave programs concurrently, for example, FMLA, State leave (unpaid leave) and paid leave types, Vacation, Personal, Short Term Disability.	4
2	System supports the ability for employees to initiate this or HR through Self Service? Do employees request/initiate leave through a call center or through their supervisor?	Yes	Requests can be initiated in the solution from the desktop or mobile app. UKG Ready provides robust capabilities for maintaining a history of all leave types and tracking and managing multiple types of leave concurrently. The solution ensures accurate leave management, real-time updates, and compliance with organizational policies and regulatory requirements.	4
3	System maintains compliance with federal and state laws. Describe how you maintain compliance with federal and state leave laws.	Yes		4
4	System can send form letters and notices to employees? Who handles sending letters and required notices to the employee? If it is the employer, do you provide letter templates?	Yes	Custom forms can be used to create letters and employee labels are available.	4
5	Is leave administration a feature in your HR software?	Yes	Yes.	4
6	Does the system provide alerts and notifications based on tracking dates including expected return to work?	Yes		4
7	System supports collecting benefit premiums and billing employees? How do you handle collection of benefit premiums while an employee is on unpaid leave?	Yes	Benefit and deduction dollars can be placed into arrears during an employee leave. Full amounts can be recouped upon return, or an arrears repayment schedule can be created.	4
8	System supports integration with disability carrier. Describe how leave administration is integrated with the disability carrier for short term and long term disability.	Yes	UKG Ready provides automated connections to disability pay administrators. This automation ensures that leave data is fully integrated.	4
				Total

9 System supports different frequencies of reporting? What type and frequency of reporting do you provide?

Yes

of reporting. The platform is designed to be flexible and adaptable to the reporting needs of various organizations. Users can typically generate reports on a variety of schedules, including:

- **Real-Time Reporting:** Access to up-to-date data and insights as they happen, allowing for immediate analysis and decision-making.

- **Daily Reports:** Regular reports generated on a daily basis to provide consistent updates on key metrics and performance indicators.

- **Weekly Reports:** Summarized reports that offer a weekly overview of important data, trends, and insights.

- **Monthly Reports:** Comprehensive reports that provide a detailed analysis of data over a monthly period, useful for tracking progress and making strategic decisions.

- **Custom Reporting Schedules:** The ability to set up custom reporting frequencies based on specific organizational needs, such as quarterly or annually.

4

36

Unemployment Comp Administration

1 Describe the services you provide for unemployment administration.

Responses

UKG does not offer claim administration services for the unemployment process.

Score

1

2 Who handles unemployment administration for your company?

UKG does not offer claim administration services for the unemployment process.

1

3 Describe your process for managing unemployment claims, appeals, hearing representation, and Board appeals.

UKG does not offer claim administration services for the unemployment process.

1

4	Describe the training that will be offered with your unemployment administration services.	UKG does not offer claim administration services for the unemployment process.	1	
5	How are claims maintained and are they recorded in the HR module?	UKG does not offer claim administration services for the unemployment process.	1	Total
6	What types of unemployment reports do you provide and how often are they provided?	UKG does not offer claim administration services for the unemployment process.	1	6

Workers' Comp Administration

Responses

Score

1	Describe administrative services you provide for workers' compensation.	UKG does not offer the administration of claims. However, Workers' compensation claims can be effectively tracked in UKG Ready. The solution captures comprehensive information about the employee, incident, injury, claim, and financials. This data can be seamlessly integrated into the appropriate OSHA reporting forms, ensuring compliance and accuracy in reporting.	1
2	How do you handle initiating new claims?	Workers Compensation claims can be initiated by an employee or manager with the correct access rights.	1

3	What type of administrative support do you provide during the life of a claim?	UKG Ready can track the workers comp claim details, liabilities by class code and a report can be created to assist in remitting the values. OSHA reporting is also available	1	
4	How do you assist with the return-to-work process?	Return to work data can be captured on the claim as well as managing the leave of absence in the leave module as well.	1	
5	Describe the training that will be offered with your workers' compensation administration services.	Training will be offered to HR administrators using a train-the-trainer approach during implementation. A library of online training and documentation is available to support users in entering and managing claims in the solution.	1	
6	What type and frequency of reporting do you provide?	Frequency of reporting is flexible and can be based on the day, month, year, quarter, or a specific date range.	1	Total
7	How are claims maintained and are they recorded in the system?	Claims are maintained on the employee's record. Reporting is also available.	1	7

OSHA & Safety

Responses

	STANDARD	NON-STANDARD	NOT SUPPORTED	NOTES	Score
1 Does the system maintain OSHA logs at the employee level?	Yes			UKG Ready has the ability to track first report of injury and record them as OSHA recordable events that will populate the appropriate OSHA logs.	4
2 Can managers and administrators view a summary page/window showing all incidents for an employee?	Yes			There is a summary view of all grievances/incidents available.	4

3	Does the system maintain all incident details including type of accident/incident, date and time, accident/incident details, days away from work, etc.?	Yes	Incident reporting allows for this information to be collected, updated and maintained. Incident information is then aggregated into signature ready OSHA 300/301 logs if they are indicated as being OSHA reportable.	4	
4	Are OSHA reports included as standard reports? Which reports are included?	Yes	Yes, OSHA 300, 300A and 301 reports are included.	4	Total
5	Can managers view and update OSHA information using manager self-service?	Yes		4	20

Other

		Responses			NOTES	Score
		STANDARD	NON-STANDARD	NOT SUPPORTED		
1	Do you provide call center support for employee self service?	No				0
2	Do you provide a state specific posting service for required employment postings?	Yes				4
3	How do you maintain/update required postings when there are changes to federal and state laws?	Yes			Maintaining and updating required postings when there are changes to federal and state laws is crucial for compliance. UKG Ready streamlines core HR functions by centralizing employee information in a single secure database, which helps reduce administrative workload and compliance risk. Automated workforce solutions enable organizations to configure complex work and pay rules once and apply them consistently and accurately, allowing for quick updates when regulations change. This minimizes the risk of noncompliance by ensuring that labor compliance processes are up-to-date and efficient. Additionally, UKG Ready provides robust auditing and reporting tools to help demonstrate compliance efforts, which is essential as the Department of Labor and state agencies require payroll records for proof of wages.	4

4	Does your system support Grievance Tracking? Is this included in core HR? Please attach screenshots of how your system would handle a grievance such as vacation paid on a regular check vs. a separate check.	Yes	All HR Action can be configured to allow an employee to submit a grievance. The action can be routed based on a workflow at the City's discretion. The form can also be configured to collect information or allow for the uploading of supporting documents.	4	
5	Do you provide annual compensation statements? (i.e., Total Rewards Statements) Is this included or extra?	Yes		4	Total
6	Please describe any administrative services you provide to support education assistance or tuition reimbursement.	Yes	UKG Ready supports a variety of benefit plan types, including tuition reimbursement, transit, and supplemental benefits, through its comprehensive benefits administration platform. The solution allows organizations to easily set up and manage diverse benefit offerings in one centralized location, providing flexibility to tailor plans to meet specific employee needs. It streamlines the administration process by automating notifications and workflows, ensuring that all benefit data is securely delivered to carriers. UKG Ready provides the ability to create additional benefit offerings such as STD/LTD, Life Insurance plans, etc. Deductions for such plans can be configured to accommodate reimbursement plans for employees such as tuition reimbursement.	4	
					20

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Benefits Administration	Responses	Score	NOTES
1 Briefly outline the solution (infrastructure, platforms, software systems, etc.) used to deliver benefits administration services.	<u>Streamlined benefits administration for you and your employees</u> UKG Ready Benefits enables you to better manage all the challenges associated with benefits administration by providing a streamlined benefits administration solution that is designed for you and your people. You'll be able to easily plan, set up, and administer your benefit offerings in one place while ensuring that enrollment and benefits data is securely and automatically delivered to carriers for open enrollments as well as life events. And you'll be able to provide an engaging, mobile-friendly enrollment experience, enabling employees to manage their own elections from anywhere and make the best selection for their families. With UKG Ready Benefits your organization can take full control of your plan setup including eligibility, deduction amounts, enrollment dates, and more to bring your benefits strategy to life. Then allow Ready Benefits to streamline the administration process by auto assigning plan profiles to employees upon hire, automating notifications and workflows, and providing you real-time visibility into critical data all in one place. In addition, you can automatically and securely deliver benefits data directly to carriers of all benefit types including health, voluntary, financial, and more. Plus, with Smart Forms™ you don't have to worry about carriers not accepting EDI files; the solution will auto-populate the appropriate digitized form and send it to carriers, eliminating manual key-in enrollments on carrier sites. Lastly, UKG Ready Benefits helps you make enrollment easy by empowering employees to manage their own benefit elections from anywhere on their preferred device, easily compare plans, and understand contribution amounts—allowing them to make the best selection for themselves and their families. <u>Key Benefits for HR Professionals</u> • Gain instant, anytime access to the tools needed to easily plan, set up, and administer benefits in one place. • Ensure information is reviewed and approved by the right people at the right time through automated workflows. • Easily communicate important benefits information to employees. • Automatically and securely update carriers with changes. • Eliminate manual key-in enrollments on carrier sites. • Gain real-time visibility into key metrics and trends with the benefits dashboard. • Make smarter, data-driven decisions about your people and your business. • Reduce the risk of noncompliance by tracking COBRA-qualifying events and eligibility.	1	
2 Was the software used in your solution developed internally? If not please explain.	UKG Ready was organically developed internally as a complete HCM solution.	1	
3 How long has the current solution been in place and how are upgrades scheduled and how often?	UKG Ready is a software-as-a-service (SaaS) application. We only have one version that all our clients utilize. You will never use an old, legacy version. All clients can configure the solution based on their unique needs and will receive all solution updates simultaneously. The current release of UKG Ready is Release 99 (R99), which was made available in May 2025. UKG Ready has provided releases every 4 to 8 weeks.	1	
4 Describe the solution enhancements you have planned over the next 12 months.	UKG Ready plans to enhance its solution with several key features aimed at improving user experience, empowering business leaders, and supporting business growth. These enhancements include: AI-Inspired User Experience: UKG Ready is investing in simplifying the user experience by introducing more self-service capabilities, faster deployments, and integration needs for SMBs. This includes delivering an AI-inspired experience to simplify daily processes and boost efficiency and employee satisfaction. Data-Driven Insights: The solution will provide tools that leverage culture and people data to help businesses listen and learn, enabling them to create workplaces where employees thrive and businesses succeed. This includes empowering business leaders with data-driven insights. Scalable Technology Foundation: UKG Ready aims to deliver value with a scalable technology foundation that simplifies payroll, HR, talent, and time management. This involves optimizing prebuilt integrations to ensure quick setup and extended value.	1	

5	Describe your maintenance and backup procedures.	UKG customers receive an SLA of 99.75% application availability excluding the weekly maintenance window. During the maintenance window, all updates will occur during this timeframe which includes full version upgrades, database upgrade, stability, performance and critical bug fixes as well as new features and UX changes. However, UKG is striving for zero Downtime Maintenance for UKG solutions. This is one of our longer-term objectives is to be able to perform all maintenance for UKG solutions without any customer downtime. While we are not there yet, almost half of all the UKG services are already capable of zero downtime maintenance and upgrades.	1
6	How does your solution differ from those of your competitors?	UKG Ready differentiates itself from competitors in several key ways: 1. Unified User Interface: UKG Ready offers a singular user interface across all devices, ensuring a consistent and seamless experience whether accessed via mobile or desktop. This is a feature that many competitors struggle to match. 2. Comprehensive Features: While most competitors can satisfy basic needs, UKG Ready provides a more comprehensive suite of features including time scheduling, leave accruals, attestation, mobile access, reporting and analytics, payroll/ERP integration, and data collection. 3. Modern and Intuitive Experience: UKG Ready provides an unmatched experience with intuitive, modern, and personalized technology that enhances productivity and satisfaction. It offers personalized and accessible experiences from the moment users log in, with intuitive menus and search capabilities that guide users quickly to what they need on any device. 4. Accessibility and Customization: UKG Ready takes an in-depth approach to accessibility, supporting keyboard navigation, appropriate color contrast ratios, and screen reader and zoom capabilities. It also allows organizations to customize the user experience to reflect their unique brand. 5. Enterprise Experience and R&D Strength: UKG Ready benefits from UKG's extensive experience serving enterprise customers and its strong research and development capabilities, which provide an advantage over competitors targeting small businesses. These differentiators position UKG Ready as a robust and versatile solution that not only meets basic needs but also enhances user experience and supports business growth through advanced features and customization options.	1
7	Describe your self-service website including available configurations without coding or customizations.	Your solution administrator will have full access to determine what an employee has access to see and what they can do in UKG Ready including Employee Self Service. Access to the UKG Ready portal means essential company information is available to your employees 24 hours a day, seven days a week. Employees can be given access to manage their own HR and payroll information, such as benefits elections, time off, and tax information. Employees can also easily make life event changes and manage a variety of benefits, talent, and payroll data directly from their desktops or the UKG Ready mobile app. Some of the features that your employees will have immediate security-protected access to include: ● Add or change address, emergency contacts, phone number, e-mail address, and nickname ● Request changes to their W4 tax withholdings ● Establish or change their direct deposit accounts ● Participate in a self-review in performance appraisal cycles ● View their performance goals and targets as assigned by their manager ● Review and change their training profile ● Change their password ● Record a life event (marriage, divorce, dependent change) to include requesting changes in their benefits ● View time off balances and request time off ● View paycheck history ● View benefits statement ● Review W-2s ● Enroll in benefits (i.e., for open enrollment) ● Request enrollment in training courses ● Request a shift swap or coverage ● Accept an open shift ● Organization Information ● Access employee directory ● Access company handbook ● Submit a suggestion	1
Total			

8 Describe your decision support capabilities for self service benefits enrollment.	The UKG Ready self-service solution provides a comprehensive and intuitive platform for guiding employees through benefits enrollment. Here are some key features and functionalities: ● Enrollment Wizard: The solution includes an enrollment wizard that directs employees through the necessary steps when enrolling in, dropping, or changing benefits. This feature simplifies the process and ensures that employees have a clear understanding of their options. ● Employee Self-Service: Employees can manage their own benefit elections from anywhere on their preferred device. This includes reviewing and enrolling in benefits, comparing plans, understanding contribution amounts, and updating personal information. This empowers employees to make informed decisions for themselves and their families. ● Automated Notifications: The platform provides automated notifications and alerts to remind employees when it's time to review or enroll in benefits. This ensures that employees do not miss important enrollment periods. ● Mobile-Friendly Experience: The enrollment process is designed to be mobile-friendly, allowing employees to access and manage their benefits conveniently from any device. ● Plan Comparison and Decision Support: Employees can easily compare different benefit plans to understand coverage and contribution amounts, helping them select the best options for their needs. ● Secure Data Handling: The solution ensures that enrollment and benefits data is securely and automatically delivered to carriers, reducing the risk of errors and ensuring compliance.	1
9 What are your single sign-on capabilities?	Your end-users may gain access to UKG Ready via Single Sign-On (SSO). To implement Security Assertion Markup Language (SAML) 2.0, UKG Ready requires an X.509 certificate, which may be self-signed. You will also need to provide the entity ID of your Identity Provider, such as ADFS 2.0, and a login redirect URL. Once a user is logged in via SSO, a multi-faceted security profile controls supervisors' and employees' role-based functional and data access rights.	1 9
Implementation	Responses	Score
1 What is your timeframe to implement a client that is considered to be you average client size?	UKG will collaborate closely with your organization to create a deployment plan tailored to your needs and environment. This plan will consider your current systems, products purchased, available resources, and additional factors to ensure the most efficient and successful implementation. The launch timeline will differ by customer and is directly influenced by your capacity to support the project with internal resources. UKG provides skilled resources who can swiftly onboard the solution. However, UKG manages the launch in conjunction with the customer rather than independently. Factors affecting the length of onboarding include the availability of the customer project team, the complexity of the solution design and integration, your organization's capacity to manage change, the type of training required, and the onboarding strategy. Our deployment methodology follows a structured approach, starting with a Welcome Phase that includes: ● Internal meetings: UKG and your organization will meet to discuss the project scope, goals, and responsibilities. ● Project kickoff: We'll officially launch the project and outline the key milestones and communication plan. ● Training overview: We'll provide an overview of your team's training plan and resources. ● Analysis tool: We'll introduce you to the tool, which will help us gather information about your current systems and processes. UKG will conduct in-depth interviews with key stakeholders across different functional areas during the Requirements Phase. This information will be used to: ● Understand your current system setup: UKG will analyze your existing human capital management and workforce management systems to identify areas for improvement. ● Define new system requirements: We will work with the team to determine the specific features and functionalities you need in your new UKG solution to meet your business objectives. ● Develop a detailed project plan: We'll create a comprehensive plan outlining the scope, timeline, resources, deliverables, assumptions, risks, and system requirements. The Build Phase focuses on configuring your new UKG solution to meet your specific needs and migrating your data. This includes: ● Building company setup tables: We'll configure the system to reflect your company structure, tax management, payroll, General	1

- 2 Describe the resources and time commitment required from the client during implementation.

PROJECT TEAM RESPONSIBILITIES

Customer team participation is key to the success of the project. Early on, selecting a qualified project team with the appropriate availability is important.

When customer organizations have multiple businesses and/or locations, selecting team members who know the policies and practices utilized within each group will be important. The information below will help plan the team's responsibilities and time commitments. Keep in mind that you may have more than one Subject Matter Expert, or you may have one Expert with experience in multiple areas. Your resource requirements may need to be scaled based on the size and complexity of your project. You may also have occasions throughout the project to engage subject matter experts from select businesses/locations to supplement your project team.

Executive Sponsor

- Estimated days required per week:
 - **Welcome & Requirements phases:** >1 day
 - **Build phase:** >.5 day
 - **Test & Go Live phases:** .5 day

1

Project Manager

- Estimated days required per week:
 - **Welcome & Requirements phases:** 3+ days
 - **Build phase** 3+ days
 - **Test & Go Live phases:** 3+ days

Subject Matter Experts

- Estimated days required per week:
 - **Welcome & Requirements phases:** 1.5 - 2 days
 - **Build phase** 3+ days
 - **Test & Go Live phases:** 3+ days

- 3 Describe the roles and responsibilities of each of your implementation team members?

Compelling an effective project team is one of the most critical commitments in implementing UKG. This team will be a key factor in determining the project's success. Members of the team may come from internal or external resources.

The various roles that members will need to assume are described below. Of these roles, the Project Manager is the primary point of contact during implementation.

The UKG Project Team

UKG is committed to providing quality professional services during the launch of our product suite. To ensure a smooth and successful project, we assembled a team that will participate in all phases. Some resources will stay engaged with your team throughout the project lifecycle, while others may only be involved at specific points to provide specific subject matter expertise.

UKG Resources – Typical Resource Allocation to Project

- **Delivery Manager** – The delivery manager is the UKG Project Sponsor and will secure commitment for all project resources. This role is primarily performed remotely.
- **Project Manager** – The Project Manager oversees all aspects of the project related to resources, costs, timelines, and overall success. Their involvement varies from project to project, depending on the requirements and complexities. The analysis process and project plan will determine the effort needed from this resource. This work is primarily performed remotely.
- **System Consultant(s)** – The consultant(s) are the main UKG representatives assigned to City of Biddeford 's project. Their involvement varies based on the project's requirements and complexities. The analysis process and project plan will dictate the level of effort for this role. This work is conducted both on-site and remotely.
- **Data Conversion Consultant** – This consultant provides expertise in data conversion products and subject matter to the project teams. Their involvement varies from project to project, depending on the type of data being converted and the complexity of the conversion process. This work is primarily done remotely.
- **Interface Consultant**—The Interface Consultant offers integration expertise and develops the interfaces. Their involvement varies depending on the number and complexity of the required integrations. This work is performed remotely.

1

4	How long is implementation support provided after go-live?	Welcome Program — We kick things off with our Welcome Program, blending digital and personal touches to ensure you feel supported from the beginning. This program is your main point of contact until you transition to your dedicated Customer Success Manager (CSM) after going live. Customer Account Manager (CAM) — Your CAM is your go-to person, focusing on your satisfaction and growth. They work closely with your executives to understand your goals and ensure our solutions align perfectly with your needs. Service Concierge — Our Service Concierge is here to help you start smoothly. They provide tailored recommendations, share helpful resources, and guide you in connecting with the UKG Community. Implementation and Onboarding — Your CSM is your day-to-day connection. They work with your HRIS team to address gaps and help you get the most out of our systems. They create custom training plans, prepare for releases, and ensure any urgent issues are quickly resolved. Customer Success and Account Relationships: • Customer Success and Account Management: Leverage trusted advisors for strategic guidance to evolve your people strategy, employee experience, and escalations. Our team helps you reduce administrative burdens, optimize your solution, and support your long-term business initiatives. • New Feature Review: Periodic product release review and new feature recommendations based on your business goals • Configuration Review: Optimize use of your UKG solution based on your usage patterns • Industry Best Practice Review: Review solution configuration and use of your UKG solution against industry peers and provide best-practice recommendations to drive additional value.	1
5	What is your process for gathering and receiving client approval of requirements?	When your organization invests in a solution, you expect a value-centric deployment that delivers your desired business outcomes quickly. With the traditional waterfall approach, it can take weeks or even months to build a functional solution and get it in your hands for review and testing. In today's competitive business environment, you can't afford to wait that long. That's why the UKG Launch methodology is designed to streamline the deployment of your UKG solution in the cloud so you realize faster time to value than ever before. This proven deployment methodology combines innovation, deep domain knowledge, and over 40 years of experience working with thousands of customers across industries and geographies to drive business goals and accelerate return on investment. The launch is an iterative deployment approach that leverages best-in-class consulting expertise and proprietary technologies configured for your needs — industry, geography, and more — to guide you to smart decisions early in the process. In addition, we constantly evolve it to reflect technological advances, changing regulations, industry insights, and experience working with customers across the globe. Launch features collaborative tools and workspaces that accelerate processes, jump-start decision-making, and provide up-to-the-minute visibility into your project. As a result, you realize actual value much sooner than you would with any other solution provider. UKG Launch comprises five key phases designed to help ensure a fast, efficient rollout of your UKG solution for the experience you expect: Welcome Phase <i>Success starts with these first steps</i> • Getting started activities • Kickoff Requirements Phase <i>Lay the groundwork - and put our partnership into action</i>	1
6	How is testing conducted during implementation?	Testing is a streamlined process integrated into the Launch methodology that provides our customers with a complete, high-quality	1
7	How do you ensure the accuracy of solution data before go-live?	The final approvals that must be given to indicate client acceptance for the system to go live include the customer signing off and confirming all items within the testing phase.	1
			Total

8	Provide an example of a standard implementation plan and annual enrollment timeline.	UKG will collaborate closely with your organization to create a deployment plan tailored to your needs and environment. This plan will consider your current systems, products purchased, available resources, and additional factors to ensure the most efficient and successful implementation. The launch timeline will differ by customer and is directly influenced by your capacity to support the project with internal resources. UKG provides skilled resources who can swiftly onboard the solution. However, UKG manages the launch in conjunction with the customer rather than independently. Factors affecting the length of onboarding include the availability of the customer project team, the complexity of the solution design and integration, your organization's capacity to manage change, the type of training required, and the onboarding strategy. Our deployment methodology follows a structured approach, starting with a Welcome Phase that includes: ● Internal meetings: UKG and your organization will meet to discuss the project scope, goals, and responsibilities. ● Project kickoff: We'll officially launch the project and outline the key milestones and communication plan. ● Training overview: We'll provide an overview of your team's training plan and resources. ● Analysis tool: We'll introduce you to the tool, which will help us gather information about your current systems and processes. UKG will conduct in-depth interviews with key stakeholders across different functional areas during the Requirements Phase. This information will be used to: ● Understand your current system setup: UKG will analyze your existing human capital management and workforce management systems to identify areas for improvement. ● Define new system requirements: We will work with the City of Biddeford team to determine the specific features and functionalities you need in your new UKG solution to meet your business objectives. ● Develop a detailed project plan: We'll create a comprehensive plan outlining the scope, timeline, resources, deliverables, assumptions, risks, and system requirements. The Build Phase focuses on configuring your new UKG solution to meet your specific needs and migrating your data. This includes: ● Building company setup tables: We'll configure the system to reflect your company structure, tax management, payroll, General	1
			8

Ongoing Support

1	Explain your approach to ongoing support and configuration.	Responses Partner for Life Ready Support Services UKG Partner for Life enhances business outcomes through customized success paths and technical expertise. Our comprehensive customer experience, which encompasses our subscription, includes our engaged team, inclusive approach, and proven track record, is included in your subscription. This partnership fosters enduring connections between you and your organization. Support Services ● Support Hours: 8 am to 5 pm local time on business days. For details on our Support Policies and Services, visit https://www.ukg.com/support-policies-and-services. ● 24x7 Mission Critical Support: We provide immediate and ongoing support for critical issues, including system or module downtime, significant system degradation, data corruption, or other related factors. International support hours vary by geography and product; please refer to your sales agreement for specific details. Success Services ● Community: Access a wealth of content, including how-to articles, discussion boards, and direct connections with other UKG customers in your industry. ● Welcome Program: Step-by-step guidance from the outset of your UKG journey to assist you in achieving your business objectives and understanding expectations. ● Learning and Training: Access an industry-leading online education portal featuring change management toolkits and resources, on-demand learning, webinars, live virtual instructor-led courses, and more. Customer Relationships ● Customer Success and Account Management: Collaborate with our trusted advisors to develop a strategic people strategy and enhance your employee experience. Our team assists you in mitigating administrative burdens, optimizing your solution, and supporting your long-term business objectives. ● New Feature Review: Regular product release reviews and new feature recommendations tailored to your business objectives. ● Configuration Review: Optimize the utilization of your UKG solution based on your specific usage patterns. ● Industry Best Practice Review: Analyze the configuration and usage of your UKG solution compared to industry peers and provide	Score
			1

2	Will there be a single point of contact for the client?	UKG Global Support provides unparalleled post-implementation support through our small team approach. This ensures that support teams are composed of 8-10 employees with a single manager. Upon customer transition from implementation to support, a dedicated team is assigned. This approach guarantees customer success as the uniquely trained team possesses industry expertise and comprehensive customer knowledge.	1	
3	Describe your process for handling carrier files and reconciliations.	UKG Ready integrates with various benefit carriers to streamline enrollment, changes, and terminations through several key features: Automated Carrier Connections: UKG Ready provides automated connections to over 600 carriers, financial partners, and COBRA administrators. This automation ensures that enrollment and benefits data are securely and automatically delivered to carriers for open enrollments and life events, reducing the need for manual data entry and minimizing errors. Smart Forms: For scenarios where Electronic Data Interchange (EDI) files are not accepted, UKG Ready uses Smart Forms to transmit benefits data to carriers. This feature allows even organizations with fewer than 100 employees enrolled in a plan to submit data electronically, eliminating the need for manual input into carrier portals. Continuous Data Monitoring: The solution monitors benefit data for updates and changes, notifying customers of any issues. This proactive approach helps ensure that the latest information is sent to carriers, reducing the risk of data discrepancies and rejected files. Integration with Payroll: UKG Ready integrates benefits administration with payroll, allowing for automated deduction calculations and ensuring that changes in benefits are accurately reflected in payroll processes.	1	
4	Describe your premium invoicing capabilities.	UKG Ready Benefits facilitates automated connections to carriers, ensuring that premium data is securely and automatically delivered, reducing the risk of errors and manual entry. These features collectively enhance the efficiency and accuracy of premium invoicing within the UKG Ready Benefits platform, providing a comprehensive solution for managing benefits.	1	
5	How are required notices (HIPAA, COBRA Initial Rights, etc.) handled thru your solution?	A full range of services associated with COBRA compliance is available: initial notices, COBRA notices, premium collection and remittance, reinstatements, and more.	1	
6	What is the process for managing Evidence of Insurability?	You are able to require EOI and other custom forms to be attached during the enrollment process.	1	
7	Does your solution offer a test environment to ensure changes are correct prior to implementation?	Test environments are free upon request and are a copy of the client's production environment. Test environments can be used to test configurations, imports, integrations, etc.	1	
8	How are major (new carriers) and minor (new medical rate) changes handled and priced?	N/A	1	Total
9	Describe your Disaster Recovery Plan.	Uptime Architecture and Disaster Recovery UKG Ready database availability strategy relies on synchronization to maintain copies of its production database on four different servers. This strategy helps ensure that your data, application customizations, and stored code continue to be available even if a database server or Google Cloud site experiences failure. The primary database syncs to a secondary database in real time, and the secondary database syncs to two other databases to provide instant redundancy in the event one server fails. Full database backup is performed weekly — with incremental backups running daily — to further minimize risk. ● Recovery Point Objective (RPO): 4 hours ● Recovery Time Objective (RTO): 24 hours	1	
			9	
Reporting		Responses	Score	
1	What are the standard reports your solution provides? Please provide a list.	UKG Ready has more than 500 built-in standard reports. Every standard report can be modified using the built-in, ad hoc reporting tools so that you can quickly and easily create reports with the data you need in the format that works best for your individual organization. Both detail and summary report formats are available.	1	
2	Does your solution offer ad hoc custom reporting capability?	Yes, UKG Ready has hundreds of standard reports built into every aspect of the solution. All standard reports can be modified to meet the customer needs. Reports are also available for export in multiple formats. Standard and ad-hoc reports are unlimited; upon saving an ad-hoc report, it can be scheduled. The Ad-Hoc reporting tool allows clients to add/remove desired fields, create custom calculations, perform grouping and sorting capabilities with no IT involvement.	1	
3	Are all fields available for reporting purposes?	You are able to run configurable reports (opened from canned reports) on any data that is found in UKG Ready. You have the ability to add specific columns to reports based on the type of report you need. Certain fields may or may not be available based on the type of canned report you start from. Custom columns and expressions can be added as needed for additional reporting needs.	1	
4	Can reports be scheduled or delivered on a regular basis as defined by the user?	Yes, reports can be scheduled and delivered to users on an ongoing basis.	1	

5	What formats can reports be exported to? (i.e., MS Word, MS Excel, CSV, PDF, etc.)	Reports can be easily exported in various formats, including PDF, Excel, Formatted Excel, CSV, HTML, Paged HTML, XML, Text, and Text (tab and pipe delimited). Reports can also be sent to key stakeholders via email and scheduled to run automatically.	1	Total
6	Does your solution offer Point-In-Time reporting? If yes please describe.	Yes. Many records in UKG Ready have a date and time stamp. This gives you the capability to enter dates on employee pages and standard reports and see the information for that point in time. Our effective dating also gives you the ability to review all employee history online and real time. This allows for historical tracking on any changes either past, present or future with online historical queries and reports.	1	6

Customer Service | Call Center

Responses

Score

1	Provide your organization's approach to customer service. Include what services are considered in-scope vs. out-of-scope.	Partner for Life Ready Support Services UKG Partner for Life enhances business outcomes through customized success paths and technical expertise. Our comprehensive customer experience, which encompasses our subscription, includes our engaged team, inclusive approach, and proven track record, is included in your subscription. This partnership fosters enduring connections between you and your organization. Dedicated Support Team UKG Global Support provides unparalleled post-implementation support through our small team approach. This ensures that support teams are composed of 8-10 employees with a single manager. Upon customer transition from implementation to support, a dedicated team is assigned. This approach guarantees customer success as the uniquely trained team possesses industry expertise and comprehensive customer knowledge. Support Services ● Support Hours: 8 am to 8 pm local time on business days. For details on our Support Policies and Services, visit https://www.ukg.com/support-policies-and-services. ● 24x7 Mission Critical Support: We provide immediate and ongoing support for critical issues, including system or module downtime, significant system degradation, data corruption, or other related factors. International support hours vary by geography and product; please refer to your sales agreement for specific details. Success Services ● Community: Access a wealth of content, including how-to articles, discussion boards, and direct connections with other UKG customers in your industry. ● Welcome Program: Step-by-step guidance from the outset of your UKG journey to assist you in achieving your business objectives and understanding expectations. ● Learning and Training: Access an industry-leading online education portal featuring change management toolkits and resources, on-demand learning, webinars, live virtual instructor-led courses, and more. Customer Relationships	1	
2	Provide your standard hours.	Standard hours are Monday - Friday, 8am-5pm local time. 24x7 support for mission critical issues is also available.	1	
3	Do you offer extended hours during Annual Enrollment or other special windows?	No	1	
4	Do you offer language support (i.e., language line, bilingual representatives)?	Support is provided in English and may be provided in French, German and Spanish in some regions during local business hours.	1	
5	How are incoming mail and faxes logged? Do you use an imaging system?	Not applicable.	1	
6	Describe your case management system.	Cases are managed in the UKG Community.	1	
7	Do you offer email as a media of communication?	Yes	1	
8	Do you offer chat capabilities? What are the contact methods (online, phone, etc.)?	Yes. The UKG Customer Success Center can be contacted through a single phone, email, or web address: ● Telephone: 1 800-394-help ● Email: support@ukg.com ● Online: from the UKG Global Support website: https://community.ukg.com ● Live chat: available directly within the UKG Ready solution	1	Total
9	Do you use virtual agents to answer questions? Is AI used to surface and summarize information?	UKG Ready doesn't have a virtual agent in the system. UKG Ready support product related questions with our UKG Bryte AI module. All product questions can be asked and the AI will go through the product documentation and answer directly.	1	9

COBRA Administration

Responses

Score

1	Please describe whether COBRA is administered internally, and if so, on what system. If not, whether you have a preferred partner and how you support successful integration with that partner.	UKG Ready COBRA Administration Services are managed internally by UKG's team of seasoned experts, who handle the complex and time-consuming tasks associated with COBRA benefits administration.	1	
2	How many COBRA administration clients do you have?	UKG does not track that information	1	
3	How many years have you provided COBRA administration?	UKG has been providing this service for 2 years.	1	
4	How are COBRA notifications handled?	With UKG Ready COBRA Administration Services solution COBRA notifications, such as those for qualification, expiration, and more, are handled through our team of experts to help you stay in compliance within the timeframe required for each type of notification – all while providing you transparency into the process.	1	
5	Does your system allow data to be exported to a third party COBRA administrator?	UKG Ready will partner with your third-party COBRA Administrator to send qualifying information, or it will deliver notices if you are using UKG Ready COBRA Administration Services.	1	Total
6	Please describe all of your capabilities regarding COBRA administration.	Defines COBRA status, date of qualifying COBRA event, description of COBRA event, and date the COBRA notification letter was sent for both employees and dependents. UKG Ready COBRA Administration offers a streamlined solution for managing COBRA benefits, designed to alleviate the complexities and administrative burdens associated with COBRA compliance.		
		Key Features include:	1	
		● Quick Approval: Approve qualifying events in just two clicks to start the COBRA administration process. ● Compliance Support: UKG experts monitor federal regulations to help ensure compliance. ● Automated Tracking: The solution automatically tracks qualifying events and sends notifications. ● Benefits Management: Handles participant enrollment, payment processing, and communication with carriers. ● Participant Support: Offers a dedicated portal and support center for COBRA participants. ● Dashboard: Provides a simple dashboard for tracking notices, payments, and communications.		6

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Benefit Administration

#	Item	Vendor Responsibilities	STANDARD	NON-STANDARD	NOT SUPPORTED	Score	NOTES
1	Covered Populations	Provide administration support as required for the populations of employees	Yes			4	
		Fully automate all downstream processes based on input data	Yes			4	
		Develop pre-built data validations to capture invalid data sent by client	Yes			4	
		Provide online audit report of data changes	Yes			4	
		Maintain archived records for former employees	Yes			4	
2	Covered Plans	Enrollment and participant support for:	Yes			4	
		— Health care plans (medical, dental, vision, prescription drug, etc.)	Yes			4	
		— Life and Accidental Death and Dismemberment (AD&D) plans	Yes			4	
		— Disability plans (Short Term Disability, Long Term Disability)	Yes			4	
		— Flexible spending accounts and Health Reimbursement Account (Please note if you work with Flores our HRA vendor)	Yes			4	
		— Other plans such as business travel accident, prepaid legal, etc.	Yes			4	
3	Eligibility Determination	Support core eligibility rules for client's benefits, plans, options and eligibility rules				0	
		Support waiting periods	Yes			4	



Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

4	Enrollment Support	Collect enrollment elections	Yes	4	Enrollments are guided and can include plan information and instructions for enrollments. Yes, you are able to require EOI and other custom forms to be attached during the enrollment process.
		Monitor elections requiring evidence of insurability and communicate to participants accordingly	Yes	4	
		Accept and retain beneficiary designations	Yes	4	
		Produce and distribute confirmation statements (paper or email)	Yes	4	
		Send summary of enrollment elections to carrier (via electronic files)	Yes	4	
5	Deduction Processing	Collect supporting documentation for qualified status changes	Yes	4	When you process payroll, a benefits calculation is completed based on the benefit elections within their employee's record. Current, new or changed deductions apply seamlessly to the employee's pay based on an effective date.
		Calculate payroll deductions based on enrollment elections	Yes	4	
		Calculate retro payroll deductions as needed for late enrollments			
			Yes	4	
6	Premium Reporting	Notify client of employee elections and deductions	Yes	4	This is standard functionality. Benefit reports can be created to ensure that premiums are monitored. Reports are available via dashboards or can be scheduled or email delivery.
		Produce standard premium reporting	Yes	4	
		Follow standard processing rules using the 15 th of the month and retroactive rules	Yes	4	
		Calculate premiums based on current eligibility	Yes	4	
		Produce scheduled report to summarize premium for period	Yes	4	
		Produce scheduled report to provide participant-level detail supporting premium calculations	Yes	4	
		Notify client regarding premium payment amounts via scheduled report or on-line access to report	Yes	4	



Benefits

360

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

7	Event Processing	Support standard status events, using governed section 125 rule interpretation	Yes		4	
		Process client selected status events:	Yes		4	
		— New hire / rehire	Yes		4	
		— Family status change	Yes		4	
		— Change of residence	Yes		4	
		— Leave of absence	Yes		4	
		— Termination	Yes		4	
		— Disability	Yes		4	
		— Death	Yes		4	
		— Retirement	Yes		4	
		— Qualified Medical Child Support Orders (QMCSOs) based on instructions received from client		Yes	0	
		— Salary updates	Yes		4	
		— Age-based coverage updates (e.g. age-based life insurance reductions)	Yes		4	
		Notify employer of changes to payroll deductions	Yes		4	
8	QMCSO Administration	Notify carrier of changes in status	Yes		4	
		Notify participants of changes in coverage or cost via paper or email	Yes		4	
		Receive qualified orders from client or client's legal counsel		Yes	0	Total
		Manage enrollment and eligibility determination in accordance with QMCSO rules		Yes	0	168



Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

COBRA/HIPAA Administration

#	Item	Vendor Responsibilities	STANDARD	NON-STANDARD	NOT SUPPORTED	Score	
1	Covered Populations	Provide COBRA administration support as required for the following populations:	Yes			4	
		— Active employees	Yes			4	
		— Severees	Yes			4	
		— Terminated employees	Yes			4	
		— COBRA continuants	Yes			4	
2	COBRA Enrollment	Support COBRA decision-making process	Yes			4	
		Process COBRA elections	Yes			4	
3	COBRA Administration	Perform COBRA direct billing and collections	Yes			4	
		Track and remit premiums to employer monthly	Yes			4	
		Process annual enrollment and coverage changes	Yes			4	Total
		Track COBRA coverage periods and process COBRA coverage terminations	Yes			4	44

If this is referring to retirees or terminated employees, yes. We would need more information to determine functionality that is available.



Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Customer Service Center

#	Item	Vendor Responsibilities	STANDARD	NON-STANDARD	NOT SUPPORTED	Score
1	Security Maintenance	Generate passwords			Yes	0
		Manage password changes for employees			Yes	0
		Follow client-specific alternate security procedures, including dependent security procedures			Yes	0
2	Call Handling	Provide toll-free number			Yes	0
		Provide call routing system			Yes	0
		Call routing services available 24x7x365			Yes	0
		Identify caller's employer via authentication process			Yes	0
		Provide customer service representatives (CSR's)			Yes	0
3	Service Center Hours	Provide representatives 7:00 a.m. – 5:00 p.m. Eastern Time Zone, Monday through Friday at a minimum			Yes	0
4	IVR Services	Provide standard 800 number and greeting			Yes	0
		Authenticate user ID and password			Yes	0
		Allow for password changes			Yes	0
		Provide client-specific broadcast messages as needed			Yes	0
		IVR service available 24x7x365, except for scheduled maintenance			Yes	0



Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

5	Representative Assisted Services (i.e. Tier I Services)	Provide support for the following inquiries:	Yes	0
		— Internet navigation support	Yes	0
		— General plan information	Yes	0
		— Eligibility determination	Yes	0
		— Current coverage	Yes	0
		— Plan rates	Yes	0
		— Administrative rules	Yes	0
		— Claim filing procedures	Yes	0
		Provide support for the following transactions:	Yes	0
		— Password maintenance	Yes	0
		— Enrollment support	Yes	0
		— Life event processing	Yes	0
		— Assisted transfers to third parties	Yes	0
6	Advocacy Services (i.e. Tier II Services)	Assist employee in filing claims with carriers	Yes	0
		Assist employee with resolving disputes with carriers	Yes	0
		Facilitate and participate in calls between carrier and employee	Yes	0
7	Call Monitoring	Quality monitoring and evaluation of customer service representatives	Yes	0
		Provide client with call monitoring results	Yes	0
8	Call Tracking	Record all incoming and outgoing employee and administrator calls	Yes	0



Benefits

360

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

9	Case Management	Log any unresolved calls for additional research and/or processing	Yes	0	Total
		Log all incoming correspondence	Yes	0	
		Interact with participant, employer, carrier, and/or consultant as required to resolve open items	Yes	0	
10	Performance Reporting	Date/time stamp cases upon establishment and resolution	Yes	0	0
		Provide summary of performance, including call handling and case management	Yes	0	

Internet Services

#	Item	Vendor Responsibilities	STANDARD	NON-STANDARD	NOT SUPPORTED	Score
1	Benefit Portal	Provide standard portal configuration (client logo with standard layout)	Yes			4
		Provide standard URL with re-direct option	Yes			4
		Provide client logo and Client defined text after log-in page	Yes			4
		Provide links to relevant third-party website URL's and documents (i.e. carriers)	Yes			4
		Provide administrative portal for online reporting, proxy access, SLA view, and data validations	Yes			4
2	Availability	Services available 24x7x365	Yes			4
3	Security	Username and password security	Yes			4
		Role-based security for access by users and client administrators	Yes			4



Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

4	Inquiry Support	Provide general plan information	Yes	4	Plan documents can be made available in the solution.
		Provide participant demographic information	Yes	4	
		Provide health and welfare plan general information (client-specific)	Yes	4	
		Provide administrative rules	Yes	4	
5	Transaction Support	Full transactional review/update of personal information, dependent data, beneficiary data, benefit elections and online support for help	Yes	4	
		Standard online confirmation statements	Yes	4	
		Custom authentication and re-set functionality	Yes	4	
		Password changes	Yes	4	
		H&W plan enrollment and elections	Yes	4	
		Life event processing	Yes	4	
		Reimbursement account elections	Yes	4	
		COBRA elections	Yes	4	
		Summary of elections viewable online	Yes	4	
		Track COBRA eligibility periods	Yes	4	
6	COBRA Support	Provide client-specific third party contact information, including URLs, phone numbers, and group numbers	Yes	4	Total
7	Contact Information	Provide client-specific announcement capability	Yes	4	
8	Employee Communications	Provide electronic email alerts	Yes	4	
				100	



Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Data, Reports and Interfaces

#	Item	Vendor Responsibilities	STANDARD	NON-STANDARD	NOT SUPPORTED	Score	
1	Data Sources – Health and Welfare Plans	Load employee and dependent data and changes to enable IVR, internet, and customer service support			Yes	0	
		Communicate eligibility and enrollment data to carriers	Yes			4	
		Communicate indicative and payroll data changes with client	Yes			4	
		Provide online ability for client to pull own payroll data changes	Yes			4	
		Provide ability to generate payroll interface online	Yes			4	
2	Data Sources – COBRA Administration	Collect data and initiate COBRA processing	Yes			4	
3	Data Transmission Methods	Accept changes via electronic interface using secure FTP and PGP encryption	Yes			4	
4	Management Report	Provide operating volume statistics, including call volumes, internet usage and enrollment status changes			Yes	0	Total
		Provide online access to standard set of reports configured with ability to complete adhoc reporting	Yes			4	28

Annual Enrollment and Changes

#	Item	Vendor Responsibilities	STANDARD	NON-STANDARD	NOT SUPPORTED	Score
1	Annual Enrollment – Normal Changes	Accept and load contribution rates and premiums	Yes			4
		Accommodate “minor” changes in plan designs (e.g. add an option)	Yes			4
2	Annual Enrollment – Major Changes	Accommodate “major” changes in plan designs	Yes			4
3	Reporting	Complex reporting needs outside of standard and ad hoc reporting. Specifically, Benefits Dashboards to track status of enrollments. Please provide a listing of your standard benefits reports.				
			Yes			4

UKG Ready Benefits allows organizations to report and track benefits-related information and activities as they relate to new hires, benefit group changes, dependents, session setup, employee elections, and terminations. Ready Benefits streamlines the administration process by auto assigning plan profiles to employees upon hire, automating notifications and workflows, and providing you real-time visibility into critical data all in one place.

UKG Ready provides both Standard and Ad-hoc Reporting, every standard report can be modified using the built-in, ad-hoc reporting tools. Benefit and tax deductions are standard reporting fields. UKG Ready reconciliation report allows customers to select a date range and review employees and their benefits along with the amounts associated with them. This report streamlines the time-consuming manual carrier premium billing reconciliations traditionally used to ensure an organizations enrollment data is in sync with carrier data to



- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.



Capabilities Assessment

Instructions

- * Provide a written response to the open ended questions or select the appropriate drop down choice using the following guidelines when completing the feature/requirements questionnaire.
- * Existing is defined as the feature/requirement is part of the current system and is delivered without additional charge. If the feature is "Existing", but would require a fee, please make note of any and all fees in the notes section.
- * Custom is defined as the feature/requirement can be met with custom programming enhancing the features of the current system. Please make note of any additional costs involved to implement and maintain this feature as well as additional implementation time.
- * Future is defined as the feature/requirement is a planned enhancement to the current system to be delivered in a future release. Please note the planned date of the release and any associated implementation and/or maintenance fees that will be required.
- * Third Party is defined as a company, other than the Vendor, has developed programming satisfying the feature/requirement that interfaces with the system. Please make note of any additional costs involved to implement and maintain this feature as well as additional implementation time.
- * Not Available is defined as the Vendor does not plan to add the feature/requirement to the current system and to the Vendor's knowledge no other company provides it.

- * Utilize the response/notes section to further describe any feature or when one (1) of the above sections would not apply completely and when specifically requested to do so by the requirement. Any requested Attachments must be provided in electronic format (Word preferable) and placed on the Attachment tab with the tab name, requirement number and section.
- * Refrain from altering the font, font color, size and cell shading in any field.

Attachments

#REF!

Instructions:

* Provide attached documentation requested. List the Tab name, Heading, Requirement Number and Detail of the Attachment.

Tab Name	Heading	Requirement Number	Detail of the Attachment
System & Technology	Reporting	2	Describe the custom report writer functionality provided to HR administrators and managers to write ad hoc reports from HR and payroll data. Attach the steps to create a basic custom report along with screen shots. Are point-in-time reports available with date specific data? For example I need to see all Police Department employees with Union Dues from 1/1/2024-12/31/2024. Please list the steps to create this and attach screen shots. Please list any limitations for specific data. Which data can't be reported on for these reports? Can the data be sliced and diced different ways with drill down and drill up capabilities?
System & Technology	Reporting	10	Time off balances are maintained in the time and attendance system and accessible to employees. Employees requests are routed to managers for approval. If a manager doesn't respond within X days the request is routed to the next level automatically. Please describe any limitations to routing and include steps and screenshots of a time off request and approval.
Time & Attendance	Time & Attendance	14	System allows employees to enter future dated time off requests (i.e., planned vacation). Can requests automatically be added to the Outlook Calendar as invites? Can an employee cancel their time off request and have the manager be notified? Is there a team calendar that can be displayed so that employees can view when other team members are off? Please describe this process and attach screenshots.
Time & Attendance	Time & Attendance	15	

Time & Attendance	Time & Attendance	18	System allows mass adding and/or editing of time entries without having to import data into the system. Please describe the process and include screenshots for mass adding a Pay Code to all employees or a group of employees (i.e., snow day for the day and pays all employees hours based on work schedule automatically without manual intervention). System supports the following Non Union Vacation Policy: First Year employee shall receive 40 hours at the date of hire and will become usable after 120 days of employment (manager exception will allow employees to go negative based on offer of employment exception), on the employee's first anniversary of employment they will receive 80 hours of vacation, any unused time will be zeroed out on the anniversary date automatically, if an employee is terminated any vacation will be paid out to the employee automatically in payroll without manual intervention, once an employee reaches 5 years of service they will receive 120 hours of vacation, 160 hours once they reach 10 years of service, and 200 hours once they reach 15 years of service. Again, your system must allow the ability for vacation credit to their service so that an employee who negotiates in their offer letter to come in at 160 hours of vacation time in their first year your system must handle this exception. Please attach screen shots of the setup of this requirement in your system. System supports 25 hours of personal time, prorated for part time employees. Personal Days commence from the date of hire and shall not accumulate from year to year. At the start of each calendar year the employee will automatically receive 25 hours of personal time granted to them. Personal time is not payable to the employee upon termination. Please describe how your system will handle this requirement including the setup of this along with screenshots.
Time & Attendance	Client-Specific Capabilities	7	
Time & Attendance	Client-Specific Capabilities	10	

Time & Attendance	Client-Specific Capabilities	19	System supports Leave Donation Program. Employees can donate their sick time to a Sick Bank and the system can maintain this bank and deduct usage from this bank. Please describe the process for handling this in your system. Please list the steps and attach screenshots of your proposed process for handling this requirement. System supports Retirement Health Savings Account for all employees, which will be employee and employer contributions of \$15 EE/ER each week. The employer matched contributions shall have a 10 year vesting schedule based on the employees original date of hire as follows: 0-2 years (0%), Over 2 years (10%), Over 3 years (15%), Over 4 years (20%), Over 5 years (35%), Over 6 years (50%), Over 7 years (65%), Over 8 years (80%), Over 9 years (90%), and Over 10 years (100%). Please attach screen shots of the setup along with a description of how you would handle this requirement along with sending the file to Mission Square. Also explain your experience with this. Describe how the system creates organizational charts and where the data is pulled from. Please attach sample and include the steps to build this. Note the level of effort to build this. Describe the process for transferring an employee between departments. Please include steps and screen shots of this process. System provides online support/instructions for completion of routine tasks. Attach sample instructions found in your online help for a routine task. Does your system have field level help? Is this standard or does it need to be setup? System allows for modeling City salary structure that can be mapped to each employee. For example, can we pull all Police employees by union and model a 5% increase in pay and see what that would cost the city? Please include the steps of this process and attach screen shots.
Payroll	Client-Specific Capabilities	14	
Core HR & Self-Service	Open Ended Questions	1	
Core HR & Self-Service	Open Ended Questions	3	
Core HR & Self-Service	HR System Capabilities	1	
Core HR & Self-Service	HR System Capabilities	24	

Core HR & Self-Service	Self-Service Capabilities (EE & MGR)	10	New hire and termination workflows are configurable. Attach a screenshot for each of these workflows and the steps to build these workflows. Are these delivered out of the box? Employee Self Service provides paycheck modeling for what if scenarios. For example, if employee expects to receive a 3% increase in pay how will that impact taxes, 457, etc. Please attach screen shots and steps for an employee to model their own pay. Does the system automatically disposition candidates not selected in mass action? Please detail the steps and attach screen shots of how you disposition candidates in your system. Does your system support Grievance Tracking? Is this included in core HR? Please attach screenshots of how your system would handle a grievance such as vacation paid on a regular check vs. a separate check.
Core HR & Self-Service	Self-Service Capabilities (EE & MGR)	14	
Other HR Systems & Service Recruiting		12	
Other HR Systems & Service Other		4	

UKG Inc.
900 Chelmsford Street
Lowell, MA 01851
T: 978 250 9800
www.ukg.com



June 24, 2025

Dana Guillereault
Payroll Specialist
City of Biddeford
205 Main Street
Biddeford, ME 04005

Subject: Request for Proposal (RFP) for Cloud-Based HR and Payroll Software and Services for the City of Biddeford, Maine

Dear Mr. Guillereault,

Enclosed with this letter is UKG's response to the City of Biddeford (City) Request for Proposal (RFP) for Cloud-Based HR and Payroll Software and Services.

To support the City's 346 full-time and part-time employees, as well as seasonal employees and election workers, with intuitive, accurate, and compliant human capital management (HCM) services, UKG proposes our comprehensive UKG Ready® HCM solution suite. Our solution comprises fully integrated services, including human resources, benefits administration, onboarding, payroll, payroll tax filing services, absence management, time tracking, employee and manager self-service, and reporting and analytics as an initial, core deployment. Subsequent deployment can easily incorporate applicant tracking, learning management, performance management, leave administration, employee relations, and employee expense reimbursement as part of our full-spectrum HCM solution.

Presented as a comprehensive HCM solution, UKG Ready HCM integrates with leading financial and ancillary systems, including Tyler Technologies Munis. UKG Ready HCM offers seamless integration to ensure accurate employee data is incorporated between UKG Ready HCM and Tyler Munis to support the City's current and future business systems.

Offering more than 40 years' experience working with government entities, with dedicated sales, presales, services, and support staff for public sector clients, UKG supports more than 2,800 public sector customers. We currently collaborate with more than 2,000 federal, state, and local government agencies across all 50 states – including 87 public sector clients throughout New England. As such, we understand the distinct challenges the City faces supporting its diverse workforce, and we are poised to work with you to deploy your modern HR and Payroll system to drive efficiency, automation, compliance, and user satisfaction across your entire employee population.

I hereby submit UKG's response to the City presenting UKG Ready HCM to deliver a comprehensive HR and Payroll solution and enhance your employees' hire-to-retain experience. I welcome the opportunity to discuss our proposed solution with the City and further explore the next steps toward achieving an automated, compliant HCM ecosystem for the City and your people.

Sincerely,

A handwritten signature in cursive script that reads 'Ian Lesniewski'.

Ian Lesniewski
Sales Executive – Public Sector
978.337.2336 // ian.lesniewski@ukg.com
UKG Inc.



City of Biddeford

Cloud-Based HR and Payroll Software and Services

UKG Inc.
Ian Lesniewski
Sales Executive
ian.lesniewski@ukg.com
(978) 947-3045

900 Chelmsford Street
Lowell, MA 01851
T: 978 250 9800
www.ukg.com



Table of Contents

UKG Legal Disclaimer	1
Executive Summary.....	2
Proposal Requirements.....	11
Insurance.....	13
Signature Affidavit	17
Important Legal Information For Software And Technology Contracts	18
UKG Attachments.....	19
UKG Proposal for City of Biddeford, ME	20
24-25 UKG US-MA 5M Evidence COI.....	21
Attachment 4.2 – HCM Payroll New Solution Requirements	22

UKG Legal Disclaimer

Kronos SaaShr, Inc., a UKG company (herein after “UKG”) submits this proposal in good faith with the intention of using the terms and conditions of the Master Agreement Reference # 18221 dated March 18th, 2019, between the Cobb County, GA (acting as the “Lead Agency”) and UKG which are hereby incorporated herein by reference (referred to as the “U.S. Communities Agreement #18221”) and is available at: <https://www.omniapartners.com/suppliers/ukg/public-sector/contract-documents>. UKG does not consider the proposal itself to be a legally binding offer to contract. If awarded business by City of Biddeford pursuant to this RFI/RFP, UKG is willing to negotiate limited, necessary and reasonable changes to the U.S. Communities Agreement #18221 that would be mutually agreeable to both parties. UKG expects that neither the RFI/RFP nor UKG’s proposal will be incorporated into any definitive agreement, but such agreement will address the topics in the RFI/RFP and UKG’s proposal and supersede both. While UKG has attempted to clearly state its response to the requirements and specifications, City of Biddeford should not assume that the proposal implicitly meets all the stated requirements and specifications as stated in the RFI/RFP. The implementation scope and time frame is an estimate only and will be subject to a final statement of work and order form to be mutually agreed upon by City of Biddeford and UKG prior to finalizing the contract. Additionally, UKG has included its certificate of insurance as part of its proposal and takes exception to any insurance requirements of the RFI/RFP that are inconsistent with the UKG certificate of insurance it has provided. More information about UKG’s partnership with U.S. Communities and Omnia Partners can be found at: <https://www.omniapartners.com/suppliers/ukg/public-sector>

Relationship between Kronos & UKG Inc.

UKG Kronos Systems, LLC, Kronos SaaShr, Inc., and Great Place To Work® Institute, Inc. are subsidiaries of UKG Inc. This proposal and the responses provided may include information containing UKG Kronos Systems, LLC, Kronos SaaShr, Inc., and UKG Inc. product descriptions, facts, operations, procedures, certifications, etc. available at the time of proposal submission. Statements regarding future actions, services, or products of UKG or any UKG companies are subject to change as integrated product enhancements or additions, discontinuation of product modules/services or other changes to products or services offered by UKG evolve. All responses are based on our total solution offering and may not be accurate if some components are not purchased.

Confidential Information

This document contains confidential, proprietary and trade secret information belonging to UKG Inc. and its affiliates (collectively “UKG”) and is intended only for the person(s) or entity and for the purpose for which it is provided. UKG reserves any and all rights in the information contained in this document. If the City of Biddeford is a public entity, UKG acknowledges that the City of Biddeford is subject to applicable public record laws. UKG expects that any such confidential, proprietary, and trade secret information will remain confidential. To the extent permitted under applicable law, the City of Biddeford hereby agrees to provide UKG with notice and a chance to object to any disclosure of UKG’s proposal.

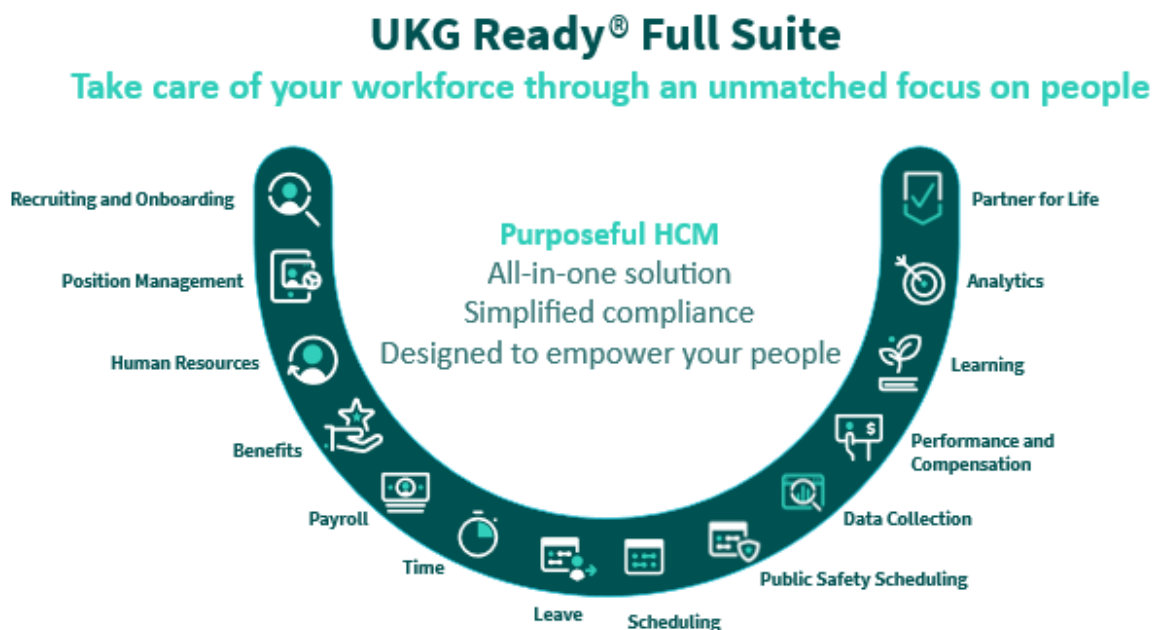
Executive Summary

The City of Biddeford (City) seeks a Cloud-Based HR and Payroll Software and Services solution to deliver full-spectrum hire-to-retire services to enhance the entire employee lifecycle for its 346 full-time and part-time employees and periodic seasonal employees and election workers.

The City requires its HR and Payroll solution to deliver comprehensive human resources, benefits administration, onboarding, payroll, payroll tax filing services, absence management, time tracking, employee and manager self-service, and reporting and analytics as an initial, core deployment. Additional modules under consideration for subsequent deployment include applicant tracking, learning management, performance management, leave administration, employee relations, and employee expense reimbursement. The City's primary goal is to eliminate manual and paper-based processes via automated and streamlined processes across its entire employee population.

Aligned with the City's approach, UKG is committed to collaborating with the City to discover the specific goals and objectives driving your HR and Payroll strategic plan. UKG will deliver on the City's immediate service needs with scalability to encompass your expanded service scope and enhance the employee experience for your people.

UKG is dedicated to creating a singular employee experience for the City by optimizing, streamlining, and automating the full range of human capital management (HCM) processes within an integrated, proven solution suite. To deliver the City's defined HCM service scope, UKG offers our comprehensive **UKG Ready® HCM** solution suite.



Delivered through SaaS, **UKG Ready HCM** manages hire-to-retire services through one easily accessible web portal. **UKG Ready HCM** delivers innovative technology that is efficient, fully integrated, automated,

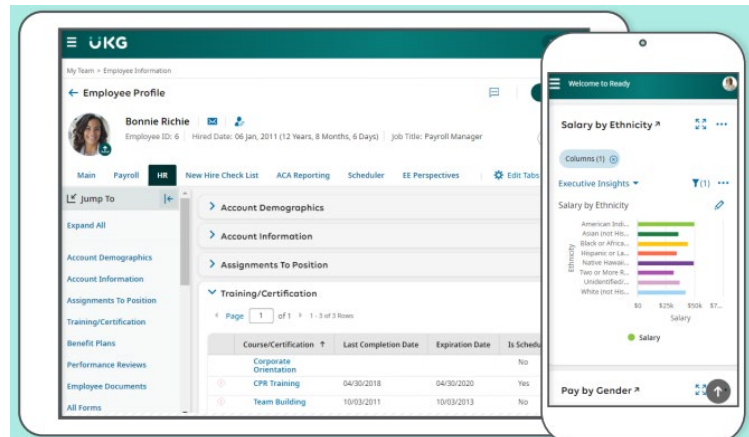
accessible anywhere at any time, reliable, affordable, continuously developed and upgraded, and worry-free.

UKG Brings Solutions

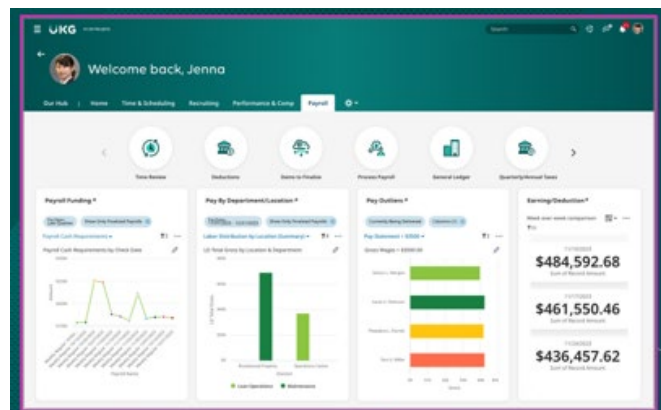
With **UKG Ready HCM**, *one single employee data record drives all modules and delivers visibility across the City's expansive employee population* to address the City's key objectives.

Modernize HR and payroll processes for city employees and departments with tax filing services

UKG Ready HR provides a single system for all employee records and HR functions — from recruiting, onboarding, and training to benefits, performance, and compensation. **UKG Ready HR** enables the City to automate core HR functions, including onboarding and benefits management, while providing a single database that stores and tracks all employee information in one place.



UKG Ready Payroll puts the City in complete control of your payroll process, allowing you to process payroll on your own schedule and complete special check runs, like commissions or bonuses, without worrying about extra charges. **UKG Ready Payroll** is an end-to-end, full-service solution that enables the City to simplify payroll processes, eliminate errors, and provide a best-in-class employee experience. The City can improve strategic business decisions by gaining real-time visibility and comprehensive insights into your payroll data.

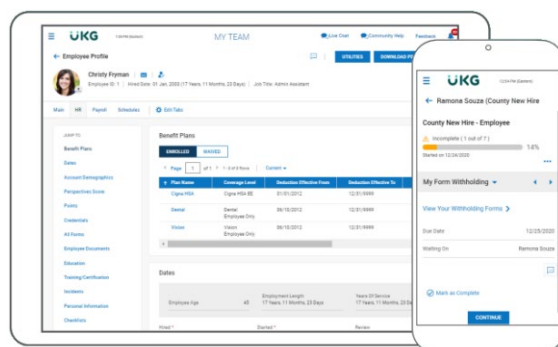


To meet the City's requirements for year-end payroll and tax services, **UKG Ready Payroll Services** increases payroll efficiency, reduces operating expenses, and alleviates tax reporting administration so you can free up time to focus on more strategic priorities. **UKG Payroll Services** provides the flexibility to leverage all, or some of, our post-payroll and tax filing services, including check printing, employee direct deposit, garnishment processing, new-hire reporting, and W2, and 1099 filing. Offering regulatory expertise, **UKG Payroll Services** eliminates the need for the City to keep up with all the changing requirements, regulations, and strict file formats and deadlines. Our team delivers expertise across all states to ensure your post-payroll and tax filing processes are compliant with all state and local regulations and requirements that apply to the City.

Services	UKG Payroll Services	UKG Payroll Services with SmartCheck™
Tax deposits and filing	✓	✓
Check printing and direct deposit	✓	✓
Garnishment and vendor payments	✓	✓
W2 and 1099 filing	✓	✓
New-hire reporting	✓	✓
Issuance of employee checks from UKG Payroll Services bank account	✗	✓
Reconciliation and tracking of checks issued on UKG Payroll Services bank account	✗	✓

Eliminate paper processes and reduce errors

With UKG, the City gains **one HCM solution, one HCM provider**. **UKG Ready HCM** enables the City's HR teams to streamline and automate processes, centralizing workforce data in one master system of record to reduce duplicate data entry, reconciliation requirements, errors, and data inconsistencies; and provide instant reporting across all areas of HCM. **UKG Ready HCM manages all your people data and processing in one place for your entire workforce**. With **UKG Ready HCM**, one business intelligence engine analyzes all facets of HCM at your fingertips.



UKG Ready HCM eliminates error-prone duplicate data entry and consistency issues that can occur across multiple systems. It provides standard and custom fields to cover the full range of HR requirements — from pre-hire to separation — so you can store and track all employee data in one location.

Electronic approvals and workflow for all processes leading to Payroll

To ensure the City's business processes are supported across all HCM services, **UKG Ready HCM** provides a flexible, intuitive workflow engine that enables you to reduce time on administrative tasks by automating your business processes step-by-step from start to completion — with minimal training and no

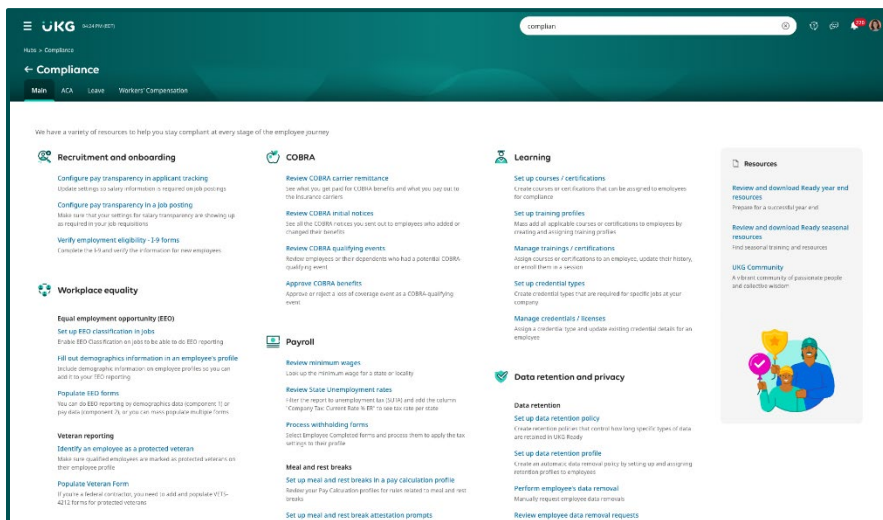
vendor services required. **You can easily create workflows using our graphic display, which helps you see the direction and actions associated with the workflow steps and other information, such as the person responsible for completing the action(s) displayed within the workflow.** Configurable steps can be easily added by dragging and dropping options within the workflow diagram, such as approve, reject, modify, or generate email, notification, SMS, and collect notes.

Sample configurable workflows address tasks such as time off and leave requests, HR actions, benefit plan change requests, job requisitions, and overtime requests. You can create as many steps and approval levels as needed. The City can configure payroll checklists that eliminate guesswork and ensure that all payroll processing steps are met. You have the flexibility to complete as many separate payroll runs as needed.

Ensure compliance with government labor laws and municipal regulations

The City requires a solution that adheres to local, state, and federal regulatory requirements to ensure all tax and labor laws are followed alongside occupational health and safety regulations. **To automate the City's compliance activity and minimize errors leading to non-compliance, our HCM solution offers our Compliance Hub.** This single source of truth delivers the necessary data for the City to manage compliance across your expansive employee population.

You can find all compliance resources and tools in one place, eliminating wasteful time spent searching for what you need to complete compliance tasks. From payroll and data retention to ACA and worker's compensation, the **Compliance Hub** provides you with a comprehensive, centralized location for all compliance related tools and connects you to valuable resources like checklists and guides.



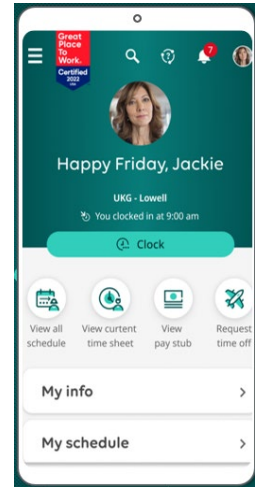
Integrate with existing public sector financial system, Munis Financial

The City requires an HCM solution delivering proven integration to its current Munis Financial system. **UKG Ready HCM** offers seamless integration to ensure accurate employee data is incorporated between **UKG Ready HCM** and Munis to support the City's current business systems. **UKG has partnered with Tyler for more than 20 years to support nearly 500 common customers. Additionally, Tyler is a UKG client, engaging our services across its employee population.**

Add employee self-service access for benefits, payroll, absences, schedules, and reporting

The City seeks a solution that is easy to use for its managers and employees to drive efficiency and engagement. **UKG Ready HCM offers innovative employee and manager self-service via our intuitive user experience driven by a modern, consumer-grade interface.** Our simplified workflows ensure greater user adoption and a better employee experience. Additionally, the City enables your employees to manage their experiences via the **UKG Ready HCM** mobile app, putting all HR tools at your fingertips whenever you need them.

Whether in the workplace, on the road, or working remotely, the City's employees can access the full system to stay informed, keep tasks moving, and make an impact on people and processes seamlessly. You can give your people the exact tools they need anytime, anywhere with personalized self-service options based on their role, common activities, location, and preferences. The City can build or access reports, charts, and even predictions and recommendations in real time on your mobile device to ensure you're always ready for strategic actions and conversations.



Strengthen data security and maintain transparency in payroll administration

The City requires a secure HCM solution to ensure data safety for its employees. **At UKG, data security is a top priority. UKG hosts and manages UKG Ready HCM on the ISO 27001 and SSAE 18 Type II compliant Google Cloud Platform with multilevel physical and logical security features.** Our Corporate Security Officer is the designated management representative responsible for implementing policies and procedures designed to protect and safeguard customers' workforce data.

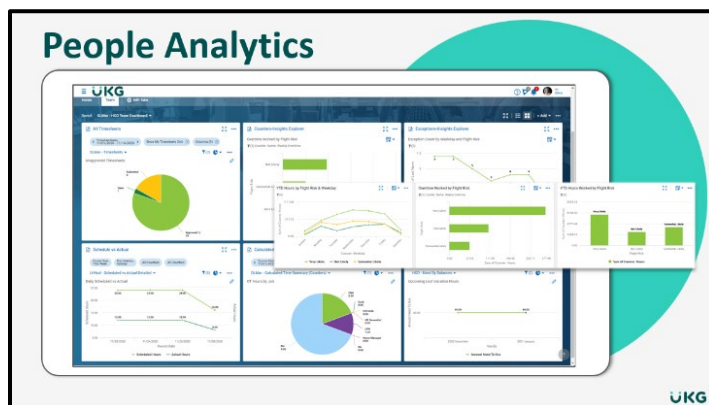
Data Collection and Encryption Options: The City's users access **UKG Ready HCM** cloud environment from a web browser or mobile device via encrypted Transport Layer Security (TLS) sessions using port 443. UKG InTouch terminal connections are Ethernet-based using port 80 or 443. They can utilize TLS to encrypt data transmission when you provide a digital ID certificate from a third-party vendor.

Secure Solution Login: **UKG Ready HCM** end-users authenticate using a unique password. UKG uses industry-standard, modern hashing algorithms to secure these passwords, and they are never stored in clear text. Your end-users may gain access to **UKG Ready HCM** via Single Sign-On (SSO). To implement Security Assertion Markup Language (SAML) 2.0, **UKG Ready HCM** requires an X.509 certificate, which may be self-signed. You will also need to provide the entity ID of your Identity Provider, such as ADFS 2.0, and a login redirect URL. Once a user is logged in via SSO, a multifaceted security profile controls the role-based functional and data access rights of supervisors and employees.

UKG Brings Differentiators

Ease of Reporting

The City requires access to data for real-time reporting and analytics to drive business decisions. **UKG Ready HCM has more than 150 standard reports.** Every standard report can be modified using the built-in, ad hoc reporting tools. The City can quickly and easily create reports with the data you need in the format that works best for your individual organization. Both detail and summary report formats are available.

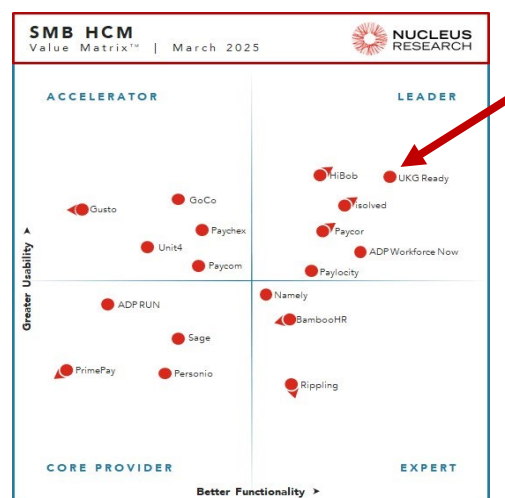


UKG Ready HCM also provides flexible, dynamic data visualization options as part of its people analytics tool suite to help you make smart decisions quickly. You can transform tabular reports into intuitive charts and graphs that highlight what's most important. With just a few clicks, you can pull multiple visuals into dashboards that focus on key metrics, so you can turn insight into action.

Modern, Efficient Solution

The City expects its preferred provider to deliver best practices toward deploying a modern, technology-forward platform to deliver comprehensive HCM services across its entire employee population. UKG offers the industry's most technologically advanced HCM solutions, as recently recognized when **UKG Ready received 2025's top overall ranking from Nucleus Research.**

In the [NUCLEUS RESEARCH SMB HCM TECHNOLOGY VALUE MATRIX™ 2025](#), the **UKG Ready Suite is named as an extremely strong LEADER**, recognized for being **"tailored to the needs of midsized organizations with enterprise-level requirements."** The 2025 report represents UKG's fifth year with **UKG Ready** in this Leader Quadrant.



Service Expertise

The City expects its provider partner to deliver exemplary customer support from well-trained and knowledgeable team members. At UKG, our people are the foundation for building lifelong partnerships. We focus on attracting and retaining the best talent, so the City gets to work with highly tenured and engaged experts who are invested in your success. This commitment is demonstrated in our high success rate of handling issues on the first try due to our expert level support.

UKG's service teams comprise tenured Project Managers and Consultant to guide your team through an efficient and proven process. ***With an average tenure of 6.75 years, our team members provide you with faster answers and fewer problems, resulting in lower total cost and improved time to value.***

Immediate Return on Investment

The City must consider its fiscal accountability as a component of its success deploying a new HCM solution to drive optimal operational efficiency. Aligned with feature functionality, UKG focuses on overall value for our clients as we develop our solutions and service models.

Free lifetime training

UKG delivers value for our clients, as ***training is provided free, we guarantee, throughout the lifespan of your contract.*** Our inclusive approach provides comprehensive training, learning, and resources for your entire contract life, at no additional cost. Our flexible learning options cater to your team's preferences, enabling you to learn when and how you want. This approach fosters increased adoption and knowledge, allowing you to optimally use our solution. By empowering your users to become more productive, the City can achieve a faster return on your investment.

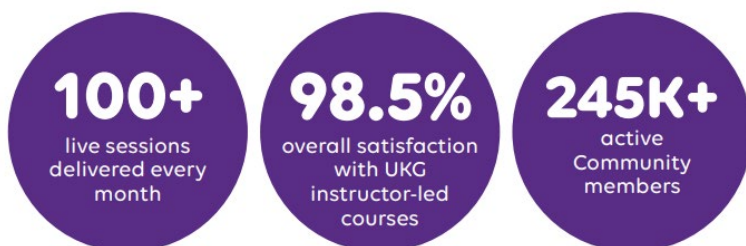
Ongoing system enhancements

The City seeks a cloud-based solution requiring minimal attention from its internal resources while maintaining enhanced feature functionality. **UKG Ready HCM** enables you to ***achieve your HCM goals without exceeding capital equipment budget*** or placing additional demands on your busy IT staff. Because **UKG Ready HCM** is hosted in the Google Cloud, you get 24/7 access to your solution. The City gains peace of mind knowing that experienced UKG technical consultants are managing the solution infrastructure and your data to help ensure high availability, reliable performance, and multilayer security. In addition, because updates take place in the cloud, you enjoy instant access to the latest software enhancements to help you manage your people processes for optimal results.

UKG Ready Community

To support the City's HR and Payroll initiative, and to optimize your client experience, UKG offers our customer *Community* as another valuable component of the **UKG Ready HCM** solution.

Community lets the City grow your expertise, expand your professional network, and influence our products through our customer events and programs. You can connect with peers and experts in our dynamic, growing *Community* at our annual conference and frequent regional events. The City can collaborate on product enhancements with the UKG team as your insights contribute to our product roadmap. The City can also share your experiences and expertise through our Insiders program. In fact, ***UKG's new feature requests from clients represent 40 percent of our research and development investment*** to drive product and service improvement inspired by user experience.



Public Sector Expertise

The City deserves a proven partner adept at navigating the unique requirements of public sector entities. UKG offers more than 40 years' experience working with government entities, with dedicated sales, presales, services, and support staff for public sector clients. UKG's track record includes more than 2,800 public sector customers, including more than 2,000 federal, state, and local government agencies across all 50 states.



2,000 governments and agencies

across all **50** states

3,500,000 government users

In fact, UKG currently supports 87 public sector clients throughout New England, including the City of Bangor, the City of Burlington, the City of Manchester, the City of Danbury, the City of Framingham, the City of Springfield, the City of Nashua, the Town of Natick, the Town of Bennington, Merrimack County, and York County.

Consultative Partner

The City seeks a proven provider aligned with your sense of community in support of your entire employee population. UKG prides itself on our consultative partnership approach with our clients, as demonstrated in our **Partner for Life** initiative.

As a **Partner for Life**, UKG proactively engages with our client organizations and commits to understanding their business goals and objectives, which allows us to anticipate their needs and guide each client down the right path. With scalability to deploy the City's immediate service scope now and include more complex services as your organization evolves, UKG is prepared to grow with you as you expand as an organization and a community.

We welcome the opportunity to demonstrate **UKG Ready HCM** and how our experience supporting other community-based public sector clients will benefit the City as you embark on modernizing and unifying your HR and Payroll ecosystem as a significant component of your future state initiative.

In the spirit of UKG's **Partner for Life** approach, we will collaborate with the City to structure a best-fit offering for you to ensure your employees gain an exemplary hire-to-retire experience while the City gains a comprehensive and integrated solution to streamline and consolidate processes throughout our service tenure.

With **UKG Ready HCM**, the City can select an HCM services partner that keeps the focus on what matters most – your employees and your community. We understand the distinct challenges the City faces supporting its diverse workforce, and we are poised to work with you to deploy our full-scope HCM solution to provide the City with the best service possible. **UKG Ready HCM** will drive efficiency, automation, compliance, and user satisfaction across your entire employee population. We are confident in our ability to deliver exacting services, compliant with regulatory requirements, to revitalize your HCM environment.

Partner for Life.



Inspiring people is our focus

Our people are the critical foundation to building lifelong partnerships that enable you to grow and evolve. That's why we focus on attracting and retaining the best talent, inspiring them to create top-notch solutions and provide superior service.



Inclusive and collaborative is our approach

With UKG, you get all the training, resources, and tools you need to be confident in your solution. And with our dynamic, collaborative Community and events, you're able to get the most out of your investment.



Premium partnership is our standard

We provide a premium experience and partnership to all our customers as our standard. With our unique model, you can leverage dedicated, trusted advisors for both your day-to-day support and your long-term business goals so you can optimize the value of your solution.

Proposal Requirements

Interested vendors must submit proposals covering the following in order and any deviations may be considered non-responsive and may be disqualified:

1. Experience in serving government agencies and municipalities. Include a Cover Letter (no more than one page) describing the software and services proposed relevant to the scope of work in this RFP.

Please refer to the first page of the RFP for our Cover Letter.

2. Product capabilities and attachments tailored to public sector HR and payroll. See Attachment 4.2 City of Biddeford HCM Payroll New Solution Requirements. Must respond to all questions, enter fees, add Notes as requested, and attach screenshots as required by requirement and follow the instructions on the Attachments tab of the City of Biddeford HCM Payroll New Solution Requirements spreadsheet.

Please refer to UKG's Response to Attachment 4.2 City of Biddeford HCM Payroll New Solution Requirements.

3. Pricing structure breakdown we would like this on the spreadsheet and in Word format to get a better understanding of all costs associated with the solution including implementation, training, licensing, ongoing maintenance, disaster recovery (indicate if this is included or a separate charge and include cost breakdown), full breakdown of cost of additional modules outlined in the Objectives for this Project section of this proposal above.

Please refer to UKG Proposal for City of Biddeford, ME for pricing information.

4. Security certifications and compliance measures

UKG is SOC 1 Type II and SOC 2 Type II. UKG also maintains ISO 27001, 27017 and 27018 Certifications.

5. Implementation timeline and training programs for city employees

The timeline for onboarding to your UKG solution will vary by customer and is directly driven by your ability to support the project with internal resources. UKG assigns skilled resources that can move quickly to onboard the solution. However, UKG manages onboarding in concert with the customer, not independent of them. Variables that affect the length of onboarding include the customer project team's availability, complexity of the solution design and integration; your organization's ability to manage change, type of training required and the onboarding strategy.

While most customers are implemented between 4 to 8 months, without a detailed onboarding strategy discussion, it would be inappropriate for UKG to propose a meaningful project duration, as this could serve to mislead and set expectations based on certain presumptions. Projects that contain multiple entitlements tend to gain efficiencies through concurrent onboarding. A UKG Project Manager will collaborate with the Customer Project Manager to develop a mutually agreeable, customer specific project plan.

We have included a sample implementation timeline for your review. The actual implementation timeline will be developed in collaboration with the City of Biddeford upon a formal discovery process.

Estimated Time Commitment Overview



UKG

At UKG, we understand that one size doesn't fit all regarding education. That's why we provide customized training to project team members, managers, administrators, and IT staff members. Our blended approach includes self-paced training, webinars, instructor-led training, and a user adoption resource center. We offer individualized, role-based, just-in-time learning to prepare your core project team and increase user acceptance of your new solution. Additionally, we provide instructor-led training, demonstrations, and hands-on education to ensure that your functional and technical team members are fully prepared for deployment and ongoing support for your solution. Our User Adoption Resource Center provides expert answers, coaching, and tools to ensure solution adoption.

6. References (3) from other municipalities located in the State of Maine (preferable) but will consider others so long as they are municipalities in similar size. Reference Entity Name, Reference Contact Name, Title, Phone Number, and Email Address are required for each Reference.

UKG works with over 200 municipalities across New England today. In an effort to protect our customers specific information we can provide you with some names, but will give you contact information upon our down selection. We would provide your City with the same level of confidentiality as a customer.

UKG does have a formal reference program , below are some accounts of similar size that have agreed to share their contact information

Reference #1: City of Oxford, MS - 350 Employees

Director of HR - Braxton Tullos - braxton@oxfordms.net 662-232-2453

Reference #2: County of Warren, VA - 350 Employees

Jane Meadows - Director of HR - jmeadows@warrencountyva.gov 540-636-4600x313

Reference #3: City of Noblesville, IN - 400 Employees

Debbie Nulliner - Payroll Manager - Dnulliner@noblesville.in.us 317-776-6328 x2211

Insurance

All City contractors must provide a Certificate of Insurance. You must carry the insurance policies required below. This includes general liability, automobile liability, workers compensation, professional/technology errors & omissions, and cyber liability insurance.

See attachment 24-25 UKG US-MA 5M Evidence COI for more information.

INSURANCE

The Contractor will insure, and will require each subcontractor to insure, as indicated, against the following risks to the extent stated below. The Contractor shall not commence work under this Contract, nor shall the Contractor allow any Subcontractor to commence work on its Subcontract, until the insurance required below has been obtained and corresponding certificate(s) of insurance have been approved by the City Risk Manager.

UKG takes exception to the extent that all subcontractor's will be required to obtain the same insurance requirements. A subcontractor may not be performing similar services compared to UKG, and some insurance requirements may be irrelevant or gratuitous given the subcontractor's scope of work.

Commercial General Liability

The Contractor shall procure and maintain during the life of this Contract, Commercial General Liability insurance including, but not limited to bodily injury, property damage, personal injury, and products and completed operations (unless determined to be inapplicable by the Risk Manager) in an amount not less than \$1,000,000 per occurrence. This policy shall also provide contractual liability in the same amount. Contractor's coverage shall be primary and non-contributory and list the City of Biddeford, its officers, officials, agents and employees as additional insureds. Contractor shall require all subcontractors under this Contract (if any) to procure and maintain insurance meeting the above criteria, applying on a primary basis and listing the City of Biddeford, its officers, officials, agents and employees as additional insureds.

UKG takes exception to the extent as set forth below:

During the Agreement and for a minimum of three (3) years after termination of the Agreement, UKG shall maintain appropriate insurance coverage and will provide appropriate Certificates of Insurance if requested by the City. UKG presently maintains insurance coverage rated 'A-' "Excellent" by A.M. Best for the following risks in the following minimum amounts in United States Dollars:

- Comprehensive General Liability Insurance: \$2 million aggregate; \$1 million per occurrence, including \$1 million personal injury.
- Business Auto: \$1 million combined single limit bodily injury and property damage liability.
- Umbrella: \$5 million aggregate, \$5 million per occurrence.
- Workers' Compensation: as required by statute.

- Errors and Omissions (which includes Cyber Liability coverage): \$5 million aggregate, \$5 million per occurrence.

The City may be included as an additional insured via blanket endorsement for General Liability and ongoing operations. Such protection shall be primary and non-contributory with respect to the City's insurance, but only with respect to UKG's sole negligence. Upon a written request, such blanket endorsement shall be provided to the City.

UKG requires all subcontractors to maintain insurance as needed per the deliverables and/or services they are providing. Any liability arising out of the service/work product that subcontractors provide on behalf of UKG would be covered by UKG's policy.

Worker's Compensation

The Contractor shall procure and maintain during the life of this Contract statutory Workers' Compensation insurance as required by the State of Maine. The Contractor shall also carry Employers Liability limits of at least \$100,000 Each Accident, \$100,000 Disease – Each Employee, and \$500,000 Disease – Policy Limit. Contractor shall require all subcontractors under this Contract (if any) to procure and maintain such insurance, covering each subcontractor. Professional/Technology Errors & Omissions. The Contractor shall procure and maintain Professional liability insurance, covering technology errors and omissions, with coverage of not less than \$3,000,000 per claim and in the aggregate. Coverage shall include, but not be limited to, both liability and property loss exposures including technology services, technology products, media content, network security breaches, extortion threats, crisis management expense, and business interruption and negligent acts, errors, mistakes, and omissions arising out of the work or services performed by Contractor, or any person employed or contracted by Contractor. If such policy is a "claims made" policy, all renewals thereof during the life of the Contract shall include "prior acts coverage" covering at all times all claims made with respect to Contractor's work performed under the Contract. This coverage must be kept in force for a period of six (6) years after the services have been accepted by the City.

UKG takes exception to the extent as set forth below:

During the Agreement and for a minimum of three (3) years after termination of the Agreement, UKG shall maintain appropriate insurance coverage and will provide appropriate Certificates of Insurance if requested by the City. UKG presently maintains insurance coverage rated 'A-' "Excellent" by A.M. Best for the following risks in the following minimum amounts in United States Dollars:

- Comprehensive General Liability Insurance: \$2 million aggregate; \$1 million per occurrence, including \$1 million personal injury.
- Business Auto: \$1 million combined single limit bodily injury and property damage liability.
- Umbrella: \$5 million aggregate, \$5 million per occurrence.
- Workers' Compensation: as required by statute.
- Errors and Omissions (which includes Cyber Liability coverage): \$5 million aggregate, \$5 million per occurrence.

Cyber Liability

Contractor shall procure and maintain during the life of this Contract, Cyber and Privacy insurance with limits of not less than \$3,000,000 per claim and in the aggregate. Coverage shall include , but not be limited to, coverage for unauthorized access, denial of service attacks, computer viruses, transmission of malicious code, and failure of security; breach of privacy and the failure to protect and disclosure of personally identifiable information, payment card information, and health information; and violation of any federal, state or local law or regulation in connection with the protection of information, including coverage for fines and penalties to the extent allowed by applicable law. If such policy is a “claims made” policy, all renewals thereof during the life of the Contract shall include “prior acts coverage” covering at all times all claims made with respect to Contractor’s work performed under the Contract.

UKG takes exception to the extent as set forth below:

During the Agreement and for a minimum of three (3) years after termination of the Agreement, UKG shall maintain appropriate insurance coverage and will provide appropriate Certificates of Insurance if requested by the City. UKG presently maintains insurance coverage rated 'A-' “Excellent” by A.M. Best for the following risks in the following minimum amounts in United States Dollars:

- Comprehensive General Liability Insurance: \$2 million aggregate; \$1 million per occurrence, including \$1 million personal injury.
- Business Auto: \$1 million combined single limit bodily injury and property damage liability.
- Umbrella: \$5 million aggregate, \$5 million per occurrence.
- Workers’ Compensation: as required by statute.
- Errors and Omissions (which includes Cyber Liability coverage): \$5 million aggregate, \$5 million per occurrence.

Acceptability of Insurers

The above-required insurance is to be placed with insurers who have an A.M. Best rating of no less than AA- (A minus) and a Financial Category rating of no less than VII.

UKG presently maintains insurance coverage rated 'A-' “Excellent” by A.M. Best

Proof of Insurance, Approval

The Contractor shall provide the City with certificate(s) of insurance showing the type, amount, effective dates, and expiration dates of required policies prior to commencing work under this Contract. Contractor shall provide the certificate(s) to the City's representative upon execution of the Contract, or sooner, for approval by the City Risk Manager. If any of the policies required above expire while this Contract is still in effect, Contractor shall provide renewal certificate(s) to the City for approval. Certificate Holder language should be listed as follows: City of Biddeford ATTN: Risk Management, 205 Main Street, Biddeford, ME 04005. The Contractor shall provide copies of additional insured endorsements or insurance policies, if requested by the City Risk Manager. The Contractor and/or Insurer shall give the City thirty (30) days advance written notice of cancellation, non-renewal or material changes to any of the above-required policies during the term of this Contract.

UKG takes exception to the extent as follows: UKG shall provide a COI evidencing the aforementioned coverages upon City's request. UKG does provide notice of cancellation to its customers. However, it is extremely unlikely UKG would ever have our insurance canceled, because of the significant risk it would place on UKG.

Signature Affidavit

Proposer's Certification:

By submitting this proposal, we certify that:

- This entire proposal, including the Price Proposal, has been developed independently and
- not in collusion with other proposers or anyone competing for the award of this RFP.
- We have not knowingly disclosed the contents of this proposal to any other proposer,
- anyone competing for the award of this RFP.
- We have not taken any action that would interfere with free competition on this RFP.
- We have not violated any laws in the submission of this proposal or participation this RFP.
- All information in this proposal is true and accurate to the best of our knowledge.
- Agreement to comply with all terms of RFP:

By submitting this proposal, we agree to comply with all of the terms, conditions, and specifications of this RFP, and any contract awarded under this RFP.

COMPANY NAME Kronos SaaShr, Inc., a UKG Company

SIGNATURE  DATE 6/18/2025

PRINTED NAME Pat Bennet TITLE OF PERSON SIGNING GVP of Sales

Important Legal Information For Software And Technology Contracts

(Contracts over \$25,000/year)

The City's Contract for Purchase of Services (Software/Technology) must be used as the primary contract when purchasing professional IT services, training, data conversion, implementation, subscriptions, support and maintenance, hosting, and software that is delivered as SaaS. This contract template must be completed and customized for each project. It provides the legal "boilerplate" and mandatory requirements unique to the City of Biddeford, such as nondiscrimination, affirmative action, public records compliance, and network security. Software or SaaS Licensing Terms – the contract must include, as attachments, additional legal terms covering the City's use and access to any proprietary software, SaaS, cloud hosting services, and both parties' intellectual property rights.

Please refer to UKG's Legal Disclaimer.

Vendor Contract Documents and Legal Terms:

Biddeford does not have a standard software license or SaaS subscription agreement. The selected contractor is expected to provide legal terms specific to their software solution. This could include an end user license agreement (EULA), SaaS subscription agreement, Service Level Agreements (SLA) for up time and response times, support and maintenance services, confidentiality language (if any), data security and privacy, sample hosting agreements, and any other contract forms appropriate for the proposed solution. The City may use your contract together with our Contract for Purchase of Services, after review and negotiation by the City Attorney. The City reserves the right to negotiate all contract documents. The City does not sign vendor contracts or agree that your contract will be the "top" paper, but will negotiate a contract that contains agreed language to protect both parties, using the City's form as the basis for the contract.

Please refer to UKG's Legal Disclaimer.

Scope of Work (SOW):

For projects with implementation or other professional services, the vendor must provide a comprehensive Scope of Work/Scope of Services describing every stage of the project in detail, and may also include a project schedule or methodology for creating the project schedule. The parties will work together to prepare the final SOW to be attached to the contract. If change control procedures are needed, use the attached Change Control Procedure and Form.

UKS SOW's can be found here: <https://www.ukg.com/services-descriptions>

Please refer to the Workforce Ready section for specific details.

UKG Attachments

- UKG Proposal for City of Biddeford, ME
- 24-25 UKG US-MA 5M Evidence COI

UKG Proposal for City of Biddeford, ME

See the following page for the attachment.



Date: 6/17/2025

UKG Ready Proposal



City of
Biddeford

Attn: Dana Guillereault
City of Biddeford
205 Maine Street
Biddeford, ME 04005

SaaS Services

Item	License/Qty	Unit Price	Price
UKG Ready Time	350	\$3.00	\$1,050.00
UKG Ready Accruals Manager	350	\$0.50	\$175.00
UKG Ready Payroll	350	\$4.75	\$1,662.50
UKG Ready HR	350	\$3.00	\$1,050.00
UKG Ready ACA Manager	350	\$0.25	\$87.50
UKG Ready Leave	350	\$0.75	\$262.50
UKG Ready Scheduler	350	\$1.25	\$437.50
UKG Ready Performance	350	\$0.50	\$175.00
UKG Ready Recruiting	350	\$0.50	\$175.00
UKG Ready Benefits	350	\$2.75	\$962.50
UKG Ready Cobra Administration Services	350	\$0.75	\$262.50
UKG Document Manager	350	\$1.00	\$350.00
UKG Ready Compensation planning	350	\$0.50	\$175.00
UKG Ready Learning	350	\$1.75	\$612.50
Minimum Monthly Total:			\$7,437.50

Setup Fees

Item	Total Price
UKG Ready Setup Fee	\$30,000.00
Total Price:	\$30,000.00

Quote Summary

Item	Total Price
Monthly Subscription Services	\$7,437.50
Total Annualized Software Costs	\$89,250.00
One Time Setup Fees	\$30,000.00



24-25 UKG US-MA 5M Evidence COI

See the following page for the attachment.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

12/17/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
MARSH USA, LLC.
99 HIGH STREET
BOSTON, MA 02110
Attn: Boston.Certrequest@marsh.com

CN101980216-US-MA-HgLim-24-25 EOC 5M

INSURED
UKG Inc.
900 Chelmsford Street
Lowell, MA 01851

CONTACT

NAME:

PHONE
(A/C, No, Ext):FAX
(A/C, No):E-MAIL
ADDRESS:**INSURER(S) AFFORDING COVERAGE**

NAIC #

INSURER A: Federal Insurance Company

20281

INSURER B: Great Northern Insurance Company

20303

INSURER C: ACE American Insurance Company

22667

INSURER D: Arch Insurance Company

11150

INSURER E:

INSURER F:

COVERAGES**CERTIFICATE NUMBER:**

NYC-011710951-06

REVISION NUMBER: 14

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR ☐ ☐ GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☐ PRO-JECT ☐ LOC ☐ OTHER:			3606-40-33	12/01/2024	12/01/2025	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
B	AUTOMOBILE LIABILITY ☒ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY ☐			7361-70-85	12/01/2024	12/01/2025	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	☒ UMBRELLA LIAB ☒ OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE ☐ DED ☒ RETENTION \$ 10,000			7819-27-57	12/01/2024	12/01/2025	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? ☒ Y ☒ N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	7183-44-74	12/01/2024	12/01/2025	☒ PER STATUTE ☐ OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
D	CYBER / TECH E&O / PROF LIAB			NPL0067548-03	12/01/2024	12/01/2025	LIMIT \$ 5,000,000
A	COMMERCIAL PROPERTY			3606-40-33	12/01/2024	12/01/2025	ALL RISK

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Evidence of coverage - See Additional page for complete list of US Insured Entities

CERTIFICATE HOLDER

UKG Inc.
900 Chelmsford Street
Lowell, MA 01851

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE
of Marsh USA LLC

Marsh USA LLC

© 1988-2016 ACORD CORPORATION. All rights reserved.



ADDITIONAL REMARKS SCHEDULE

Page 2 of 2

AGENCY MARSH USA, LLC.		NAMED INSURED UKG Inc. 900 Chelmsford Street Lowell, MA 01851
POLICY NUMBER		
CARRIER	NAIC CODE	EFFECTIVE DATE:

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
FORM NUMBER: 25 FORM TITLE: Certificate of Liability Insurance

US INSURED ENTITIES:

Ascentis Corporation
Ascentis Intermediate Holdings, Inc
Datamatics Management Services, Inc.
Digital Instinct LLC
Empower Software Intermediate Holdings,
Empower Software Solutions, Inc.
Financial Management Solutions, Inc.
Great Place To Work Institute, Inc.
Immedis, Inc.
Interboro Systems Corporation
Kronos Acquisition LLC
Kronos International Management LLC
Kronos SaaS, Inc.
Kronos Securities, LLC
Kronos Solutions, Inc.
Kronos Technology and Research Holdings, LLC
Kronos Technology Systems Limited
KWE Holding LLC
Optimum Solutions, Inc.
Time Link International Corporation
UKG Kronos Systems LLC
Unite Intermediate Corp.
Unite Parent Corp

Attachment 4.2 – HCM Payroll New Solution Requirements

See the following pages for the completed spreadsheet. Note, due to the format of the spreadsheet, some responses may not be completely visible in the printed version. We have included this document in its native Excel format as part of our email submission, along with our referenced screenshots.

Vendor Information

General Vendor Information

- 1

Primary contact for this proposal:

(a) Title:

(b) Email address:

(c) Direct phone number:

(d) Mobile number:

(d) Fax number:
- 2

Company's legal name:
- 3

Company's address:
- 4

Company website address:
- 5

Is company, any parent company or holding company publicly traded?

(a) If Yes, what is the applicable stock symbol?
- 6

In the previous three (3) years, how much has the company invested in network & system development?
- 7

In the each of the previous three (3) years, what was your client retention rate?
- 8

How many clients do you have on this comprehensive technology and services platform? In addition, are all clients on the same verison of the software? Please describe this in full detail including your release schedule for new versions of your software.
- 9

What is average client size on this comprehensive technology and services platform?
- 10

How many clients do you have in the Local Government industry? Please list 3 references preferrably in the State of Maine or in New England that are Local Government and roughly the same size as the City of Biddeford.
- 11

What is the average size of your Local Government clients?
- 12

How many employees does your company have?

(a) How many of those employees and/or outside resources are dedicated to software development?

(b) How many of those employees are dedicated to customer service?

(i) Where are the customer service employees physically located?

Responses

Ian Lesniewski
Sales Executive
Ian.Lesniewski@ukg.com
978-947-3045
978-337-2336
N/A
UKG Inc.
UKG has two primary headquarters:

● **Weston, Florida Headquarters:** 2250 North Commerce Parkway, Weston, FL 33326

● **Lowell, Massachusetts Headquarters:** 900 Chelmsford Street, Lowell, MA 01851

www.ukg.com
No.
N/A
Combined research and development (R&D) spending exceeded \$1.9 billion over the past 3 years. This marks one of the industry’s UKG's Customer Retention rate is above 90%. **UKG Ready retention rate: 92.9%**
As of June 2025, there are over 8,200 global UKG Ready customers. We have another 27,000 customers using our product through our expansive partner re-seller network. UKG Ready is a Software as a Service (SaaS) application. We only have the one version that all our customers utilize. You will never use an old, legacy version. All customers have the ability to configure the system based on their unique needs and will receive all system updates at the same time. UKG Ready will provide releases every 4 to 8 weeks.
UKG Ready has an average client size of 500 employees. However, our customers range in size from 100 employees to 10,000+ employees.
UKG works with over 3000 State & Local municipalities across the united states. We also work with various federal agencies such as the Department of Defence, TSA and Border Patrol. Our references can be found in section 6

Approximately 300-400 employees
UKG has more than more than 14,000 employees worldwide. Approximately 33% of UKG employees are in our EPIC organization, which includes Engineering, Product, Innovation and Cloud.
Approximately 44% of UKG employees are in Service, which includes support, implementation, etc.
Remotely across the US and internationally

External Vendor/Partner



Vendor Information

General Vendor Information

	Responses	External Vendor/Partner
13 Please select the products and services your company provides: (If an external vendor/partner is used, list vendor/partner in the last column)		
Recruiting/Applicant Tracking	Yes.	
Onboarding	Yes.	
Background checks	Yes.	
Drug testing	Yes.	
Employee data management (HCM, expanded HR related fields)	Yes.	
Time & attendance software	Yes.	
Timeclocks	Yes.	
Payroll software	Yes.	
Payroll processing service	Yes.	
Tax filing service	Yes.	
Garnishment payment service	Yes.	
Compensation management software	Yes.	
Performance management software	Yes.	
Learning management/training software	Yes.	
Leave administration software	Yes.	
Leave administration service	Yes.	
Benefits administration software	Yes.	
Benefits administration call center	No.	
COBRA administration	Yes.	
FSA/HSA/HRA administration	Yes.	
Health and welfare brokerage services	Yes.	
Retirement administration	Yes.	
Unemployment administration service	UKG does not offer claim administration services for the unemployment process.	
Workers compensation brokerage	Yes.	
Workers compensation administrative service	Yes.	
14 Do we have the ability to "test drive" your software in an environment, if requested, during the software demonstrations?	While this is not available for the demonstration, we will tailor demonstrations to accommodate scenarios that reflect resolutions to your critical business issues.	

There are two standard environments available after the implementation the software: production and sandbox. These two environments operate independently, without connecting the sandbox and the production environment. Users can experiment with different scenarios, assess potential outcomes, and make informed decisions before implementing changes in the live environment.



Vendor Information

General Vendor Information

15 How do you differentiate yourself from your competition? **300 words or less**

Responses

External Vendor/Partner

UKG brings solution differentiation for our public sector clients by understanding the distinct requirements of municipalities and local government agencies. UKG’s leadership stands through delivering workforce management as a critical component of the employee experience and business operation. UKG frequently encounters organizations holding misguided perceptions of the role of workforce management within an operational ecosystem. Many management teams inherently understand the critical link between time capture and accurate payroll. What they don’t typically acknowledge is the *complexity created by pay rules, multiple employee roles, union rules, and regulatory compliance driven by each employee’s individual work responsibilities* .

UKG has proven to our clients that *we know workforce management* and how it drives efficiency and compliance across an organization. By deploying our **UKG Ready Time** workforce management solution within the holistic **UKG Ready HCM** suite, *the City’s time tracking and scheduling program ensures synchronization with payroll to deliver accurate and compliant processes* . The result is the avoidance of data transmittal errors, inaccurate time calculations, and penalties resulting from noncompliance reflected through payroll errors. UKG’s HCM suite delivers *true value of an integrated workforce management ecosystem whereby time tracking and scheduling processes achieve complex calculations to deliver accurate and compliant payroll*.

We deliver customer service and experience differentiation through our **Partner for Life** approach:

Free lifetime training: UKG provides comprehensive training, learning, and resources for your entire contract life, at no additional cost.

Ongoing system enhancements: **UKG Ready HCM** is hosted in the Google Cloud, so the City gains instant access to the latest software enhancements without placing additional demands on your busy IT staff.

UKG Ready Community: UKG’s customer *Community* lets the City connect with peers and experts via our annual conference and frequent regional events, inviting collaboration on product enhancements and sharing your experiences and expertise through our Insiders program.



Fees and Billing

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Functions	One-Time Costs	Ongoing/Annual Costs	Notes
Core HR (Technology)	\$2,727.27	12,600.00	
Payroll (Technology)	\$2,727.27	16,800.00	
Payroll (Services-Tax Filing)	\$2,727.27	7,350.00	
Time and Attendance (Technology)	\$2,727.27	12,600.00	
Benefits Administration (Technology)	\$2,727.27	11,550.00	
Benefits Administration (Services)	\$0.00	0.00	included with Benefits Administration Technology
COBRA Administration (Services)	\$2,727.27	3,150.00	
FSA/HSA/HRA Administration (Services)	\$0.00	N/A	Not a service offered by UKG
Applicant Tracking/Recruiting (Technology)	\$2,727.27	2,100.00	
Onboarding (Technology)	\$2,727.27	0.00	Included with Core HR
Compensation Management (Technology)	\$2,727.27	2,100.00	
Performance Management (Technology)	\$2,727.27	2,100.00	
Learning Management/Training (Technology)	\$2,727.27	7,350.00	
Leave Administration (Technology)	\$2,727.27	3,150.00	
Leave Administration (Services)	\$0.00	0.00	Included with Leave Module
OSHA Safety Incidents (Technology)	\$0.00	0.00	Included with Core HR
Unemployment Administration (Services)	\$0.00	0.00	Included with Payroll
Drug Testing (Technology)	\$0.00	N/A	Provided by a third party - Could be UKG partner or your vendor of choice
Drug Testing (Services)	\$0.00	N/A	Provided by a third party - Could be UKG partner or your vendor of choice
Background Checks (Services)	\$0.00	N/A	Provided by a third party - Could be UKG partner or your vendor of choice
List other technology or services below			
UKG Timeclock	\$3500 per clock to buy \$150 - \$175 per month to rent	\$400 per year per clock \$0	



Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Implemenation	Responses	Score
1 What methodologies or resources do you use for capturing the current HR processes?	Our Data Conversion Center is equipped with seasoned professionals adept at transitioning data from a broad spectrum of HR/Payroll legacy systems to UKG Pro Workforce Management. This dedicated team utilizes its profound knowledge and expertise to offer guidance, share best practices, and extend unparalleled support throughout the conversion journey. At UKG, we have honed universal conversion tools, templates, and methodologies to ensure a consistent, high-quality process. Specific spreadsheet templates are prepared and validated for each customer, then seamlessly integrated into your UKG Pro Workforce Management solution. To facilitate the data conversion, we encourage you to submit reports from your legacy system containing the required data. UKG Pro Workforce Management will generate models to align the data with our import template format. We collaborate closely with you to confirm the accuracy of the data within the template, meticulously tracking any discrepancies and providing comprehensive control totals for record counts and payroll figures throughout the transition from the import templates to the UKG Pro Workforce Management system. Here’s a concise breakdown of the data conversion process: ● The customer’s project team extracts and refines current data from the existing HR/Payroll database. ● Under UKG’s expert guidance, the customer fills the UKG designed import template spreadsheet with the	1

2 What is the workflow for implementation?

The Launch methodology presents a framework that outlines how the project will progress from start to finish. The project team adheres to this framework to transition the customer’s existing human capital management and workforce management functions, where applicable, from the legacy provider to the Applications. UKG’s deployment methodology encompasses the following phases:

- **Welcome Phase:** Preliminary preparation includes four essential elements: UKG’s internal orientation meeting, customer preparation, an initial kickoff meeting for the project team, and software installation.
- **Requirements Phase:** UKG analyzes by interviewing key personnel from various functional areas. The information gathered during this analysis helps determine the current system setup, define the new system requirements, and identify the best alignment between the customer’s business needs and the functional capabilities of the UKG products.
- **Build Phase:** This phase involves configuration, integration, and conversion.
- **Test Phase:** Testing is a critical aspect of the Launch process. UKG recommends both functional and parallel testing.
- **Go-Live Phase:** This phase includes UKG supporting the customer during the first live processing of the implemented functionality. At this point, the consultant officially transfers the customer’s support to the UKG Product Support Team.

1

3	Please provide a sample implementation timeline and/or project plan.	The timeline for onboarding to your UKG solution will vary by customer and is directly driven by your ability to support the project with internal resources. UKG assigns skilled resources that can move quickly to onboard the solution. However, UKG manages onboarding in concert with the customer, not independent of them. Variables that affect the length of onboarding include: customer project team's availability, complexity of the solution design and integration; your organization's ability to manage change, type of training required and the onboarding strategy. While most customers are implemented between 4 to 8 months, without a detailed onboarding strategy discussion, it would be inappropriate for UKG to propose a meaningful project duration, as this could serve to mislead and set expectations based on certain presumptions. Projects that contain multiple entitlements tend to gain efficiencies through concurrent onboarding. A UKG Project Manager will collaborate with the Customer Project Manager to develop a mutually agreeable, customer specific project plan. We have included a sample implementation timeline for your review. The actual implementation timeline will be developed in collaboration with the City of Biddeford upon a formal discovery process.	1
4	Is implementation managed by a single contact or separate contacts per component?	Your assigned Project Manager will manage all components of the implementation.	1
5	What are the core qualifications of an implementation project manager? What are the qualifications of an Implementation Consultant?	Project Managers are the foundation of each onboarding engagement. They ensure your project is optimally coordinated and executed by following our proven methodology. Their skill sets are exemplified by the certifications they hold: PMP certification (Project Management Professional), HRCI's SPHR certification (Senior Professional in Human Resources), and American Payroll Association's FPC (Fundamental Payroll Certified) or CPP (Certified Payroll Professional). UKG Consultants are a team of seasoned professionals is integral to analyzing and designing your system, imparting best practices that enable you to recognize the most value from your solution. Certifications include: MCSE (Microsoft Certified Systems Engineer), CCNP (Cisco Certified Network Professional), and American Payroll Association's FPC (Fundamental Payroll Certified) or CPP (Certified Payroll Professional, and specializing in web architecture, Java, and XML languages.	1
6	Is a separate technical contact/systems developer included on the implementation team?	Your implementation team will include an Integration Consultant(s) who: ● Facilitates discussions to collect interface design requirements. ● Configures and tests interfaces. ● Supports questions on the function and usage of each.	1

7	What measures are taken to ensure the implementation timeline is adhered to? When the client causes the delay? When the vendor causes the delay? UKG’s deployment methodology includes the following phases: ● Plan: Preliminary preparation involves four essential elements: UKG’s internal orientation meeting, customer preparation, initial project team kick-off meeting, and software installation. ● Assess: UKG will analyze the situation by interviewing key people from different functional areas. Information gathered during the analysis process is used to determine the current system setup and the new system definition requirements and allow us to choose the best fit between the customer’s business requirements and the functional capabilities of the UKG Ready products. ● Build & Build Review: This phase includes configuration, integration, and conversion. ● Test & Certify: Testing is one of the most critical functions of the Launch process. UKG recommends functional and parallel testing. ● Deploy & Support: This phase consists of UKG assisting the customer with the first two live payroll processes, the application rollout, and the support transition.	1
8	Describe the composition of the implementation team, including the roles and responsibilities for each member. UKG will assign project team resources based on availability and bandwidth at the time of contract and the final scope of the project. Should UKG be considered a finalist, we are happy to provide additional details regarding potential project resources and their relevant experience. Below is a summary of the UKG project team roles and typical experience. Depending on the final scope, the UKG project team may consist of the following UKG personnel: <u>Practice Manager</u> ● Responsible for Customer’s overall satisfaction with the UKG project ensuring that quality resources, as well as quality processes and standards, are applied to each task. <u>Project Manager</u> ● Collaborates with the Customer PM to align the desired project outcomes, producing key results related to the customer’s critical business needs. ● Facilitates business process dialogue and, along with the rest of the UKG project team, ensures the UKG solution will meet the Customer Relationship criteria. ● Monitors the project throughout its life cycle – including scope management, change control, issue management, risk management, quality management, resource management, communication management, financial management and schedule management.	1

9	When does the implementation/project manager cease to be the primary contact for the client?	At Go Live. The final step of your deployment is for you to transition to our support team, UKG Customer Relationship. Shortly after transitioning to support, we partner with your team — empowering you to improve adoption, critical processes, and system utilization. That way, your organization is prepared to hit the ground running for a strong start and early success. ● Phase 1: Foundation ● Explore the essentials for building your solution knowledge. Just-in-time, tailored engagements set a strong foundation and ensure readiness during your critical first months after you transition to support. ● Phase 2: Growth ● Collaborate with mentors who make your success their priority. With your unique business needs in mind — explore functionality through curated experiences and expert-led guidance to improve your utilization and adoption of your solution. ● Phase 3: Confidence ● We join you in celebrating your progress and your continued success. Continue to grow your expertise and confidence in your solution to prepare you for success now and as your business needs evolve in the future.	1	
10	Who does the client contact for additional setup and general assistance after implementation is complete?	During the deployment phase (go-live), UKG will assist you with the first live processing of the implemented functionality. This phase includes deliverables such as checks and direct deposit advice for employees, interfaces with third-party vendors, and the use of UKG Ready's Time and Attendance solution, among others. The Launch Team will support you for at least two live payrolls before transitioning to support. After these initial payrolls, UKG will conduct a warm handoff between your Launch Team and your Support Team to ensure a smooth transfer of knowledge. You will also know exactly who to contact for assistance moving forward.	1	
11	What is your communication/meeting protocol during implementation?	The frequency of meetings/conference calls and method of communication are discussed and scheduled during the Welcome Phase of deployment. A comprehensive communication plan is a deliverable during this phase of the project.	1	
12	All virtual meetings require the use of Microsoft Teams. Confirm that you agree to this in the Response column.	UKG Currently utilizes Teams	1	Total

13	How long does a typical implementation last? Please use Onboarding, Core HR, Time and Attendance, Payroll, Payroll Tax Filing Services, Employee/Manager Self Service, Benefits as the proposed timeline.	Our UKG Launch project team typically sends a welcome email to the customer within a week of signing the contract. The timeline for implementing your UKG solution may vary based on customer availability and readiness, product selection, and UKG resource availability. However, implementation usually begins within four weeks after the contract signing. It typically takes about 120 to 150 days for the core modules to be fully operational. Integrations, on the other hand, may take approximately 90 days, and we do not guarantee that these will be live at the time of the initial go-live date.	13
----	--	---	----

Support		Score
1	Does your implementation process include a. How is the training provided? In-person, online, webinar, etc.?	1
		1
2	When adding additional components after implementation, is the training on that component included?	1

	a. How is the training provided? In-person, online, webinar, etc.?	All training is provided as virtual and self-paced sessions that offer hands-on exercises to reinforce learning and solution knowledge. In addition, clients have 24x7 access to online modules – so knowledge management is at your fingertips at any time.	1
3	What ongoing training and/or self-service support is available (this does not include technical support)?	Our inclusive approach provides comprehensive training, learning, and resources for your entire life, at no additional cost.	1
4	Is training provided on a standard/demo system, the client’s configured/customized system or a combination of both? In addition, do you provide a training and production environment? How is the training environment updated?	User training is included in the customer's implementation training and does not require a training tenant. The training database would be refreshed from the production database for customers with a non-production tenant dedicated to user training. UKG provides an integration extension to facilitate anonymizing personally identifiable employee data while keeping employee transactional data (punches, totals, schedules, etc.) in place.	1
5	How would the administrator receive support (e.g., process flow change)? (i.e., phone, call center, online case mgmt.)	Partner for Life Ready Support Services UKG Partner for Life enhances business outcomes through customized success paths and technical expertise. Our comprehensive customer experience, which encompasses our subscription, includes our engaged team, inclusive approach, and proven track record, is included in your subscription. This partnership fosters enduring connections between you and your organization. Dedicated Support Team UKG Global Support provides unparalleled post-implementation support through our small team approach. This ensures that support teams are composed of 8-10 employees with a single manager. Upon customer transition from implementation to support, a dedicated team is assigned. This approach guarantees customer success as the uniquely trained team possesses industry expertise and comprehensive customer knowledge. Support Services ● Support Hours: 8 am to 8 pm local time on business days. For details on our Support Policies and Services, visit https://www.ukg.com/support-policies-and-services. ● 24x7 Mission Critical Support: We provide immediate and ongoing support for critical issues, including system or module downtime, significant system degradation, data corruption, or other related factors. International support hours vary by geography and product; please refer to your sales agreement for specific details.	1

	a. What are the hours and contact methods (online, phone, etc.)?	Support Services ● Support Hours: 8 am to 8 pm local time on business days. For details on our Support Policies and Services, visit https://www.ukg.com/support-policies-and-services. ● 24x7 Mission Critical Support: We provide immediate and ongoing support for critical issues, including system or module downtime, significant system degradation, data corruption, or other related factors. International support hours vary by geography and product; please refer to your sales agreement for specific details.	1
	b. What is the average turnaround time frame to process the process change/request?	UKG Customer Relationship responds to customer support calls in an average of 90 seconds or less. Our customer support center is designed to make your service call successful in the fastest time possible. Support requests will be serviced under the following guidelines: ● High Priority: A critical customer problem, such as the software being “down” and the customer being unable to utilize the software, will have a response time within thirty (30) minutes or immediately via Rapid Response. ● Medium Priority: A serious customer problem impacting the ability to utilize the software effectively will have a response time within one (1) business hour or immediately via Rapid Response. ● Low Priority: A non-critical problem with an acceptable workaround will have a response time within two (2) business hours. For additional information on our Support Policies and Services, visit https://www.ukg.com/support-policies-and-services	1
6	If the client’s administrator is replaced, describe the training process the administrator would receive.	At UKG, we understand that one size doesn't fit all regarding education. That's why we provide customized training to project team members, managers, administrators, and IT staff members. Our blended approach includes self-paced training, webinars, instructor-led training, and a user adoption resource center. We offer individualized, role-based, just-in-time learning to prepare your core project team and increase user acceptance of your new solution. Additionally, we provide instructor-led training, demonstrations, and hands-on education to ensure that your functional and technical team members are fully prepared for deployment and ongoing support of your solution. Our User Adoption Resource Center provides expert answers, coaching, and tools to ensure solution adoption.	1

7	How would managers receive support (e.g., report help)?	Support is included with your purchase of a UKG solution. Support includes 24/7 Mission Critical support for infrastructure outages – if your system is down, we'll get you back up and running quickly. For support cases and coverage, City of Biddeford will receive electronic callback support from 8 a.m. to 8 p.m. local time, Monday through Friday. We also include access to the Community where you can open and manage support cases, submit comments, collaborate and vote on product ideas, and access product documentation, service releases, and technical assistance. The Community offers online access to web-based case logging and tracking – a comprehensive, searchable knowledge base of product information and customer forums for customers to connect, partners, and UKG employees to collaborate and discuss using our solutions, system documentation, and technical tips. Support calls are routed through our UKG Customer Relationship team. A call coordinator triages the call and determines the priority based on the issue and your need. Customers registering with their site ID are automatically routed to the support group queue specific to their product. Response times are determined by priority level as indicated below, and the call coordinator prioritizes calls based on the following service level agreement: Priority Based Support UKG Customer Success Center "Business Hours" hours: 8 am to 8 pm local time on business days. For details on our Support Policies and Services, visit https://www.ukg.com/support-policies-and-services. The UKG Customer Success Center can be contacted through a single phone, email, or web address: ● Telephone: 1 800-394-help ● Email: support@ukg.com ● Online - from the UKG Global Support website: https://community.ukg.com For details on our Support Policies and Services, visit https://www.ukg.com/support-policies-and-services.	1
	a. What are the hours and contact methods (online, phone, etc.)? Vendor has multiple contact methods.		1
	b. What is the average response time frame? Vendor can show this information.		1

8	Vendor has support, including priority support for urgent cases? How would employees and managers receive support?	UKG provides support on a "priority" basis. As such, customers with the most critical request(s) will be serviced first, pursuant to the following UKG guidelines: ● Support Hours: ● High Priority: 24/7/365 , Thirty (30) minutes or immediately via Rapid Response ● Medium Priority: Monday - Friday 8:00 am - 8:00 pm local time , One (1) business hour or immediately via Rapid Response ● Low Priority: Monday - Friday 8:00 am - 8:00 pm local time , Within two business (2) hours ● 24x7 Mission Critical Support: Immediate and ongoing support for a critical issue with no available workaround when the system or a module may be down, major system degradation or data corruption is experienced, or other related factors are present	1	
	a. What are the hours and contact methods (online, phone, etc.)? Vendor support is available during Eastern Hours day time.	Support Hours: 8 am to 8 pm local time on business days. For details on our Support Policies and Services, visit https://www.ukg.com/support-policies-and-services . The UKG Customer Success Center can be contacted through a single phone, email, or web address: ● Telephone: 1 800-394-help ● Email: support@ukg.com ● Online - from the UKG Global Support website: https://community.ukg.com	1	Total
9	Do you record support calls, track calls and incidents?	Yes, you will have access to our UKG Community where you can track the progress of your support-related incidents.	1	16

Security & Business Continuity		Responses	Custom	Future	3rd Party	Not Available	Notes	Score
1	Is your solution SSAE compliant?	Existing Yes						4
	a. Please provide the most recent audit report (SOC1 & SOC2) for your system.						UKG can share the SOC reports once a signed NDA is in place.	0
2	For SaaS and hosted solutions, do you host your own software or use a third-party hosting vendor?				Yes		UKG Ready is hosted in the Google Cloud.	1
	a. If third-party, who is the third-party vendor? (answer other related questions regarding the vendor)				Yes		UKG Ready is hosted in the Google Cloud.	1
3	How is the user connection (web interface) secured?	Yes					Yes, data in transit is encrypted using Transmission Layer Security (TLS) version 1.2 or higher.	4

a. Who is responsible for resetting passwords (i.e., client, vendor)		UKG Ready offers a secure and efficient process for handling forgotten passwords and account lockouts, ensuring minimal disruption to your employees.	4
	Yes	1. Self-Service Password Reset: Employees can easily initiate a password reset by selecting the "Forgot Password" option on the login page. This process includes a series of security questions or verification steps to confirm their identity. 2. Email Verification: Upon successful identity verification, a password reset link is sent to the employee's registered email address, allowing them to securely set a new password. 3. Security Questions: Our platform supports the use of pre-set security questions, providing an additional layer of identity validation before proceeding with the password reset. 4. Administrator Assistance: For cases where self-service options are insufficient, employees can reach out to their system administrator or IT support team. Administrators can manually reset passwords and unlock accounts through the administrative dashboard, following established security protocols.	
4 How does your solution ensure data integrity and external threats to data security?	Yes	UKG's cloud service is designed with multiple layers of security to prevent unauthorized access, viewing, or modification of data. UKG implements strict access controls based on the principle of least privilege, ensuring that only authorized personnel can access sensitive information. All data in transit and at rest is encrypted using industry standard protocols. Remote access to our cloud environment is secured through VPN with multi factor authentication, and all access is logged and monitored. Additionally, UKG employs intrusion detection systems and redundant firewalls to protect against external threats.	4

	a. If your solution includes separate databases, file feeds, and/or APIs, what security features are in place for each of those transactions?	Yes	Customer data is separated by a unique customer ID within the environment, ensuring customer data is logically distinct from other customer data. A secure API gateway controls access to each tenant and traffic is resolved by tenant ID. Role based access is in place ensuring users can access data based on business need only. UKG's encryption methods include using TLS 1.2 or higher for data in transit, while data at rest is using self-encrypting drives with AES-256 encryption and secure network protocols such as SFTP for file transfers. UKG also utilizes Real time monitoring and threat detection mechanisms.	4
5	What is your disaster recovery plan?	Yes	UKG maintains a comprehensive Disaster Recovery Plan (DRP) for product environments, allowing an emergency secondary location to take over production duties in case of a catastrophic failure. Our DRP includes roles and responsibilities, sequential procedures, communication plans, and validation procedures. It is tested annually to ensure recovery within established objectives.	4
6	Over the past 12 months, has your solution experienced any service outage (scheduled or non-scheduled) greater than two hours?	No	No we have not	0
	a. If so, how did your organization communicate with clients regarding this outage?		Yes N/A	0
7	How has your organization ensured technical compliance with HIPAA data security requirements for e-PHI (e.g., automatic logoff, secure email, etc.)?		Not applicable as PHI data is not in scope.	0
8	Over the past 12 months, have any of your clients experienced a breach (even non-HIPAA defined breaches) of employee data (even non-PHI)?		Not applicable.	0
	a. Was the breach due to a client mistake (i.e., poor user password or non-protected file upload)?		Not applicable.	0
	b. If it was an error with your system, was the issue systemic in nature that required a patch?		Not applicable.	0
	i. If so, how quickly was the patch developed and applied/distributed?		Not applicable.	0
9	Does your system impose base password complexity/change frequency requirements on all clients?	Yes	UKG Ready end-users authenticate using a unique password. Passwords must be complex, have a minimum number of characters, and expire at a predefined interval.	4
	a. Can clients require additional complexity/change frequency for their user passwords?	Yes	This is configurable within the application	4

10	Does your solution log all logon attempts including failed attempts?	Yes		4	
	a. What data is recorded in the error log?	Yes	All logging level options will minimally include the user, the data & time of the transaction, and the IP address of the device the change was made from	4	
	b. Does your organization review this error log or is it only made available to the customer?	Yes	Both	4	
11	Single Sign On and MFA that works with Microsoft Authenticator.		UKG Ready supports Single Sign-On (SSO) via Security Assertion Markup Language (SAML) 2.0, enabling integration with Identity Providers such as Microsoft 365. To implement SSO, UKG Ready requires an X.509 certificate (self-signed certificates are acceptable), the entity ID of your Identity Provider, and a login redirect URL. Once a user is authenticated through SSO, a security profile manages role-based functional and data access rights for both supervisors and employees.	4	TOTAL
		Yes	In addition to SSO, UKG Ready employs Multi-Factor Authentication (MFA) to enhance security. The MFA process involves a two-step login: first, the user enters their username and password, which must meet specific complexity requirements (minimum 8 characters, including uppercase, lowercase, numbers, and symbols). Second, if the system doesn't recognize the computer as one used in the past 30 days, a unique code is sent via email, text, or automated voice call, which the user must enter to gain access. This combination of password and code ensures robust authentication.		
12	Provide a brief description of the security measures you provide in your hosting and/or SaaS environment. In addition, please describe where the data center is located. Would all data be stored within US Data Centers?		Physical security controls in place at the datacenter and corporate facilities include the existence of security guards, access badges and video cameras. Entrances, cages, suites and rooms in use by the data center are secured by either badge readers, biometric identification mechanisms, and/or physical locks. Emergency exit points from server rooms are alarmed, video cameras exist to monitor the interior and exterior of the facility and 24 x 7 on-site security personnel exist. Data will be hosted in the location chosen on the order form.	4	54
		Yes			

System & Technology

369

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software,
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual
- * Provide bundled fee pricing and which items are included in the bundle, if
- * Provide a detailed description of the billing process.

Reporting	Responses					Notes	Score
	Existing	Custom	Future	3rd Party	Not Available		
1 System has a built in and easy to use reporting software? What reporting software is used by your solution (e.g., built in report writer, Tableau, etc)	Yes					Yes. The entire UKG Ready solution is a comprehensive reporting tool that allows managers to access and modify reports using easy-to-use built-in reporting tools. Users have the flexibility to customize reports by filtering, sorting, and grouping data and selecting from a wide range of predefined time periods. UKG Ready supplies over 500 built-in standard reports for quick insights, with approximately 45 predefined time period options. Users can also enter custom date ranges or expressions and utilize data visualization options. Additionally, reports can be exported to various file formats, including CSV, Excel, PDF, HTML, XML, and TXT.	4
a. If third-party, is a separate contract or agreement required?	No						0

2 Describe the custom report writer functionality provided to HR administrators and managers to write ad hoc reports from HR and payroll data. Attach the steps to create a basic custom report along with screen shots.

Yes

Managers create and save their own reports directly within the solution, as ad-hoc reporting is available throughout UKG Ready. Managers can create customized reports to save, allowing for easy access to the report at a later date.

4

A wizard guides you through the process to build reports as depicted in the attached screenshot.

a. Provide a brief description of the level of technical or data structure knowledge needed to operate custom reporting.		
	Yes	Unlike other solutions, UKG Ready's comprehensive platform lets you access more data points from across the employee lifecycle to get comprehensive, real-time insights into your business. Every UKG Ready report can be modified with intuitive, built-in reporting tools – enabling you to easily analyze your data without requiring technical coding knowledge or an export into a spreadsheet. Some of the ways you can customize reports, include: • Filtering, sorting, and grouping by column • Reordering, adding, or removing columns • Adding visual charts and graphs • Creating a column that calculates an equation with specific data fields • Changing column labels to reflect your organization's terminology • Adjusting column widths • Hiding headers and footers 4
3 Is data from all of the system components your company offers available in a single custom reporting interface? a. If no, please describe which components share a reporting mechanism?	Yes Yes	4 0

4	System supports reporting on any field for custom reports? What fields are not available for custom reports?	Yes	You are able to run configurable reports (opened from canned reports) on any data that is found in UKG Ready. You have the ability to add specific columns to reports based on the type of report you need. Certain fields may or may not be available based on the type of canned report you start from. Custom columns and expressions can be added as needed for additional reporting needs.	4
5	System has a comprehensive library of standard reports? How many standard reports are available for each component?	Yes	UKG Ready has more than 500 built-in standard reports. Every standard report can be modified using the built-in, ad hoc reporting tools so that you can quickly and easily create reports with the data you need in the format that works best for your individual organization. Both detail and summary report formats are available.	4
	a. Can standard reports be copied and modified?	Yes		4
	b. List the standard reports available?	Yes	UKG Ready has more than 500 built-in standard reports. Every standard report can be modified using the built-in, ad hoc reporting tools so that you can quickly and easily create reports with the data you need in the format that works best for your individual organization. Both detail and summary report formats are available.	4

6	Can reports be scheduled/delivered on a regular basis as determined by the user? Are these reports emailed to user? Are they PDF? Are they secured so that if the user doesn't have permissions to access certain data they won't see it? Please note any limitations of this in the Notes column.	Yes	Yes, saved reports can be scheduled and distributed via email. These reports can be distributed in any of the export formats available such as PDF or Excel. The UKG Ready solution can also respect security access rights, automatically limit the data in the reports to those employees that are visible to the manager receiving the report. In other words, if the report contains all employees and their time entries for the past week, then the Manager will receive the report automatically filtered to his/her direct reports.	4
7	System can report on any and all data within the system? What constraints exist for reports? (e.g., processed only with a pay cycle)	Yes		4
8	Are all data areas within your solution exportable to Excel? If not, please list the limitations in the Notes column.	Yes		4
9	Can groups of employees be notified when reports are completed/ready? How are notifications sent (i.e., notifications area within solution or emailed or both)?	Yes	Managers can create customized reports and save the report settings allowing the report to generate automatically. In addition, the reports can be scheduled to be emailed out automatically. Employees and Data available to managers are based on security and group permissions.	4

10	Are “point-in-time” reports available with date specific data? For example I need to see all Police Department employees with Union Dues from 1/1/2024-12/31/2024. Please list the steps to create this and attach screen shots. Please list any limitations for specific data. Which data can't be reported on for these reports? Can the data be sliced and diced different ways with drill down and drill up capabilities?	Yes	Many records in UKG Ready have a date and time stamp. This gives you the capability to enter dates on employee pages and standard reports and see the information for that point in time. Our effective dating also gives you the ability to review all employee history online and real time. This allows for historical tracking on any changes either past, present or future with online historical queries and reports. Also, data can be sliced and diced different ways with drill down and drill up.	4
11	System supports reports to be exported to Excel at a minimum? In which formats can data and reports be exported?	Yes	Reports can be easily exported in various formats, including PDF, Excel, Formatted Excel, CSV, HTML, Paged HTML, XML, Text, and Text (tab and pipe delimited).	4
12	Is “dashboard” style reporting available? If yes, please describe. Are these real time reports that refreshed automatically or do they require user intervention to refresh?	Yes	UKG Ready also provides flexible, dynamic data visualization options as part of its People Insights tool suite to help you make smart decisions fast. Transform tabular reports into intuitive charts and graphs that highlight what's most important. And with just a few clicks, pull multiple visuals into dashboards that focus on key metrics, so you can turn insight into action.	4
13	Can the administrator configure role-based dashboards? Please describe the process and list the steps to configure a dashboard and attach screenshots.	Yes	This is standard functionality in the solution and will be configured based on your needs for each department.	4

14	Can users customize their own dashboard? Can dashboards be copied and then configured to their own specifications? Please list any limitations.	Yes	Every user will have dashboards displaying pertinent information based on that security profile and access. If given the security, users can design their dashboard or create it for them during implementation.	4
15	Can a user drill down into the data elements (e.g., employees) within the reporting tool?	Yes		4
	a. Are reports generated in real-time or batch processed?	Yes	Reports in UKG Ready are generated in real-time.	4
	b. If batch processed, what is the standard turnaround time for the report?	No		0
16	Does your system generate affirmative action records?	Yes		4
17	Does your system generate EEO reports? Specifically EEO 4. Is this delivered standard report or does it need to be customized? Please provide a sample attached EEO4.	Yes	UKG Ready provides tracking and reporting on EEO information. Currently, the EEO-4 report is not available as a standard report. (EEO-1 reports are available as standard functionality)	0
18	Does your system generate VETS100 reports? Please note if this is standard or a custom report?	Yes	The Vets-100 report has been replaced with the current Vets-4212 and it comes as standard reports	4
19	Can the following be tracked within your system?			0
	a. Headcount and FTEs associated with each position	Yes		4
	b. Multiple position assignment for an employee. Describe how your solution handles multiple positions. Attach screenshots.	Yes	Yes, UKG Ready supports managing employees in multiple concurrent or shared positions and can track various position attributes.	4
	c. Calculated FTEs	Yes	Custom fields and report calculations can be used to calculate FTE outside of the delivered calculation method.	4

20	System supports saving files in various formats? What file format can reports be saved/downloaded to?	Yes	Yes, reports can be easily exported in various formats, including PDF, Excel, Formatted Excel, CSV, HTML, Paged HTML, XML, Text, and Text (tab and pipe delimited). Reports can also be sent to key stakeholders via email and scheduled to run automatically.	TOTAL
21	System supports uploading files in various formats? What file formats can be used to upload data into the system?	Yes	UKG Ready supports uploading files in various formats. You can schedule reports to be automatically sent out in formats such as CSV, Excel, and PDF. Additionally, the system allows for the upload of content from any source, which suggests flexibility in handling different file types.	4
				104

Systems Integration

	Responses						Notes	Score
		Existing	Custom	Future	3rd Party	Not Available		
1	Describe the integration between the HR, payroll, timekeeping and benefits administration systems. Is all data entered once and only once and shared between all modules?	Yes					As UKG Ready is a single database containing Payroll, HR and Time management, the integration is seamless between benefits and payroll. Once a new benefit is added (and the effective date passed) the deduction will automatically appear in payroll. Any updates made in one module are instantly reflected across all other modules in real time, providing a cohesive and efficient data management experience.	4

2 Describe your systems ability to integrate with Munis financial and operational systems.

Yes

We can support multiple integrations. UKG Ready Integration HUB is an integrated component of UKG Ready HCM platform. Unlike standard APIs that simply push and pull data to and from UKG Ready, the innovative tool set supports more sophisticated interfaces that extract, transform, and load data across multiple third-party systems including other HR applications, finance programs, or ERP systems. It can be used for integrations, historical data loads, and custom connections to keep HCM and other critical business processes running smoothly and efficiently.

4

a. Describe any limitations in integrating with Munis financial and operational systems. Have you integrated with Munis Financials for any existing clients?

Yes

As a configurable solution, the UKG™/Munis integration doesn't need to be individually developed, resulting in shorter implementation timelines and faster returns on investment. Plus, this cloud-based unified system delivered by our industry experts reduces the burden on your IT staff so they can prioritize other projects. UKG currently has active clients who have environments that are integrated with Tyler Munis solutions.

4

With a configurable integration that provides ready access to the functionality you need today, it's easy to see why UKG and Munis have the most integrations implemented in the market. A seamless implementation process and streamlined user experience are essential for staff to effectively leverage the power of a full human capital management suite. Filling functionality gaps and extending your system's capabilities with a

b. Does integration with Munis financial ERP require custom integrations? If so, what is the cost of custom integrations? What is your experience integrating with Munis Financials? Please describe if this can be real time or how this would be posted.

Yes

UKG has worked alongside Tyler Technologies' Munis for more than 20 years to develop and implement a superior workforce management and human capital management integration strategy. With 450+ common customers, UKG and Munis have identified key indicators for a successful integration strategy to deliver the best experience for your organization.

4

The tools available as part of the Integration Hub include a marketplace (with a library of preexisting integrations), Rest APIs, Webhooks, Middleware, and Custom Integrations. In addition to the Workforce Integration Hub users also have the ability to build and export on-demand reports to data formats including xls, csv, txt, pdf, and other options.

3 Can your system integrate with a client's Active Directory to provide a seamless logon solution?

Yes

Your end-users may gain access to UKG Ready via Single Sign-On (SSO). To implement Security Assertion Markup Language (SAML) 2.0, UKG Ready requires an X.509 certificate, which may be self-signed. You will also need to provide the entity ID of your Identity Provider, such as ADFS 2.0, and a login redirect URL. Once a user is logged in via SSO, a multi-faceted security profile controls the role-based functional and data access rights of supervisors and employees.

4

4 Can your system integrate with other systems for a single sign-on (e.g., company network login)?

Yes

Your end-users may gain access to UKG Ready via Single Sign-On (SSO). To implement Security Assertion Markup Language (SAML) 2.0, UKG Ready requires an X.509 certificate, which may be self-signed. You will also need to provide the entity ID of your Identity Provider, such as ADFS 2.0, and a login redirect URL. Once a user is logged in via SSO, a multi-faceted security profile controls supervisors' and employees' role-based functional and data access rights.

4

5 What is your preferred method for importing data from other systems? Is this a flexible open API Imports and can these be created within any module (For example, I want to import 50 Pay inputs for employees can you describe the process for doing something like this?)

Yes

Importing and exporting data is an important feature of the UKG Ready solution and included in UKG Ready is a tool called the Integration Hub to help support this ability.

Integration Hub includes a set of technologies that allow UKG to build and deploy integrations between UKG Ready solution and third-party systems. The benefits of Integration Hub include:

- Share employee data with other applications in target formats
- Keep all information synchronized across all systems
- Achieve seamless integration across all applications
- Accelerate time to value with easy to build and deploy integrations
- Improve data integrity and consistency by quickly integrating disconnected information silos in your business
- Auto schedule interface

4

6	What is the average response time for various transactions? Payroll Calculations, Running Custom Reports, Open Enrollment Processing, Importing Data, Exporting Data (Please list average response times for each transaction).	Yes	UKG Ready is a lightweight html application, required bandwidth depends on performance sensitivity and actions performed (upload/download sizes). Since all calculations are done on servers, bandwidth requirements are minimum. Due to the nature of the internet and the customer's control over bandwidth UKG does not ensure response times. UKG sizes the application to run at an optimal level based on customer's use case.	4
7	Are APIs available for any of your components?	Yes	UKG Ready provides the ability to integrate with other solutions through our extensive library of REST APIs. The Developer Hub fully documents the Suite's REST API and is organized into reference and conceptual documentation, accessed through the API specifications and Documentation links in the header and the link can be shared with you upon further discovery.	4
8	How frequently can file feeds (e.g., EDI 834 files) be exported?	Yes	Organizations can configure EDI feeds to meet specific requirements of different benefit carriers, including custom data fields and transmission schedules.	4

9 Please provide a list of vendors with whom you have established automated file connections/feeds.

Yes

UKG Ready has established automated file connections with over 600 carriers, financial partners, and COBRA administrators. Some of the business tools that UKG Ready can connect with include finance and accounting solutions like QuickBooks, expense tracking solutions like Emburse, and Customer Relationship Management (CRM) solutions like Salesforce. Additionally, UKG Ready supports bi-directional file feeds with project tracking solutions like Sage and job posting solutions like Indeed.

4

a. If the client has a third-party component that has an API or XML connection available, can your company assist with the development of the connection with the third-party from your system?

Yes

Custom API development is available cost, depending on need, through several of UKG's Professional Partners.

TOTAL

1

10 Describe how your system integrates with the GL/accounting system, specifically Munis. How would we post Payroll Journals to the Munis GL and what is your experience with this with other clients?

Yes

UKG Ready offers an exhaustive list of all vendors we have interfaced with. Below are some third-party systems the Ready Integration Hub has connected with. These are just a few highlights: Ready can support a wide variety of connections through our versatile set of integration tools.

- NetSuite
- Equifax
- Salesforce
- Microsoft
- Deltek
- Cornerstone
- Sungard
- Intuit Quickbooks
- Concur
- Jobvite
- IBM

49

4

Integration Examples

- Job and/or demographic transfer to and from third-party HR systems
- Pay data and cost center transfer to and from third-party payroll systems

Technology

Responses

Existing

Custom

Future

3rd Party

Not Available

Notes

Score

1 Provide an overview of your system architecture.
Is all data encrypted and if so what level of encryption?

Yes

At UKG, we understand that SaaS offerings must be backed by a world-class technology infrastructure that customers can count on daily. That's why UKG Ready cloud infrastructure environment features an authentic multi-tenant architecture that provides the highest levels of data security, solution uptime, and built-in redundancy. The cloud-based UKG Ready solution is the ideal choice for organizations looking to achieve their HCM goals without exceeding their capital equipment budget or placing additional demands on their busy in-house IT staff. Because UKG Ready is hosted in the Google Cloud, you get 24/7 access to your solution without purchasing additional hardware, operating systems, or database licenses. You gain peace of mind knowing that experienced UKG technical consultants manage the solution infrastructure and your applications and employee data.

4

2 Is your solution cloud based? If yes, is it available 24/7, 365 days per year with zero downtime? Please list any limitations in the Notes.

Yes

This is described in more detail in the hosting agreement.

Solution Uptime

UKG works closely with the data center to help ensure both the physical security and consistent availability of your UKG Ready data and applications. As a result of these efforts, UKG Ready uptime has historically measured 99.79 percent or greater monthly for unscheduled outages. UKG Ready data center facility, which is designed to eliminate any single point of failure within the solution architecture, provides the following features to maximize uptime:

- 24x7x365 monitoring of solution operations
- N + N power redundancy
- Connectivity to multiple backbone providers
- Variable switch load technology
- Hardened operating systems on all servers

4

3 Which components are connected through a data feed?

Yes

The data feeds can be integrated in a variety of ways including APIs or via a UKG component called Middleware. UKG Ready implementation services team will assess the data feeds and make best practice recommendations based on the data that needs to be transferred.

4

4 How frequently is the data updated? Is all data real time?

Yes

Importing and exporting data is an important feature of the UKG Ready solution and included in UKG Ready is a tool called the Integration Hub to help support this ability.

Integration Hub includes a set of technologies that allow UKG to build and deploy integrations between UKG Ready solution and third-party systems. The benefits of Integration Hub include:

- Share employee data with other applications in target formats
- Keep all information synchronized across all systems
- Achieve seamless integration across all applications
- Accelerate time to value with easy to build and deploy integrations
- Improve data integrity and consistency by quickly integrating disconnected information silos in your business
- Auto schedule interface

4

5 Is there a global user permissions management center or are rights managed within each component?

Yes

Functions and access to functions are role-based. Roles are deployed to individual users based on how the organization uses your solution. When users log on, the solution automatically recognizes assigned roles within the organization. Each user only has access to the pages, functions, and parts of the organization that the user is authorized to access. Multi-faceted security profiles provide user access rights to supervisors and employees. The profiles control the editing and viewing rights.

4

6	What permissions can be added, removed or limited?	Yes	UKG Ready's application authentication and authorization processes are designed to ensure secure access to the system while providing flexibility to accommodate various organizational needs. <u>Authentication Process</u> • Username and Password: Basic authentication using unique credentials. • Multi-Factor Authentication (MFA): Adds a second verification step for enhanced security. • Single Sign-On (SSO): Integrates with centralized identity providers for streamlined access. <u>Authorization Methods</u> • Role-Based Access Control (RBAC): Assigns roles to manage user permissions. • Granular Permissions: Allows detailed control over access to features and data. • User Groups: Organizes users into groups for consistent access. Multi-faceted security profiles provide user access rights to supervisors and employees. The profiles control the editing and viewing rights.	4
7	Can those permissions be assigned by group? How many groups can be created?	Yes	Users that have been designated as administrators will have access to change permissions for groups of employees.	4
8	What is the process for changing permissions?	Yes		4

9	What is the process for adding/editing groups?	Yes	Groups can be edited at the employee level or using mass edit functionality to apply a different profile.	4
10	Can documents be uploaded into your system? Is document management included with your solution or is it extra? Is there a limit on storage of documents?	Yes	Electronic documents are stored as part of the single employee record. There are no limitations on storage space. It is flexible as far as the document types (e.g., PPT, Excel, Word, PDF, etc.). Users can define visibility for various document types – so maybe something with a code or Handbook and PDF document type is visible by all accounts but files with a different code and document type is only visible to the Payroll Administrator. Documents can either be stored against the employee's record or company documents (for general download – handbooks and global documentation would be stored here).	4
11	Is there a size/quantity limit for uploaded documents either by user, overall client or individual module? If yes, list the limit.	No		0
12	What formats are accepted/recognized for document storage?	Yes	Electronic document formats accepted are PPT, Excel, Word, PDF, etc.	4
13	Is the document automatically analyzed (e.g., OCR, automated indexing for global search)? Are paychecks automatically archived in the solution?	Yes	Retention policies are set by the City. Documents are also archived at the discretion of the City.	4
14	How can the uploader and/or others provide additional metadata about the document (e.g., tags, department)?	Yes	Tags can be added to documents in the solution.	4

15	Can the metadata parameters be set by the client or is there a standard list of parameters?	Yes	In UKG Ready, metadata parameters can indeed be set by the client. The system allows clients to configure metadata according to their specific needs.	4
16	Can documents be linked to certain workflows? If yes, describe the process.	Yes	In UKG Ready, documents can indeed be linked to more than one workflow. The platform provides a flexible workflow engine that allows for the modeling of various business processes, enabling documents to be associated with multiple workflows as needed. This capability is part of UKG Ready's comprehensive document management and workflow automation features, which do not necessarily require the use of the HR Service Delivery (HRSD) module for basic functionality. However, if your organization requires more advanced document management capabilities or complex workflow configurations, the HRSD module might offer additional features and integrations that could enhance these processes. HRSD provides more robust options for managing document workflows, including collaboration features and detailed audit trails. This can be linked in the workflow to steps.	4
17	Can the documents be linked to workflows conditionally? (e.g., state tax documents for new hires in certain states). If yes, describe the process.	Yes		4
18	Can the documents be linked to more than one workflow?	Yes		4

19	Are workflows managed globally or within each specific module?	Yes	Workflows can be managed globally and applied to different processes in each module.	4
20	What is the interface for reviewing workflows?	Yes	UKG Ready provides a flexible, intuitive workflow engine that enables you to reduce time on administrative tasks by automating your business processes step-by-step from start to completion – with minimal training and no vendor services required. You can easily create workflows using our graphic display, which helps you see the direction and actions associated with the workflow steps and other information, such as the person responsible for completing the action(s) displayed within the workflow. Configurable steps can be easily added by dragging and dropping options within the workflow diagram, such as approve, reject, modify, or generate email, notification, SMS, and collect notes. Sample configurable workflows address tasks such as time off and leave requests, HR actions, benefit plan change requests, etc. Processes be changed by users with the correct access rights.	4
21	Can the processes be changed by users (with proper rights) "on-the-fly" or only with your company's (or outside consultant) technical interaction?	Yes		4
22	Can the workflows be easily exported as documentation for SOX 404 compliance?	No	UKG is a privately held company.	0

23	How many levels of rules apply to workflows? Please describe the steps to to create a new workflow and the steps to change an existing workflow. Please attach screenshots.	Yes	There are numerous predefined workflows available in UKG Ready. You will have full edit ability to change the predefined workflow steps. You will also have the ability to create new workflow based on your specific company needs.	4
24	Which of the following rules can your workflows accept?	Yes		4
	a. Pending review	Yes		4
	b. Notification only	Yes		4
	c. Concurrent review	Yes		4
25	Does your system provide logic-based workflows (e.g., If delta is 20%+, contact CFO, else contact supervisor only)?	Yes		4
26	Does your system provide time-sensitivity logic-based workflows (e.g., if due date is <3 days, contact COO, else contact manager and COO)	Yes		4

27 How are workflow processes (e.g., new hire, life event) created initially?

Yes

UKG Ready provides a flexible, intuitive workflow engine that enables you to reduce time on administrative tasks by automating your business processes step-by-step from start to completion – with minimal training and no vendor services required. You can easily create workflows using our graphic display, which helps you see the direction and actions associated with the workflow steps and other information, such as the person responsible for completing the action(s) displayed within the workflow. Configurable steps can be easily added by dragging and dropping options within the workflow diagram, such as approve, reject, modify, or generate email, notification, SMS, and collect notes.

4

Sample configurable workflows address tasks such as time off and leave requests, HR actions, benefit plan change requests, job

28	How are user forms created initially?	Yes	User forms are created using a centralized system known as the Forms Hub, which provides easy access to a wide variety of forms that employees, managers, and administrators use daily to capture important information. The Forms Hub offers single-entry-point access, allowing users to quickly find and utilize the forms they need. Additionally, UKG Ready provides customizable forms and workflows, enabling organizations to tailor forms to match the City's specific business processes and policies.	4
	a. How are user forms changed?	Yes	User forms in UKG Ready can be changed using the flexible workflow engine, which provides visual drag-and-drop tools. This allows the City to streamline routine tasks such as approvals, updates, and changes, making it simple to modify forms as needed.	4
	b. Is the interface graphical or is programming required?	Yes	The interface is graphical.	4
29	Does your system provide an audit trail of system/data changes? Are all changes always on auditing in all modules? Please list any limitations in the Notes section.	Yes	There is a complete audit trail of any changes made to any records throughout the solution. Audit reports are available for every module.	4
	a. How much history is stored?	Yes	History is never purged or archived	4
	b. Is this specific to each module?	No		0

30	What format is required to upload client historical data?	Yes	UKG Ready's extensive approach to historical data management empowers your organization with the tools needed to maintain compliance, streamline operations, and make informed decisions based on accurate historical records. Import templates are available for you to upload data in the solution as needed. UKG Ready provides a seamless and efficient solution for managing your organization's historical information needs.	4
31	What type of database does your solution use?	Yes	UKG Ready utilizes SQL server.	4
32	If the relationship with the client ends, how does the client retain a copy of the entire database?	Yes	UKG Ready solution is a cloud based application. We provide our clients with full access to their data in a variety of methods, including reports (pdf, XLS, csv, XML, etc.) which can be run on demand or scheduled, as well as access to UKG Ready via published API's. Customer remains the owner of the data, manages data retention within the application, and has full access to the data for exporting should our relationship end.	4

33 How frequent are updates made to your solution? Does it require re-implementation of software? How disruptive are the updates? Please describe in the Notes.	Yes	UKG Ready will provide releases every 4 to 8 weeks. Our technical team does updates globally, and the release distribution typically occurs in the overnight hours to have minimal impact on our customers. Since there is nothing an end user must do to upgrade, customers are always on the most recent release. Our product direction is to continually offer new functions and features within UKG Ready of products, while updating the technology stack on a frequent basis.	4
34 What is the process and timing for notifying clients regarding the changes?	Yes	UKG Global Support will send system administrators a notification for all system updates. These notifications will also be posted in UKG Community. • Service Packs: Weekly — updates typically occur on Wednesdays • System Releases: Bimonthly — updates typically occur on Thursdays • System Maintenance: 24-hour notice — updates typically occur during the weekend	4

35 Does your solution provide any add-ins or plug-ins to "bridge the gap" or expand functionality?	Yes	UKG understands that delivering value to our clients through alliances depends on an unwavering commitment to mutually successful business relationships. That commitment, combined with our uncompromising dedication to delivery excellence, enables us to provide additional value to our customers by utilizing partners who bring unique business value. Partnerships with some of the world's leading information and human capital management organizations drive innovations in workforce management across geographies and technologies. Please visit our UKG Marketplace Partners website (https://www.ukg.com/about-us/partners) to access a comprehensive listing of our partners.	4
36 Are any of these add-ins or plug-ins developed by third parties?	Yes	UKG's marketplace and partner ecosystem is a collective of third-party offerings from our partners that integrate seamlessly with UKG Ready to provide functionality not offered natively in the solution.	4
37 Which of the following can clients configure/customize?	Yes		4
a. Online help/documentation	Yes		4
b. Custom field labels	Yes		4
c. Custom field formats (check boxes, drop down, number, text, date, etc.)	Yes		4
d. Alerts/notices	Yes		4

38	Can non-administrators set alerts and/or notices?	Yes	Yes, if access is granted to users to make changes.	4
39	Can non-administrators make these changes on a per-user basis?	Yes		4
40	What languages are available in employee self-service?	Yes	UKG Ready is currently available in these languages: * Czech * Danish * Dutch * English (US, AUS, UK) * Filipino (Tagalog, Philippines) * French (Canada, France) * German * Italian * Polish * Portuguese (Brazil) * Romanian * Spanish (Latin America, Spain) * Turkish Additional languages will be added over time based on customer demand. UKG Ready also supported custom language translation.	4

41 How much of your system is available for use on mobile devices or tablets? Is this an app? Please provide the current rating of your app in app store for both Apple and Android devices.

Yes

UKG Ready™ mobile app is a comprehensive tool that connects you to all your HR, payroll, talent, and time needs from anywhere, anytime. With all the information you need, you can efficiently perform various tasks to balance your work and personal life.

Whether you're on a job site, on the road, at home, or simply on the move, you can access everything you require from your mobile device. In just a few clicks, you can clock in or out of a shift, check your pay, request time off, enroll in benefits, or handle any other similar tasks.

If you're a manager, the app also has features for you. You can adjust your team's schedule to fill gaps, work on performance reviews, handle approvals, or even analyze trends like who's likely to leave or how your team is feeling about their work. This way, you can make a difference

4

42	What device platforms are supported? (i.e., Apple, Android) Please list any restrictions in the Notes.	Yes	End-users may access UKG Ready applications via a web browser or mobile app provided that the following requirements are met. The list shown below are operating systems we support, though they may not be actively tested. <u>Desktop</u> - Platform: Windows (OS Version 7, 10) - Platform: Mac (OS Version 10.13.4 High Sierra) <u>Mobile</u> UKG Ready Mobile app runs on the following Apple or Android mobile devices with a data plan or Wi-Fi: - Apple® iOS: Latest versions - Android™ OS: 5.0 and higher <u>Browser</u> End-users may access UKG Ready applications via a web browser or mobile app provided the following requirements are met: The solution is device agnostic and will allow users access to all information based on their security access profile. There is no loss in functionality for employee and manager self-service.	4
43	Which employee self-service functions are available? Are they available on Mobile? Please list limitations for Mobile vs. Desktop	Yes	The solution is device agnostic and will allow users access to all information based on their security access profile. There is no loss in functionality for employee and manager self-service.	4
44	Which manager self-service functions are available? Are they available on Mobile? Please list limitations for Mobile vs. Desktop	Yes	There are no limitations for employee and manager self-service.	4

45 Describe the notificaiton and approval process for employee and manager self-service features. What features are available? Is there a Send back feature?	Yes	With over 150 customizable notifications, users are alerted to actions taken, tasks to address, reminders, and upcoming events. HR actions can be approved or rejected by specific roles via the web or mobile app, providing flexibility for managers on the go. UKG Ready also supports mass-approval of HR actions, sending notifications through email, mobile push, or SMS/MMS, and defining custom filters for workflow processes. Workflows generate employee and manager "to do" items, with notifications and on-screen indicators to manage tasks effectively.	4
46 For cloud-based modules, which internet browsers are supported (i.e., Edge, Firefox, Google Chrome, etc.) Please be sure to note which versions are not supported.	Yes	<u>Desktop</u> - Platform: Windows (OS Version 7, 10) - Platform: Mac (OS Version 10.13.4 High Sierra) <u>Browser</u> End-users may access UKG Ready applications via a web browser or mobile app provided the following requirements are met: - Edge - Chrome™/Firefox®/Safari®: Current versions - Mobile: We have limited support for mobile platforms using the browsers listed above	TOTAL 4

47 Describe any software/hardware compatibility requirements or limitations with third-party software integrations. Is your solution 508 compliant?

Importing and exporting data is an important feature of the UKG Ready solution and included in UKG Ready is a tool called the Integration Hub to help support this ability. 216

Integration Hub includes a set of technologies that allow UKG to build and deploy integrations between UKG Ready solution and third-party systems. The benefits of Integration Hub include:

- Share employee data with other applications in target formats
- Keep all information synchronized across all systems
- Achieve seamless integration across all applications
- Accelerate time to value with easy to build and deploy integrations
- Improve data integrity and consistency by quickly integrating disconnected information silos in your business
- Auto-schedule interface

0

Time & Attendance

152

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Time & Attendance	Existing	Custom	Future	3rd Party	Not Available	Notes	Score
1 System provides recording of time and attendance for all classes of employees (e.g., exempt, non-exempt, election workers). Can the employee auto fill from schedule? Describe how this works in your system.						UKG Ready Time and Attendance functionality is designed to streamline and automate the management of employee time tracking, attendance, and scheduling. Here are the key features and capabilities: Key Features: ● Data Collection: UKG Ready supports multiple data collection methods, including time clocks, telephony, web entry, and mobile devices. This flexibility allows organizations to choose the best method for their workforce. ● Automated Time Tracking: The solution automates routine tasks such as clocking in and out, approving timesheets, and managing time-off requests. This reduces manual errors and administrative burdens. ● Robust Pay Calculation Engine: UKG Ready includes a comprehensive pay calculation engine that ensures compliance with federal and state regulations. It allows organizations to model their pay policies accurately, minimizing compliance risks. ● Real-Time Visibility: Managers have access to a configurable dashboard that	0
2 System provides recording of time and attendance for non-employees. (e.g., contractors, unpaid interns, etc.)	Yes						4
3 System allows employees to punch in and out on a daily basis.	Yes						4

4	Time can be allocated and rolled up to multiple levels (i.e., job costing). Please list any limitations. Will costing allocations only impact future payrolls? How do you handle future dated costing allocations? What is the process for entering these. Please detail the steps.	Yes	UKG Ready supports multi-tier labor allocations to post actual employee cost to GL. When an employee works in multiple departments, the time worked is allocated accordingly prompting the solution to automatically assess employee and employer taxes and/or deductions.	4
5	System provides access to ad hoc reporting (overtime, time worked, allocations of hours to levels) for managers and HR/payroll administrators.	Yes	UKG Ready has hundreds of standard reports built into every aspect of the solution. All standard reports can be modified to meet the customer needs. Reports are also available for export in multiple formats. Standard and ad-hoc reports are unlimited; upon saving an ad-hoc report, it can be scheduled. The Ad-Hoc reporting tool allows clients to add/remove desired fields, create custom calculations, perform grouping and sorting capabilities with no IT involvement.	4
6	Managers and employees have access to time and attendance system and reporting via self-service and is geofencing available? List all mobile functionality in the Notes column.	Yes	UKG Ready™ mobile app is a comprehensive tool that connects you to all your HR, payroll, talent, and time needs from anywhere, anytime. With all the information you need, you can efficiently perform various tasks to balance your work and personal life. Whether you're on a job site, on the road, at home, or simply on the move, you can access everything you require from your mobile device. In just a few clicks, you can clock in or out of a shift, check your pay, request time off, enroll in benefits, or handle any other similar tasks. If you're a manager, the app also has features for you. You can adjust your team's schedule to fill gaps, work on performance reviews, handle approvals, or even analyze trends like who's likely to leave or how your team is feeling about their work. This way, you can make a difference for them and your business. All of this can be done on the go with the Ready mobile app.	4

7	Time and attendance system can be accessed via mobile devices such as cell phones and tablets. Is this done via a Mobile app? Please list any restrictions on devices in the Notes.	Yes		4
8	Historical data can be retrieved from time and attendance system. (This does not include history prior to system implementation.) Is there a limit on historical data? Please detail this in the Notes.	Yes	There is no limit on the amount of data UKG Ready can store.	4
9	Email notifications can be sent to employees and/or managers from system as reminders or alerts when time has not been entered. Is this automatically triggered? Does this require additional steps to trigger? Does it require a custom report to be built? Please explain how this works in detail in your system.	Yes	UKG Ready offers flexible workflows, alerts, notifications, and reminders to automate and streamline administrative tasks. Our intuitive HR actions and workflow tools allow easy configuration to enforce policies consistently for various processes, including new hires, terminations, benefits enrollment,	4
10	System provides automatic time sheet population based on schedule or how would this be populated in your system? Please detail the setup process of this and is it configuration? Are all changes effective dated and audited?	Yes	UKG Ready provides automatic timesheet population based on schedules. The system streamlines time tracking and attendance tasks by automating hour tracking, time approvals, and time-off requests. Timesheets can be automatically populated based on the employee's schedule, which is created using the drag-and-drop schedule builder and optimized based on employee preferences and operational demand. The setup process involves configuring the scheduling module to align with your organization's operational needs, required skills, compliance rules, and employee availability and preferences. Managers can create optimal schedules using flexible workflows and approvals, ensuring that the right people are scheduled at the right time. All changes in UKG Ready are effective dated, allowing for retroactive adjustments and historical timesheet changes. The system also provides audit capabilities, ensuring that all changes are tracked and can be reviewed for	4

11	System can accommodate programming of various non-traditional shifts Fire, Police (e.g., 2 weeks on, 2 weeks off; 7on/7off, 9/80, etc.) Can you integrate with Time Clocks Plus and is there an additional charge for this integration? Please describe your experience with both Fire and Police shifts and integrating with TimeClocks Plus.	Yes	The UKG Ready Scheduler is designed to simplify the complex and often frustrating task of creating meaningful schedules that align with both business needs and employee preferences. It automatically generates schedules that are tailored to the organization and budget, using proactive recommendations based on operational demand, required skills, compliance rules, and employee availability and preferences. This capability allows managers to make informed staffing decisions quickly and efficiently.	4
12	Police Offers are paid for 40 hours even though some weeks they work under 40 and other weeks they work over 40. For example, if their clock in times may total 44 or 33 hours but they are paid their standard 40. In addition, we need the ability to upload overtime and deducts earned time off from their standard of 40 without having to create a csv document and manually manipulating it. Please describe in detail how you would handle this specific requirement including the setup involved in this. Please attach screenshots.	Yes	Some key features of UKG Ready Scheduler include: Automatic Schedule Generation: The solution generates best-fit schedules based on predefined criteria, while also allowing for real-time adjustments to meet immediate scheduling needs. Real-time Visibility: Managers gain access to accurate employee data, payroll costs, staffing demands, and insights into employee skills and certifications, allowing them to make informed staffing decisions. Compliance Adherence: The solution helps ensure adherence to scheduling rules and policies, which can help control expenses. These calculations and rules are accommodated in the pay calculation and timesheet profiles. Configurations are based on these business rules and can be set for specific groups of employees.	4

13	Holiday hours can be configured an/or adjusted year-to-year depending on the work schedule, or the day of the week the holiday falls on. What is the process for adding Holiday Hours? Are holidays automatically populated based on configuration and deducted (i.e., employee would get paid 10 hours for the holiday if full time will the employee be paid 26 hours of regular and 4 hours of comp time pay at their regular rate automatically? If an employee works 9 hours per day will their holiday pay be 9 hours automatically in payroll? See Requirement 2 below under Client Specific for more details on the City's process. Please describe the steps and attach screen shots.	Yes	UKG Ready Time has the ability to create and maintain multiple Holiday Calendars which allow organizations to customize eligible holidays based on group. This feature includes the capability to display holiday names, dates, and whether they are considered bank holidays, which can impact pay rates and scheduling.	4
14	Time off balances are maintained in the time and attendance system and accessible to employees. Employees requests are routed to managers for approval. If a manager doesn't respond within X days the request is routed to the next level automatically. Please describe any limitations to routing and include steps and screenshots of a time off request and approval.	Yes	In UKG Ready Time, employees can request time off through a user-friendly self-service interface available on both desktop and mobile devices. The process typically involves the following steps: Accessing the Time Off Request Feature: Employees log into the UKG Ready application and navigate to the time-off request section, often found under the "My Time" or "Time Off" menu. Submitting a Request: Employees can select the type of leave they wish to request (e.g., vacation, sick leave, personal time) and specify the dates and duration of the requested time off. They may also need to provide a reason for the request, depending on the organization's policies. Reviewing Accrual Balances: Before submitting the request, employees can view their available leave balances to ensure they have enough accrued time off. Submitting the Request: Once the request is filled out, employees submit it for approval. The solution was used	4

15	System allows employees to enter future dated time off requests (i.e., planned vacation). Can requests automatically be added to the Outlook Calendar as invites? Can an employee cancel their time off request and have the manager be notified? Is there a team calendar that can be displayed so that employees can view when other team members are off? Please describe this process and attach screenshots.	Yes	Yes, each function is standard functionality in the solution. All processes can be configured to mirror the rules and policies followed by the City.	4	
16	System allows carryover balances from year-to-year up to a limit based on anniversary date. Can limits be imposed by time off plan and based on anniversary date? Do separate time off plans need to be created or can you configure anything over the limit to lapse based on an employee's anniversary date? Please describe this process and list any limitations to using Anniversary Date as a factor for accrual expiration.	Yes	UKG Ready calculates accrued time off through its Accruals Manager, which automates the process based on the organization's specific rules and policies. The solution tracks accruals by considering various criteria such as hours worked, employee seniority, pay grade, attendance, and performance metrics. This flexibility allows organizations to define custom accrual profiles that determine the rate at which employees earn time off, including vacation, personal time, and sick leave. Additionally, UKG Ready provides options for carry-over settings, specifying whether employees can carry forward accrued time, how much can be carried over, and for how long. This automated tracking minimizes manual errors, supports consistent policy enforcement, and provides both employees and managers with real-time visibility into current accrual balances, simplifying time-off requests and approvals. Yes, all standard functionality and can be configured based on rules and policies.	4	
17	System allows for tiered approval. If it is a grant funded position can this require approval by the grant manager? If an employee is a multiple job worker how do you handle time off requests? Do two separate requests need to be entered by the employee for the same day for each job or can this be one request? Please list any limitations.	Yes		4	
18	System allows mass adding and/or editing of time entries without having to import data into the system. Please describe the process and include screenshots for mass adding a Pay Code to all employees or a group of employees (i.e., snow day for the day and pays all employees hours based on work schedule automatically without manual intervention).	Yes	There is a mass edit feature available to make simultaneous changes to many or all employees.	4	
19	System allows for tracking of additional flat pay. (i.e., stipends and allowances)	Yes		4	Total

20	System allows configuration of pay rules (i.e., lunch deduction, rounding, holiday eligibility). Please list any limitations of rounding (i.e., how many decimal places).	Yes						4	76
----	---	-----	--	--	--	--	--	---	----

Client-Specific Capabilities		Existing	Custom	Future	3rd Party	Not Available	Notes	Score
1	System will accurately collect and allocate daily overtime and double time requirements in accordance with FLSA and handled blended rates. Is this automatic or is there additional setup? Please describe in the Notes.	Yes					UKG Ready fully supports FLSA blended rate overtime (OT) calculations, which is essential for employees working in multiple positions with differing rates of pay. Here’s how the system handles this: Flexible Pay Rules Engine: - UKG Ready's flexible pay rules engine simplifies the determination of pay associated with regular or OT hours, accommodating various scenarios such as employees with multiple positions and differing rates of pay. Blended Overtime Rate Calculation: - The system can apply a blended overtime rate by pulling employee rates and dividing them by worked hours, including any extra pay and additional records. This ensures that the overtime rate is accurately calculated based on the average rate of pay across different positions. Weighted Average Overtime Calculations: - UKG Ready supports weighted average overtime calculations, which are crucial for ensuring compliance with FLSA regulations. This feature calculates the	4

2	System will handle compensatory time. City Hall Workers work a 36 hour per week schedule and are paid 4 hours of compensatory time to equal 40 hours per week. If a worker enters 38 hours of regular time then they will get 2 hours of compensatory time. If they work over 40 hours those hours go into a compensatory bank and are paid out after July 1st.	Yes	The UKG Ready system is designed to handle compensatory time effectively, ensuring compliance with organizational policies and regulations. For City Hall Workers who work a 36-hour week, the system automatically calculates and adds 4 hours of compensatory time to equal a 40-hour workweek. If a worker logs 38 hours of regular time, the system will allocate 2 hours of compensatory time to meet the 40-hour requirement. Additionally, any hours worked beyond 40 are tracked and stored in a compensatory bank, which is then paid out after July 1st. This process is streamlined through UKG Ready's robust pay calculation engine, which automates time tracking and ensures accurate policy enforcement, minimizing compliance risks.	4
3	System will support weekly pay periods. Currently, Start of Pay Period is on Friday's for all City Hall Employees and End of Period is on Thursday's. Describe how this is handled in your system.	Yes	The UKG Ready system efficiently manages weekly pay periods, accommodating the specific schedule requirements of City Hall Employees. The system is designed to handle pay periods that start on Fridays and end on Thursdays, ensuring seamless payroll processing. With real-time updates and a flexible pay rules engine, UKG Ready continuously processes payroll data, allowing for accurate calculations and timely compliance updates. This setup ensures that employees receive the correct pay based on their work schedule, and any adjustments or overtime are automatically calculated according to the organization's policies. The intuitive interface and powerful reporting capabilities provide instant access to payroll information, helping to minimize risks and streamline the payroll process.	4

4	System will support Pay Dates are on Wednesdays. Police are on a Wednesday Pay Date, but their Start of Period is on Thursdays and End of Period is on Wednesdays. Do you support this as well? Can you have multiple periods?	Yes	Yes, the UKG Ready system supports pay dates on Wednesdays and can accommodate the specific pay period requirements for Police employees, where the start of the period is on Thursdays and the end of the period is on Wednesdays. The system's flexible pay rules engine allows for the configuration of multiple pay periods, ensuring that different employee groups can have their unique schedules and pay dates managed efficiently. This flexibility is part of UKG Ready's comprehensive payroll solution, which provides real-time updates and continuous payroll processing to ensure accuracy and compliance across various scenarios. Additionally, the system's robust reporting capabilities and intuitive interface make it easy to manage and track multiple pay periods, providing seamless payroll operations for organizations with diverse needs.	4
5	Does your system handle lateral accruals? For example, how do you handle an employee who comes in and starts with 4 weeks of Vacation Accrual vs the traditional 1 week of vacation accrual for standard employees. Can this be different for different types of employees based on their offer letter? What type setup is involved? Please describe this process and attach screenshots of this.	Yes	The UKG Ready system is equipped to handle lateral accruals, allowing for flexible configuration based on an employee's specific offer letter or organizational policies. This means that if an employee starts with 4 weeks of vacation accrual instead of the traditional 1 week, the system can be set up to accommodate this difference. The Accruals Manager in UKG Ready provides automated accrual calculations and custom eligibility rules, ensuring that different types of employees can have tailored accrual settings based on their offer letters or other criteria such as seniority, pay grade, or performance. The setup involves configuring the accrual profiles within the system, which can be adjusted to reflect the specific accrual rates and carry-over settings for each employee type. This flexibility ensures fair and consistent policy enforcement across the organization, while providing employees and managers with real-time access to accrual balances and comprehensive reporting.	4

6	System supports copying of schedules, time codes, time entry templates, etc. and data can then be edited? Please list any limitations in the Notes.	Yes	UKG Ready supports the copying of schedules, time codes, time entry templates, and other related data, allowing for efficient management and editing. This functionality is facilitated through features such as mass editing capabilities, drag-and-drop schedule builders, and schedule pattern templates, which enable users to clone and modify existing schedules to fit their needs. Additionally, the system provides real-time visibility and alerts for schedule changes, ensuring that any modifications are tracked and communicated effectively.	4
7	System supports the following Non Union Vacation Policy: First Year employee shall receive 40 hours at the date of hire and will become usable after 120 days of employment (manager exception will allow employees to go negative based on offer of employment exception), on the employee's first anniversary of employment they will receive 80 hours of vacation, any unused time will be zeroed out on the anniversary date automatically, if an employee is terminated any vacation will be paid out to the employee automatically in payroll without manual intervention, once an employee reaches 5 years of service they will receive 120 hours of vacation, 160 hours once they reach 10 years of service, and 200 hours once they reach 15 years of service. Again, your system must allow the ability for vacation credit to their service so that an employee who negotiates in their offer letter to come in at 160 hours of vacation time in their first year your system must handle this exception. Please attach screen shots of the setup of this requirement in your system.	Yes	In terms of limitations, while Ready offers extensive editing capabilities, users must ensure compliance with predefined scheduling rules and policies to avoid grievances, litigation, fatigue, and penalties. Furthermore, the system's ability to handle complex scheduling scenarios may require proper configuration and understanding of its constraints library and rule definitions. This is standard functionality and is accommodated in the accrual profile.	4

8	Sick leave for non union employees will accrue at one day per month starting on their seventh month, up to a maximum of 960 hours. Sick leave can be used in hourly increments or half hour increments.	Yes	4
9	The system also must support a sick leave incentive that sweeps unused sick time into the deferred compensation plan in their name based on the following schedule: 36 hours swept for more than 240 hours but less than 350 hours, 72 hours swept for more than 350 hours but less than 600 hours, and 108 hours swept for more than 600 hours. These hours will be swept on December 31st of each year and payment will be made in the employees account on about July 30th of the following year. Attach screen shots of how you will handle this requirement both in setup and the sweep and automatic payment to the 457 plan. This should be done without manual intervention.	Yes	4
10	System supports 25 hours of personal time, prorated for part time employees. Personal Days commence from the date of hire and shall not accumulate from year to year. At the start of each calendar year the employee will automatically receive 25 hours of personal time granted to them. Personal time is not payable to the employee upon termination. Please describe how your system will handle this requirement including the setup of this along with screenshots.	Yes	4
11	System should support other types of leave such as administrative leave (extreme weather, days of national mourning, etc.) these can be paid to all employees without reducing any other accruals and automatically adjust paid hours in payroll. Furthermore, these hours can automatically be loaded in Mass to all eligible employees without needing to load an integration or CSV file. Please describe how your system would handle this requirement.	Yes	4

Standard functionality accommodated in the accrual profiles.

The accrual schedule allows you to specify the schedule by which an employee would accrue time off. The accrue rate within the schedule specifies the time basis for the accrual rate calculation, and the “entitled to time” can be set per year or per accrual period. For example: An employee accrues monthly but receives 12 days total at the end of the accrual year.

12	System will handle Bereavement Leave as follows: 5 days for immediate family, 3 days for outside of immediate family, and if the loved one does not fall in one of those categories the employee can make a request electronically in the system to the city manager for approval and then this can be returned to the employee and paid out automatically in payroll without reducing any other accruals. Describe how your system would handle this full requirement.	Yes	A configurable request workflow enables employees and managers to request and approve/reject leave requests online or via mobile app. The solution delivers a comprehensive yet easy-to-use eligibility tool at both the employee and administrative levels, providing real-time access to eligibility information for any configured leave of absence categories. When employees request time off, UKG Ready checks their balances to verify that the requested hours are available, and then debits the hours from the appropriate accrual category. The software enforces your rules regarding taking limits at the time of the request. UKG Ready provides robust capabilities for maintaining a history of all leave types and tracking and managing multiple types of leave concurrently. The solution ensures accurate leave management, real-time updates, and compliance with organizational policies and regulatory requirements. The solution is fully integrated so that rules and applicable pay codes will also flow seamlessly to payroll.	4
13	System will handle Military Leave as follows: Reserve Service Leave will pay the employee the difference between gross total service pay and the employee's regular gross compensation of the employee had they been in the City's service during the pay period in which the leave was taken. This pay will only be allowed up to 4 pay periods in a calendar year for short training periods. Please describe how your system will handle this requirement and pay in payroll automatically.	Yes		4
14	System will handle Long Term Active Duty Leave where the employee not to exceed 1 year shall be paid the difference between gross total service pay and the employee's regular compensation gross pay had they been in the City's service during the pay period in which leave was taken. During this period of time they will continue to receive the following benefits and accruals: group life insurance, medical, dental, long term disability, holiday pay, and vacation/sick accruals. Employees will be expected to continue making the employee share of contributions to the City for any applicable benefits, unless coverage is voluntarily waived and this shall remain in effect for up to one year. The cumulative length of Long Term Active Duty Leave shall not exceed 5 years. Describe how your system would handle this requirement in full detail.	Yes	Yes, UKG Ready ensures that leave codes are generated and transmitted to payroll, which helps maintain accurate pay for employees while they are on leave. The solution automates the administration and tracking of various leave types, integrating seamlessly with payroll processes to ensure that the correct leave codes are applied. This integration minimizes errors and ensures compliance with leave policies, ultimately facilitating accurate payroll processing during employee absences.	4

15	System supports FMLA, Intermittent FMLA, Unpaid Leave, and Maine Paid Family Leave. Please list any limitations and describe in detail how your system handles each of these including the setup involved with these. Can Intermittent FMLA be taken in hourly increments?	Yes	The UKG Ready system provides comprehensive support for FMLA, Intermittent FMLA, Unpaid Leave, and Maine Paid Family Leave, ensuring compliance with labor regulations and offering flexible leave management options. For FMLA, the system automates document generation for medical certifications and eligibility determination, providing alerts for potential FMLA cases and ensuring compliance with regulations. Intermittent FMLA can be tracked and managed in real-time, allowing it to be taken in hourly increments, which provides flexibility for employees needing to take leave in smaller portions. Unpaid Leave is managed through configurable leave administration and tracking options, which align with organizational standards and regulatory requirements, ensuring fair policy enforcement. Maine Paid Family Leave is supported through automated leave administration, reducing errors and controlling absence costs, while providing employees with self-service tools to request leave and check eligibility.	4
16	System supports accrual history update changes where an employee used vacation time when it should have been personal time or vice versa. Detail the steps of how this is accomplished along with attaching screen shots.	Yes	Accruals are tracked in detail to show any changes to accrual balances. This can also be configured to show additional detail.	4

			UKG Ready's Pay Calculation profile's parameters are displayed in a simple, graphical user-interface. The profiles are not written in code or SQL, so changing a profile doesn't require a programmer to write code. The result is that organizations can choose to have the subject matter experts, such as the staff in the Payroll Office, modify and maintain the rules. This capability empowers users to customize pay rules according to their specific organizational needs, ensuring flexibility and adaptability in managing payroll processes.	4	
			The solution's user-friendly interface and robust configuration options enable organizations to implement changes quickly and efficiently, reducing reliance on external support and enhancing overall operational efficiency. The profiles are effective dated which provides the ability to configure rules for deployment on a date in the future, or to make retroactive changes to a rule, such as when a contract is negotiated with a retroactive date for the implementation of the rules.		
System supports Union Tracking, complex Rules for Unions and Vendor has previous experience with complex Union rules for other municipalities. Detail your experience in this area in the Notes.					
18 System handles schedule changes with ease. Please list the steps for a change in schedule and attach screenshots.	Yes		Yes, UKG Ready allows employees to access up-to-the-second information, including scheduled shift times, accrual balances, and messages, as soon as changes are made within the solution. Schedules can be changed easily by adding or replacing schedules for employees. There is also the capability to drag and drop shifts as well.	4	Total
19 System supports Leave Donation Program. Employees can donate their sick time to a Sick Bank and the system can maintain this bank and deduct usage from this bank. Please describe the process for handling this in your system. Please list the steps and attach screenshots of your proposed process for handling this requirement.	Yes		UKG Ready offers a leave bank option. Employees can donate and request time from the leave bank. Administrators can review and approve requests. In addition, employees can initiate workflow requests to donate to a specific individual. Administrators can move leave from one employee to another.	4	76

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Open Ended Questions		Responses	Score	
1	Was software developed in-house or gained through acquisition?	The proposed solution was purchased and was formerly offered under the name SaaShr.	1	
2	What year was the payroll module first offered?	UKG Ready was originally released in 2002.	1	
3	What improvements/enhancements are planned for the next 12 months? Will any customizations or configurations be broken if any enhancements are added? Describe your QA process for bugs.	UKG provides 6 Month High Confidence Roadmaps. For 2025, we’re investing in simplifying the user experience and introducing more self-service capabilities, faster deployments, and integration needs. Our commitments include: ● Deliver an AI-Inspired Experience for Ease of Use ● Empower Business Leaders with Data-Driven Insights ● Support Business Growth with a Scalable Solution	1	
4	What are the services surrounding ongoing support, training and configuration?	The UKG Partner for Life customer experience amplifies business outcomes with tailored success paths and technical expertise. From our experience and engaged team to our inclusive and collaborative approach, our premium, comprehensive customer experience is included in	1	
5	Does the payroll module share the same database as the HR module? If not, how frequently does your payroll and HR module share information?	UKG Ready operates within a single database environment, ensuring that HR and Payroll fields are seamlessly integrated without duplication. Any updates made in one module are instantly reflected across all other modules in real time, providing a cohesive and efficient data management experience.	1	
6	How does the time and attendance component specifically interface or integrate with payroll?	UKG Ready Time provides an integrated payroll and time and attendance solution that handles all the heavy lifting and complex payments associated with employee’s working multiple locations, multiple jobs, multiple shifts, and complex premium requirements. As the employee	1	
7	Does your system support multiple FEINs?	UKG Ready makes it easy to support multiple EINs within our solution. In addition to managing all time, HR, and payroll functions through a single solution, our customers are able to streamline employee transfers between EINs. Tools such as mass-editing and import capabilities help support the management of multiple EINs. Lastly, the ability to easily report across multiple EINs in real-time provides the visibility needed to manage the day-to-day.	1	
8	How are employees with multiple pay rates and department/cost center assignments within a single paycheck managed?	UKG Ready supports multiple rates through rate tables with triggers based on transfers to different cost centers or shifts. Personal rate table can be set at the employee level with rates for each position.	1	
9	What methods are available for splitting payment (i.e., partial live, etc.)?	The solution sets up bank accounts and routing numbers. The number of accounts is unlimited, and the available methods are Entire or Remainder, Flat \$ amount, % of net earnings, % of Gross Pay, and % of remaining Net.	1	TOTAL
10	Describe how off-cycle and void payroll checks are handled. List the steps for each process and attach screenshots please.	The UKG Ready system handles off-cycle and void payroll checks with efficiency and accuracy, ensuring seamless payroll operations. For off-cycle payroll checks, UKG Ready allows for the issuance of checks outside the regular payroll cycle. This process involves retrieving	1	10

Vendor Specific Capabilities	Existing	Custom	Future	3rd Party	Not Available	Notes	Score
------------------------------	----------	--------	--------	-----------	---------------	-------	-------

1	Register can be reviewed prior to payroll finalization. (Please note if the preview is immediate or rendered.) Please attach a sample Register. Can this Register be customized by the City using the Built In Report Witer? Describe this in the Notes section.	Yes	The audit process for payroll will vary by organization, but UKG Ready provides numerous reports to aid in this audit process during and after the payroll process. Reports are based on real-time information for the most up-to-date indicators. Reports can be used to analyze payroll activity and trends, to verify benchmarks in the overall processing, or to support compliance with regulatory requirements. The payroll register can also be configured in the solution as well to meet your needs.	4
2	Separate checks can be produced for the same employee in the same run. Please list the steps for creating a separate check and attach screenshots.	Yes	Payroll administrators can perform gross-to-net calculations for selected pay groups, and detect and correct errors in the payroll information before running the final payroll. Payroll can be updated and recalculated as often as needed until the results are satisfactory. As the process is run, UKG Ready Payroll performs the following functions: 1. Calculates employee gross to net 2. Creates general ledger transactions 3. Creates check and direct deposit information for the current pay cycle 4. Calculates employer tax liabilities 5. Creates detailed employee histories for all compensation, deductions and taxes Customers have the advantage of running the Pre-Payroll Data Check report and the Payroll Diagnostic report to find discrepancies and warning conditions at any step in the payroll process. Exception Processing can be handled through manual checks. This automated exception processing takes care of the payroll exceptions that occur in any business. This processing occurs with minimal administrative intervention by the payroll administrator. Payroll exceptions. The customer has the ability to process and print a manual check at any point within UKG Ready.	4
3	Manual checks can be printed in-house after payroll processes.	Yes		

4	Off-cycle manual checks can be printed by us? How are re-prints handled? Please describe this whole process in Notes.	Yes	Yes, off-cycle manual checks can be printed using the UKG Ready system. The process for handling off-cycle checks involves accessing the payroll system, selecting the necessary payroll data, and generating the checks for printing. This allows organizations to issue checks outside the regular payroll cycle, accommodating urgent payment needs or corrections.	
			For re-printing checks, UKG Ready provides a straightforward process. If a check needs to be re-printed due to errors or other reasons, users can access the payroll system, locate the specific check, and initiate the re-print action. This updates the payroll records to reflect the re-printed transaction, ensuring that the payroll data remains accurate and compliant.	4
5	System has a module for recording and tracking all employee loans (e.g., 457, etc.).	Yes	A deduction can be configured in employee profile to allow the ability to track loans against a 401(k) or a 457. You can set up a goal and the deduction can be stopped when the goal is met.	4

6	There are controls in place to ensure the correct sequence and maximums of the deductions (goal-based, Federal IRS maximums, etc). Are these automatic? Please note any limitations or manual interventions.	Yes	UKG Ready system includes automated controls to ensure the correct sequence and maximums of deductions, such as goal-based deductions and Federal IRS maximums. These controls are designed to streamline payroll processing and ensure compliance with regulatory requirements. The system's automated calculations for pay policies, gross pay, and net pay help maintain accuracy in deductions and ensure that they adhere to set limits.	4
7	System can automatically calculate gross-up for earnings	Yes	However, while many processes are automated, there may be instances where manual intervention is required. For example, setting up or adjusting deduction codes and rules might involve manual configuration to align with specific organizational policies or changes in regulations. Additionally, while the system provides automated tax reporting and generation of tax filing documents, users may need to review and verify these reports to ensure accuracy and compliance.	4

8 System can automatically calculate retroactive or pro-rated pay and deductions. Please describe the steps to creating Retro Pay. For example, employee is given a 30 cent increase 10 days ago and needs to be paid retro pay for those days. Please attach screen shots and note any manual steps or intervention required to process Retro.

Yes

UKG Ready offers two key options for corrective payrolls: Historical Timesheet Corrections and Retro Pay.

Historical Timesheet Corrections enable users to modify timesheets from closed periods, with these corrections syncing directly with payroll. During the Time Prep process, administrators can easily identify and process these Historical Correction records for the current pay period. If any corrections were made manually, the administrator has the option to disregard these pending calculations. Each corrected timesheet is flagged as a pending calculation in Time Prep, allowing the solution to automatically compute the necessary adjustments for those date ranges and incorporate that data into the current pay period, ensuring employees receive the correct pay.

4

Retro Pay, on the other hand, monitors changes to an employee's pay rate. Any retroactive adjustments to rates or compensation automatically include the affected employees in the Retro Pay step of Time Prep, with the option for manual

9 System can support non-taxable reimbursements through payroll.

Yes

4

10 System automatically updates tax tables and annual goal limits. Are these vendor updated or do we update these? Please describe the process in the Notes section and attach screenshots of the steps.	Yes	UKG Ready automatically updates tax tables and annual goal limits through vendor-provided updates. This automation ensures that the system remains compliant with the latest legislative changes, reducing the need for manual intervention and minimizing the risk of errors in payroll processing. The system's real-time updates mean that information is continuously refreshed throughout the system, ensuring accuracy when processing payroll.	4
11 System calculates and deducts 457 catch-up contributions. All Deductions automatically stop when limit is reached without manual intervention. Please specify in the Response/Notes column if this is an automated process or requires an intervention by the employee.	Yes	UKG Ready system is designed to automate the calculation and deduction of 457 catch-up contributions, ensuring that all deductions automatically stop when the limit is reached without requiring manual intervention by the employee. This automation is part of the system's comprehensive payroll processing capabilities, which include real-time calculations and processing to maintain compliance with contribution limits and other regulatory requirements.	4
12 System can support payroll accumulators: a. Calendar year-to-date b. Quarter-to-date c. Fiscal or client-required year-to-date	Yes Yes Yes	The system's automated features help streamline payroll operations, reducing the administrative burden and minimizing the risk of errors associated with manual tracking of contribution limits. Employees can rely on the system to accurately manage their contributions, allowing them to focus on other aspects of their financial planning without needing to manually monitor their deduction limits.	4 4 4

d. Annual reporting year-to-date or User Defined reporting period (Note limitations in Notes field)	Yes	4
13 Federal, state and local taxes are deposited on behalf of the client.	Yes	4
		To maintain the highest level of quality, UKG Ready updates its payroll solution monthly with federal, state, and local labor laws, tax rules, and requirements. New features or enhanced functionality to address legal requirements is incorporated directly into UKG Ready product updates so that customers are less vulnerable to the impact of regulatory changes that could otherwise render your solution obsolete.
14 System maintains state and local reciprocity agreements.	Yes	4
15 Tax reporting for multiple jurisdictions on one payroll for a single employee can be managed.	Yes	4
16 All wage garnishments are remitted on behalf of the client and their employees.	Yes	4
17 System has the ability to run payroll for many payroll types (i.e., regular payroll, miscellaneous, bonus, discretionary, relocation).	Yes	4
18 System can be configured with client's customized pay rules (e.g., comp time of 4 hours for hourly employees who regularly work 36 scheduled hours per week to bring their pay total to 40 hours).	Yes	4
19 System provides electronic delivery of Direct Deposit Advices and W-2 forms to employees. Are employees provided with standard disclosures for enrolling in electronic delivery and can these electronic enrollments be audited?	Yes	4
20 System handles tracking of imputed income (e.g., group term life, transportation/bus passes, parking, vehicle reimbursement).	Yes	4

21	System provides a custom report writer that allows HR administrators and managers to write ad hoc reports from payroll data. Please attach sample custom reports. Describe your library of custom reports and are any included as part of the implementation?	Yes					Unlike other solutions, UKG Ready’s comprehensive platform lets you access more data points from across the employee lifecycle to get comprehensive, real-time insights into your business. Every UKG Ready report can be modified with intuitive, built-in reporting tools – enabling you to easily analyze your data without requiring technical coding knowledge or an export into a spreadsheet. Some of the ways you can customize reports, include: ● Filtering, sorting, and grouping by column ● Reordering, adding, or removing columns ● Adding visual charts and graphs ● Creating a column that calculates an equation with specific data fields ● Changing column labels to reflect your organization’s terminology ● Adjusting column widths ● Hiding headers and footers ● Adding or removing page breaks	4	Total
22	System handles quarterly 941 and annual tax filing and deposit reconciliation for state and federal government entities. (Indicate in the Notes column if these are mailed or completed electronically.) Is this standard reporting or custom report?	Yes					UKG Ready handles quarterly 941 and annual tax filing and deposit reconciliation for state and federal government entities as part of its standard reporting capabilities. These filings are completed electronically, leveraging the system's seamless integration and professional expertise to ensure timely and accurate submissions. The electronic filing process helps reduce the risk of errors and penalties associated with manual submissions, providing peace of mind that all tax obligations are met on time.	4	100

Client-Specific Capabilities	Existing	Custom	Future	3rd Party	Not Available	Notes	Score
------------------------------	----------	--------	--------	-----------	---------------	-------	-------

1	System supports multiple pay frequencies (weekly, monthly, quarterly). Can these be paid within the same payroll run or do separate payroll runs need to be created? Please describe the process and attach screen shots.	Yes	UKG Ready supports multiple pay frequencies, such as weekly, monthly, and quarterly, and these can be managed within the same payroll run. The system's flexible pay rules engine simplifies different pay scenarios, allowing organizations to accommodate unique requirements and ensure accurate payroll processing.	
			UKG Ready provides real-time calculations and processing, which help streamline payroll operations and ensure compliance with regulatory requirements. The system's intuitive interface and powerful reporting capabilities enable organizations to efficiently manage multiple pay frequencies and deliver the perfect paycheck every time.	4
2	System payroll calculation provides error free processing of payroll. Please note how long calculation and processing takes for a typical city/entity our size. Also please add in the notes how errors are handled within payroll processing.	Yes	UKG Ready provides error-free processing of payroll through its real-time calculations and processing capabilities. This ensures that payroll is accurate and compliant, reducing the risk of errors and administrative overhead. The system is designed to streamline payroll processing, allowing organizations to pay their employees quickly, simply, and correctly.	
			While the exact time for payroll calculation and processing can vary depending on the size and complexity of the entity, UKG Ready's continuous processing and real-time updates significantly reduce processing time compared to traditional methods. The system's intuitive interface and powerful reporting capabilities enable organizations to efficiently manage payroll operations and deliver the perfect paycheck every time.	4
			In terms of error handling, UKG Ready includes features such as AI-driven payroll alerts and continuous payroll monitoring to catch errors before running payroll. Proactive alerts notify users of potential timesheet or payroll errors, directing them to what needs to be addressed before	

3	System supports upload of ICMA Mission Square deduction files from the software to ICMA Mission Square directly without the rekeying of data. Please describe in the Notes your experience with other cities doing this and is this included.	Yes	UKG Ready is delivered with bundled interfaces that enable timely, accurate, and reliable transfer of data to and from third-party systems and vendors to drive effective workforce management automation and reporting. UKG Ready Interface Guide lists the bundled interfaces delivered with UKG Ready based on module(s) purchased. It's important to note that all incoming interfaces need to match UKG Ready file specifications and that only one interface is created per import/export unless otherwise indicated. Any additional customization would need to be evaluated to determine associated development effort and costs UKG Ready also provides the ability to integrate with other solution through API's using File Exchange, REST and SOAP API's.	4
4	System provides AI Anomaly detection in payroll processing and auditing to automatically determine issues before processing payroll (i.e., overages, net pay=0, net pay >5% of last week's payroll and other comparisons). Please add which comparisons you offer and if these are included and how long it takes your AI model to learn these anomalies in the Notes section.	Yes	Payroll alerts proactively address errors and flag issues like missing time data, pending requests, employees paid over a certain threshold, etc. Alerts can be customized to your organization's unique policies and requirements and can be informational or require your action before you can proceed.	4
5	System supports workers with multiple jobs on one employee record with easy access to both jobs and can receive one paycheck for multiple jobs.	Yes		4
6	System supports electronic W-4 Withholding Forms as part of the onboarding process. Can employees make changes and withhold additional amounts within Self Service? Do you support State forms (i.e., State of Maine)? List any limitations in Notes.	Yes	UKG Ready supports electronic W-4 Withholding Forms as part of the onboarding process, allowing employees to make changes and withhold additional amounts through the Employee Self-Service feature. This self-service capability enables employees to update their information conveniently from any device, streamlining the process and reducing administrative workload. Regarding state forms, UKG Ready supports various government forms, including state-specific forms. The system's Compliance Hub provides a centralized location for compliance-related tasks.	4

7	System supports file downloads in proper format to Maine PERS. Please describe how this works in your system. Is Maine State Reporting included? Attach Screenshots and describe how you would handle this specific requirement.	Yes	UKG Ready supports file downloads in the proper format for Maine PERS through its integration capabilities. The system's Integration Hub allows for single-direction file feeds, which can push information out of UKG Ready to other business tools, ensuring consistency and accuracy across business solutions. This feature is designed to facilitate seamless data transfer, including the specific requirements for Maine PERS.	4
8	System supports Employee/Employer funded HRA and automatically sends contributions from Payroll to our provider. Describe how you handle this and your experience with doing this.	Yes	Regarding Maine State Reporting, UKG Ready provides automated government form updates and supports state and local tax identification and validation, which includes state-specific reporting needs. This ensures that all necessary state forms and reports are accurately prepared and filed. This is achieved through Ready's integration capabilities, which allow for seamless data transfer between payroll and benefits administration tools. UKG Ready's centralized HR and payroll software streamlines benefits administration by automating workflows and providing real-time access to employee data, which includes managing contributions to HRAs. The system's integration hub ensures that contributions are accurately calculated and transmitted to the provider without the need for manual intervention, reducing administrative workload and compliance risk.	4

9	System is capable of handling insurance billing for deductions in arrears automatically. Is this a separate module or included? Detail how you would handle this requirement.	Yes	This is achieved through Ready's comprehensive payroll and benefits management capabilities, rather than being a separate module. The system provides real-time updates and continuous processing, ensuring that deductions are accurately calculated and managed. To handle insurance billing for deductions in arrears, UKG Ready utilizes its People Analytics and Reporting features, which allow users to easily determine whether an employee is in debt for any required deductions and view arrears details by plan type. This helps reconcile monthly statements or generate billing reports, ensuring that all necessary adjustments are made automatically. The system's integration capabilities also support seamless data transfer between payroll and benefits administration tools, facilitating the automatic handling of deductions in arrears without manual intervention. This reduces administrative workload and compliance risk, ensuring that all billing requirements are met efficiently.	4
10	System supports Void and reissuing checks. When reissuing can these reissued checks be edited? How is this handled in your system? Is it a separate run? Please attach screen shots and the steps.	Yes	If a check is incorrect, the check can be voided and reissued with the needed adjustments/entries. On demand checks can be created at any time. You can create such a check at any time by simply entering earnings and/or time into the system. Based on your entries, the system will know what deductions and taxes should be process. You can also override the earnings, taxes and deductions on the on demand check if you wish. The reissued check can be printed on demand at your location or processed with the next payroll. In the transactions history, you can select any check to void and follow steps to process any voided checks.	4

11 System supports Quarterly Insurance Buy Backs for employees who don't take insurance. These Insurance buy backs can be sent to their 457 and be exempt from Federal and State Tax, but appropriately deduct FICA and medicare. Can these be on a separate check or the same check? Describe the process for handling this lump sum amount on a check and the setup involved in this process. Attach screen shots for the process in paying this out in payroll. System must be able to have separate checks issued in the same payroll run.	Yes	The appropriate earnings and deductions can be added to an employee who does not elect for insurance coverages. These deductions and earnings can be created to mirror the processes currently followed by the City to ensure that deductions are credited to the appropriate 457 plan. 4
12 System supports, but not limited to the copying of data such as pay codes, deductions, location codes, group bargaining units, accrual tables and then editing the data? List any limitations in the Notes.	Yes	This is done through mass editing, which allow users to efficiently manage and update large sets of data. UKG Ready's intuitive interface and powerful reporting capabilities enable organizations to streamline payroll processing and ensure data accuracy. Users can duplicate and delete deduction/benefit plans on the web, which facilitates the management of payroll and benefits data. Additionally, the system provides real-time updates, ensuring that information is continuously synchronized across modules. 4 In terms of limitations, while the system offers robust data management features, the accuracy of the data remains the City's responsibility. Any tax rate changes specific to clients should be communicated to UKG Global Support for system updates . Furthermore, while UKG Ready provides tools for compliance, clients are responsible for ensuring that all necessary forms and updates are completed accurately.

13 System supports Employee Referral Bonus Program as follows: When the referred employee passes their 6 month probation, the employee who referred them will receive \$500 and this should be paid in a separate check automatically and only have FICA, Medicare, Federal and State Tax Deducted. When the referred employee has worked 12 months, the employee who referred them will receive another \$500 automatically on a separate check with only the above deductions mentioned without manual intervention. When the referred employee has worked 24 months, the employee who referred them will received \$1000 automatically on a separate check with only the above deductions mentioned without manual intervention, and finally if the employee making the referral or the one who was referred is no longer working for the city then the bonus will not be paid out. Please explain how you will handle this require and the extent to which you can automate this requirement without manual intervention. Please attach screen shots of the setup and of the process of how you would pay this out for an employee.		Earnings can be scheduled based on the dates of the new hire. However, manual intervention may be necessary if the new hire does not satisfy the tenure after created.
14 System supports Retirement Health Savings Account for all employees, which will be employee and employer contributions of \$15 EE/ER each week. The employer matched contributions shall have a 10 year vesting schedule based on the employees original date of hire as follows: 0-2 years (0%), Over 2 years (10%), Over 3 years (15%), Over 4 years (20%), Over 5 years (35%), Over 6 years (50%), Over 7 years (65%), Over 8 years (80%), Over 9 years (90%), and Over 10 years (100%). Please attach screen shots of the setup along with a description of how you would handle this requirement along with sending the file to Mission Square. Also explain your experience with this.	Yes	Employer contributions based on tenure can be configured in the benefit plan settings.

15	System supports annual clothing allowances for Police, Fire, Public Works. Explain your ability to exempt these from taxes per IRS guidelines for clothing that can't be used for another purpose.	Yes	Ready is capable of handling these allowances in compliance with IRS guidelines, which state that clothing allowances can be exempt from taxes if the clothing cannot be used for another purpose. The system's payroll capabilities allow for the easy management and modification of deduction and earning codes, ensuring that payments reflect the latest information and comply with tax regulations. This includes the ability to distinguish taxation based on specific criteria, such as the purpose of clothing allowances, and to handle complex tax configurations. By using UKG Ready's automated rules engine and compliance features, organizations can minimize legislative and tax compliance risks, ensuring that clothing allowances are correctly exempted from taxes when applicable. The system provides automatic legislative updates, including the latest tax tables, to ensure employee withholdings are always accurate.	4
16	System supports multiple pay schedules all on the same check. For example, Police and Public Works Pay Period is Thursday to Wednesdays. City Hall and Fire Employees are Friday to Thursday Pay Period. All employees are paid on the same payroll run. Can you confirm that this can be handled without having separate pay runs for each of the schedules? Please describe how you would handle this.	Yes	UKG Ready can handle multiple pay schedules within a single payroll run without requiring separate pay runs for each schedule. The system's flexible pay rules engine allows for the accommodation of various pay scenarios, including different pay periods for different groups of employees, such as Police and Public Works from Thursday to Wednesday, and City Hall and Fire Employees from Friday to Thursday. This flexibility ensures that all employees can be paid on the same payroll run, streamlining the process and reducing administrative overhead. Additionally, UKG Ready provides real-time calculations and processing, ensuring that payroll data is accurate and up-to-date across all schedules.	4

17	System supports Student Loan Repayment Program as follows: All employees are allowed only one 5 year incentive during their career. Can this be requested via self service and attached required documentation? The City will make monthly payments in the form of a non taxable educational reimbursement to the employee for 60 consecutive months. The payments shall not exceed \$100.00, even if the monthly amount due exceeds that amount. If the loan is paid off prior to the 60 months, the payments will terminate automatically without manual intervention. Additionally, the system also supports a claw back provision of 10% of the funds if they did not meet the 10 year requirement of employment with the city or 20% if they only worked 7.5 years for the City. These funds would be clawed back in the final paycheck to the employee. Please describe in detail how you would handle this requirement along with the setup involved, your ability to automate this requirement and attach screen shots of your proposed solution.	Yes	Theis request can be made available in the solution via n HR action. The employee can attach documentation to the action which could be routed to an appropriate approver. Earnings and deductions can be created to accommodate the payments to the employee and also an claw backs due from the employee upon termination.	4
18	System supports vendor payments via ACH and printing checks for vendors through payroll on a weekly, monthly and yearly basis. Can different schedules be used for different vendors? Describe how you would handle this in your system.	Yes	Different schedules can indeed be used for different vendors, allowing for flexibility in managing payments according to specific vendor agreements or requirements. To handle this in the system, you would first set up each vendor with their preferred payment method and schedule. The system's payroll capabilities include vendor and tax validations, which ensure that all payments are processed accurately and in compliance with regulations. You can customize the payment schedules for each vendor by configuring the payroll settings to align with the desired frequency, whether weekly, monthly, or yearly. The system's intuitive interface and automated reporting features allow for easy management and tracking of vendor payments, ensuring that all transactions are recorded and reconciled accurately. Additionally, the system provides real-time visibility into payment statuses, enabling you to monitor and adjust schedules as needed to meet vendor requirements.	4

19	System supports Payroll compliance with all Federal and State laws, updates the software to maintain compliance and provides a dashboard with the updates made to have full visibility into these compliance updates.	Yes		4
20	Are deductions allowed to go into arrears?	Yes		4
21	a. If so, how are catch-up contributions handled?		UKG Ready can handle 401(k), 401(a), and 403(b). UKG Ready also supports 401(k) and 403(b) catch-up contributions. Since this is an integrated solution, the benefits, and deductions are tied together to avoid duplicate entries. UKG Ready can exclude ineligibility based on many elements, including type, location, visa, etc. UKG Ready can also set eligibility based on hours worked, which is configurable by a technical resource.	
		Yes		4
22	b. How would the administrator track and adjust arrears?	Yes		4
23	Is all payroll data stored in US Data Centers?		Customer data is hosted in the Google Cloud within a multi-tenant environment where customer data is logically segregated by unique customer ID and database schema.	
		Yes		4
24	Does the system support tax exemption controls? What tax exempt controls exist for federal, state and local taxes?		New features or enhanced functionality to address legal requirements is incorporated directly into UKG Ready product updates so that customers are less vulnerable to the impact of regulatory changes that could otherwise render your system obsolete. To maintain the highest level of quality, UKG Ready updates its payroll system monthly with federal, state, and local labor laws, tax rules, and requirements. And UKG has the expertise to help you configure your system to accommodate changes in tax and payroll laws.	
		Yes		4

25 Does the system support adjustments? Describe the adjustment process for typical and year-end adjustments.

Yes

UKG Ready streamlines the quarter-end payroll process, ensuring efficient management of all payrolls and reconciliation tasks. Each quarter, the Company Tax Quarter must be closed and signed off, confirming tax completion and facilitating year-end closeout. The process begins with verifying that all payrolls are finalized and removing any unprocessed payrolls, as the quarter cannot be closed with open payrolls.

When closing the quarter, a prompt confirms the action, indicating that no further payrolls can be created or modified for that period. If adjustments are necessary afterward, the tax quarter must be reopened before sign-off. The final step is signing off on the tax quarter, which is irreversible within the solution, marking the successful completion of quarter-end tasks.

4

Similarly, the UKG Ready year-end payroll process enhances payroll management, ensuring accuracy and compliance as businesses transition into a new year. This solution calculates payroll taxes and employee deductions while reviewing

26 Payroll module automatically receives Time and Attendance Data in real time? There is no batch process. Please describe in detail.

Yes

Yes, UKG Ready Time is integrated with the payroll solution, allowing for seamless data flow between time tracking and payroll processing. This integration ensures that employee time and attendance data is automatically updated in real-time, which helps eliminate discrepancies and reduces the risk of errors when processing payroll. The unified solution allows for automated calculations related to pay policies, including gross pay and net pay, and supports various pay scenarios such as overtime and shift differentials. Additionally, this integration facilitates compliance with tax regulations and simplifies payroll reporting, enabling organizations to manage their payroll processes more efficiently and accurately.

4

27	System can perform gross up calculations for stipends. For example, an employee should be paid a \$1000 stipend and this is what they should receive and the system should calculate the taxes, so that they actually receive \$1000.	Yes		4	
28	Does the system support employee loans for 457 and other items? Describe how employee loan payments (e.g., 457, employee loans) are administered, including startup and use of goals or stop dates.	Yes	This functionality is integrated within the payroll solution, allowing the solution to document the amounts and details associated with these past-due items. However, the actual deductions and tracking of repayments occur within the payroll module, ensuring that all financial transactions are accurately processed and recorded.	4	
29	Does the system included integrations with Mission Square ICMA 457 vendor? Describe the interface between the payroll system and 457 vendor systems, including ability to use outbound and inbound feeds for all enrollments and changes.	Yes	UKG Ready Benefits has a robust infrastructure with over 600 established carrier connections. This extensive network supports various data flow directions, including 360 degrees, 180 degrees, and others, as the carriers require. Additionally, our capability to establish additional connections as needed enhances our flexibility and scalability in managing diverse data flows and requirements.	4	TOTAL
30	System provides for an unlimited number of deductions, pay codes, job codes, location codes, group/bargaining units, accruals (i.e., vacation, sick, personal time). Furthermore, these codes can be copied and updated. Please list any limitations in Note section.	Yes		4	116

Core HR & Self-Service

251

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Open Ended Questions	Responses	Score	
1 Describe how the system creates organizational charts and where the data is pulled from. Please attach sample and include the steps to build this. Note the level of effort to build this.	The solution is built on a robust organizational structure that facilitates the grouping of employees according to various criteria, such as department, job role, cost center, division, pay groups, or tax identification numbers. This flexible framework allows for the creation of unlimited organizational relationships, which can be leveraged for comprehensive reporting and analysis, enhancing security, cost accounting, position allocation, benefit eligibility, scheduling, and managing exceptions. Additionally, the platform supports multiple Employer Identification Numbers (EINs), ensuring seamless integration across diverse organizational needs. The data is based on the position management details captured in the solution.	1	
2 Describe how the system maintains employee "report to" data. Where is this housed and if a manager leaves does it automatically switch to the next level?	UKG Ready maintains the "report to" data at the employee record level and at the position level. Once a manager leaves, there are rules that can be configured to determine what happens after a position is vacated.	1	
3 Describe the process for transferring an employee between departments. Please include steps and screen shots of this process.	Transferring an employee from one department or company to another can be initiated at the employee profile level by the employee or manager or through an HR Action in Manager Self Service. If an HR Action is initiated there would be an approval process that could take place in HR or Payroll. An additional option is an Admin can manually change the employees department or company without any further action needed.	1	Total
4 Describe how the system maintains data integrity for such things as duplicate employees or duplicate candidates. How does your system ensure we don't have duplicates?	UKG Ready operates within a single database environment, ensuring that HR and Payroll fields are seamlessly integrated without duplication. Any updates made in one module are instantly reflected across all other modules in real time, providing a cohesive and efficient data management experience.	1	4

HR System Capabilities	Existing	Custom	Future	3rd Party	Not Available	Notes	Score
1 System provides online support/instructions for completion of routine tasks. Attach sample instructions found in your online help for a routine task. Does your system have field level help? Is this standard or does it need to be setup?	Yes					Online documentation is available in the solution as standard functionality. Please see attached screen shot for an example of setting up a new job:	4
2 Client can establish new organizational entities (e.g., companies, cost centers and other variables) with no IT or programming required.	Yes						4

3	System maintains employee demographic data for all employment-related detail (e.g., birth date, employee number, gender, hire date, contact information, email addresses). How many date fields do you provide? Please list in the Notes and list any limitations.	Yes	Several dates can be captured on the employee's profile. Custom fields are also available to allow you to capture additional dates for employees, if necessary. Example is attached.	4
4	System maintains ethnic, visa and I-9 related data.	Yes		4
5	System maintains marital, family and dependent/beneficiary related and tax-related elections.	Yes		4
6	System maintains historical data for current/former employees (e.g., names, employment, job/assignments, performance ratings, status and pay).	Yes		4
7	System maintains data for all job-related details (e.g., grade, exemption status, EEO code, salary, job family).	Yes		4
8	System maintains audit trails of employee file and data updates by date, time and origin of update.	Yes		4
9	Ability to use effective/future dating of pending transactions/events, and maintains transaction history.	Yes		4
10	Multiple active pay rates can be maintained. Please list any limitations.	Yes		4
11	Pay rate history is maintained. Please list any limitations.	Yes		4
12	Progress disciplinary actions can be tracked and reported.	Yes	Disciplinary and Incident tracking and reporting is available with UKG Ready. UKG Ready has a variety of alert options to facilitate communication:	4
13	Email alerts can be generated based on user or system defined events.	Yes	● UKG Ready has a built in tool called <i>Notifications</i> that can be used to remind users of events. These are automatic reminders based on an event within the solution (ex. pay period ending). ● The <i>My to Do's</i> in the employee mailbox can also be used for the user to easily see what needs to be completed. ● The solution also has an email report generator which can be used for sending saved reports to recipients electronically.	4
14	Employee data is maintained in real-time.	Yes		4

15	Describe the process for transferring an employee between departments.	Yes	Transferring an employee from one department through an HR Action in Manager Self Service or in the employee profile. If an HR Action is initiated there would be an approval process that could take place in HR or Payroll. An additional option is an Admin can manually change the employees department or company without any further action needed.	4
16	Calculated fields are available. Does this require fields to be created or configured (i.e., Year to Date, Last Year, Fiscal Year to Date). Please describe the process for creating calculated fields.	Yes	Calculated fields are available via reporting. Custom columns and expressions can be written and added as needed to most reports within UKG Ready.	4
17	System allows for configuration of data fields. Please describe the process of configuration and attach screen shots.	Yes		4
18	Is there a limit on the number of fields? Custom fields? Please note the field length limit of custom fields.	Yes	You may create up to 100 custom fields to be used in employee accounts.	4
19	Electronic files can be uploaded and maintained in the system. What limitations, if any, exist?	Yes		4
20	System allows for creation and maintenance of organizational charts based on employee relationship data stored in the HR Solution.	Yes		4
21	The organizational chart be exported in a required format. (i.e., PowerPoint, PDF, Word, etc.) Please list any limitations in the Notes.	Yes	Organizational charts can be exported in PDF.	4
22	The organizational chart be run based on a specific point in time for a historical view. Please list the steps to create a historical organizational chart.		Yes Organizational charts are based on the current position assignments.	0
23	System allows client to define values in drop-down fields (e.g., client can populate lists for the following fields; departments, job titles, job functions, salary increase codes, position codes, bonus targets).	Yes		4
24	System allows for modeling City salary structure that can be mapped to each employee. For example, can we pull all Police employees by union and model a 5% increase in pay and see what that would cost the city? Please include the steps of this process and attach screen shots.	Yes	Compensation worksheets will allow the city to capture proposed salary increases, see screenshot.	4
25	System provides government compliance tracking for the following: a. EEO compliance and adverse impact analysis	Yes		4

b. Affirmative Action Plan summary data (race, gender, application date, start date, disposition of applicant)	Yes		4
c. Application language, workplace postings	Yes	Postings can be made available for applicants and employees to access in the solution.	4
d. Other legal issues (describe in Response column)	Yes	Forms can be generated in the solution or uploaded for employees to view to support compliance.	4
e. Effective date of all employee data changes (salary change, promotions, transfers, title changes, etc.) Effective dated transactions must NOT overwrite other transactions entered. For example, coordination of events for benefits or if a Personnel Action dated for the future with an address change is made, but then a Personnel Action for the next day is entered to change the rate of pay must not overwrite the address change and vice versa.	Yes		4
26 System allows for tracking of data (e.g., start date, end date, pay/bill rate) for non-employees (e.g., contractors, agency temporaries, interns).	Yes		4
27 System supports automatic tracking of probationary periods of 6 months based on date of hire. Please describe how your system handles this for a new hire and attach screen shots of both the setup and tracking of the employee.	Yes	Yes, UKG Ready can set probation periods. The solution allows organizations to define and manage probation periods as part of their accrual policies. Users can configure details such as the length of the probation period and whether employees are required to complete this period before taking certain types of leave. The probation period can be associated with specific accrual policies, ensuring that the rules are enforced consistently across the organization.	4
System supports Freedom of Information Requests indicator? Can certain certain information be exempted from FOIA and how does your system handle this so that it is noted on a personnel file?	Yes	Documents can be tagged.	4

28	System supports Disciplinary Action Tracking for Attendance, Behavior, and Performance. Can the system automatically create a termination based on Disciplinary actions or is this a separate action? Please describe the steps of disciplinary actions leading to a termination on how your system would handle this. Is there a point system available with automatic tracking of points and does it work with time and attendance?	Yes	Disciplinary actions are definable and configurable with workflow. Disciplinary actions can auto-generate based on various parameters or be manually entered. Mobile, email, and text alerts are automatically sent to the employee's manager with a link to the disciplinary document as soon as disciplinary levels are reached, enabling timely disciplinary actions and reducing the burden on your supervisors.	
			UKG Ready reduces the administrative burden of tracking employee points, by providing you with the flexibility to automate and manage a points solution that aligns to your attendance and absence policies. You can configure rules based on your specific policies to add or subtract points for positive and negative behaviors and automate tiered notifications as well as disciplinary documentation when specified point thresholds are met. In addition, you can set balance thresholds for a certain point category, and once reached, this will cause the employee to accrue points in another point category. For example, if an employee reaches a certain point threshold, they can be moved to a "Probationary" status. Through a bi-directional integration with our partner, UKG Screen, administrators and recruiters can initiate and receive real time status updates on employment background and drug testing checks directly within UKG Ready. This includes the administration of Drug, Alcohol and Post-Accident/Reasonable Suspicion Testing.	4
29	System supports Drug Testing for both new hires and existing employees randomly select employees for drug screening. Explain how your system handles the selection of employees automatically. Can your system track the substances required for screening: Alcohol, Marijuana, Cocaine, Amphetamines, Phencyclidine (PCP), Opiates. Please list any limitations of your software.	Yes		3
30	System provides a method for handling and tracking leave management (e.g., FMLA, personal leave).	Yes		4
31	Leave start and estimated return to work dates can be captured.	Yes		4
32	Federal and state leave entitlement/usage can be tracked.	Yes		4
33	Past leave history is maintained in the system.	Yes		4

34	System supports an unlimited number of attachments and includes document management and storage. Documents can follow a retention and purge cycle based on the City's schedule. Any documents will be secured based off the user's permissions to access the documents. Describe how your system handles this.						Electronic documents are stored as part of the single employee record. There are no limitations on storage space. It is flexible as far as the document types (e.g., PPT, Excel, Word, PDF, etc.). Users can define visibility for various document types – so maybe something with a code or Handbook and PDF document type is visible by all accounts but files with a different code and document type is only visible to the Payroll Administrator. Documents can either be stored against the employee's record or company documents (for general download – handbooks and global documentation would be stored here).	0	
35	Leaves can be linked to specific plans or payroll.	Yes					Retention policies are set by the City.	4	Total
36	System allows for reporting of leave data.	Yes						4	155

Self-Service Capabilities (EE & MGR)		Existing	Custom	Future	3rd Party	Not Available	Notes	Score
1	System provides employee self-service for viewing personal data, total compensation, employment position and compensation history.	Yes						
a.	If so, does employee self-service allow for updating of personal data such as address, W4 exemptions (Federal and State)? (Please specify in Response column if this is accessible via web portal or desktop) Do you offer a kiosk experience for employees without computer access?	Yes					Employees can also easily make life event changes and manage a variety of benefits, talent, and payroll data directly from their desktops or the UKG Ready mobile app.	4
2	Changes made by the employee or manager trigger a notification and/or approval process.	Yes						4

3	System provides manager self-service for managers to view employee data and generate custom reports/queries on identified data elements (e.g., hire date, job title, compensation history, etc.). Describe functionality in the Response column.	Yes	The entire UKG Ready solution is a comprehensive reporting tool that allows managers to access and modify reports using easy-to-use built-in reporting tools. Users have the flexibility to customize reports by filtering, sorting, and grouping data and selecting from a wide range of predefined time periods. UKG Ready supplies over 500 built-in standard reports for quick insights, with approximately 45 predefined time period options. Users can also enter custom date ranges or expressions and utilize data visualization options. Additionally, reports can be exported to various file formats, including CSV, Excel, PDF, HTML, XML, and TXT.	4
4	Manager self-service offers a manager to-do list that can be organized and tracked.	Yes		4
5	Self-service landing page can be customized with external links.	Yes		4
6	Former employees can have read-only access to certain information.	Yes	You control how long a terminated employee has access and what they have access to. This can be managed via security profile for terminated employees to ensure only necessary data is accessible. UKG Ready is currently available in these languages: ● Czech ● Danish ● Dutch ● English (US, AUS, UK) ● Filipino (Tagalog, Philippines) ● French (Canada, France) ● German ● Italian ● Polish ● Portuguese (Brazil) ● Romanian ● Spanish (Latin America, Spain) ● Turkish Additional languages will be added over time based on customer demand. UKG Ready also supported custom language translation.	4
7	Employee self-service is available in different languages If so, please specify languages offered in Response column.	Yes		

8	Enables manager self-service request for termination workflow.	Yes	Managers can initiate a termination request, which begins the termination workflow.	4
9	System provides for termination workflows notifying appropriate personnel of actions needed, and ability for HR administrator to monitor/track progress of workflow steps.	Yes		4
10	New hire and termination workflows are configurable. Attach a screenshot for each of these workflows and the steps to build these workflows. Are these delivered out of the box?	Yes	The solution has components to help automate and streamline the on-boarding process including workflows that allow the users to complete forms on-line and submit for approval. Workflows are standard functionality and can be configured to match your business needs.	4
11	New hires can be imported from recruiting or applicant tracking system.	Yes		4
12	Managers can view and change employee salary information with workflow.	Yes		4
13	Workflows route job/salary changes electronically for approval based on user defined approvals.	Yes		4
14	Employee Self Service provides paycheck modeling for what if scenarios. For example, if employee expects to receive a 3% increase in pay how will that impact taxes, 457, etc. Please attach screen shots and steps for an employee to model their own pay.	Yes		4
15	Employee Self Service provides the ability to reprint checks, w-2's or any information. Please list any limitations in Notes.	Yes	If you use UKG Payroll Services, we can reprint payroll or vendor checks for you. If you print checks in-house, you have the ability to start the print process over.	4

16	Supports ADA Reasonable Accommodation Requests with the ability to attach documentation and have these route to Human Resources? Describe how your system would handle this requirement.	Yes	UKG Ready supports ADA Reasonable Accommodation Requests by providing a flexible workflow engine that allows for the attachment of documentation and automatic routing to Human Resources. The system's predefined workflows ensure accurate and automatic request routing and escalations, which are essential for handling accommodation requests efficiently. Employees can attach relevant documentation to their requests, and these are routed to HR for review and action. The system also offers proactive notifications for case updates and required actions, ensuring that HR personnel are kept informed throughout the process. Additionally, UKG Ready's dashboard allows HR administrators to track adoption, employee usage patterns, and HR service performance, providing valuable insights into the accommodation process.	4
17	Can terminated employees access Employee Self Service? How is this handled in your system? Please explain.	Yes	The workflow is determined by your organization's termination process and you can tailor the alert notifications based on your needs.	
			Terminated employees will no longer have access to their self-service, terminals for punching in/out, or any other activities. Once terminated, all employee's related changes are completed by the HR administrator.	4
18	Data/transactions submitted by managers automatically validate for accuracy and completeness. For example, are there automatic criteria which will alert a manager if an employee enters an unusual amount?	Yes	Rules for HR actions will ensure that managers are submitting actions that are valid and within company policy.	4

19	Employee Surveys can be created in Self Service and automatically sent to employees on a recurring schedule. Can these be easily configured and changed without coding and customization? Please describe in detail the process for setting this up and making changes to a survey.	Yes	UKG Ready allows for the creation and distribution of employee surveys through its intuitive survey builder, which can be configured and changed easily without the need for coding or customization. The survey builder provides templated options for annual, pulse, wellness, and MEI surveys, or you can create your own, aligning them with your organization's unique goals. Surveys can be scheduled to be sent out on a recurring basis, such as annually, monthly, or weekly, and are available on any device, making them accessible to all employees. To set up a survey, you would use the survey builder to select or create a survey template, configure the survey settings, including anonymity options, and set the frequency of distribution. Automated notifications and reminders can be set up to ensure employees complete the surveys, and real-time tracking allows you to monitor survey completion. Making changes to a survey is straightforward; you can adjust the survey questions, distribution schedule, and	4	
20	Managers can track employee assets for off-boarding purposes (i.e., computers, fire arms, fire equipment, etc.). Detail how this is tracked? Will managers receive a notification? Is there a checklist for off-boarding?	Yes		4	
21	Managers will automatically be notified of expiring Certifications. What setup is involved to make this happen? Does a report need to be created? Is it a custom report? Detail this process in the Notes.	Yes	Notification can be sent to employees or managers when a team members certificate is about to expire. The Training and Certificates report can be filtered based on expiry date.	4	
22	Employees and Managers will be notified of required training in Notifications area of Self Service. Managers will automatically receive notifications of overdue training that is required.	Yes		4	Total
23	Managers can view employee training records.	Yes		4	92

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Recruiting	Responses			NOTES	Score
	STANDARD	NON-STANDARD	NOT SUPPORTED		
1 Describe the functionality of your recruiting or applicant tracking technology for the following areas:					0
a. Electronic applications				UKG Ready offers flexible online application forms that can be accessed and completed by applicants on any device, ensuring ease of use and accessibility. These forms can be customized to include pre-screening and knockout questions, which help filter applicants efficiently.	4
b. Creating job requisitions				UKG Ready Recruiting simplifies the recruitment process by effectively managing each stage of the requisition cycle. This ensures that the strategic vision for open positions is accurately reflected in job postings. The built-in business process allows recruiters and hiring managers to create and maintain job requisitions efficiently, aligning them with company standards. Key features include the ability to specify job details such as required experience, education, travel needs, and job descriptions. Additionally, hiring stages, contact information for hiring managers and recruiters, job requirements, compensation details, and custom fields can all be easily included.	4

c. Candidate sourcing

Yes

Based on the trends you see in UKG Ready about where you're most effectively sourcing candidates from, what locations yield strong candidates, and which candidates go on to be high-performing, engaged employees, you can define the kinds of passive candidates that would be most fruitful to try and engage.

4

d. Resume screening

Yes

UKG Ready facilitates resume screening and candidate evaluation through several key features. The solution enables applicants to upload resumes, which are then parsed to automatically populate relevant data during the application process, streamlining data entry and ensuring consistency. Applicants can also populate their profiles using their LinkedIn and Indeed accounts, enriching their application with professional history and skills. Furthermore, the system allows customers to evaluate applicants based on user-definable pre-screening questions to identify best-fit candidates, ensuring that only the most qualified individuals move forward in the hiring process.

4

To further refine candidate evaluation, UKG Ready offers advanced search capabilities to identify qualified candidates within the talent pool and automated screening processes to eliminate unqualified applicants efficiently. The centralized recruiting workspace allows hiring teams to easily track applicants' statuses and manage the entire process of the hiring process.

e. Interview scheduling and Outlook integration. Can candidates self schedule interviews based on availability?		Yes	Currently you can send an interview request as an ical invite. You can generate iCalendar files to tie into MS Outlook calendars for specific processes. Otherwise UKG Ready can send e-mails driven by processes/approvals/workflows to Outlook e-mail (clients).	4
f. Social media integration		Yes	The links from the jobs you post can be used to populate social media posts announcing your latest job openings.	4
2	Does the system integrate with the client's company website or intranet?	Yes	UKG Ready allows job requisitions to be posted to free job boards through eQuest, which is capable of posting requisitions to approximately 8,000 job boards; including Indeed. UKG Ready also creates a job posting link that can be copied and posted to any job board that a customer wants to source candidates from.	4
3	Does the system provide a custom branded online career site/portal for the client?	Yes	Branding of the portal is available. All custom forms can be customer branded.	4
4	Are customizable job posting templates available without coding?	Yes	UKG Ready allows recruiters to build out custom job descriptions that fit the roles for which they're hiring and reflect their organization's branding and culture in both style and content.	4
5	Can customized screening questions be added to job postings without coding?	Yes		4
6	List all job boards that are included for free postings? (e.g., indeed, careerbuilder, etc.)	Yes	UKG Ready creates a job posting link. Users can copy the link and then the link can be posted by the user to preferred job boards including CareerBuilder, LinkedIn and Indeed. UKG also Partners with the EQuest Network for posting jobs to external sites.	4
7	Describe the candidate search and match functionality within the system. Does your solution use AI to assist with this? If so, has there have ever been a lawsuit regarding the use of AI by applicants against your company?	Yes	Candidate and resume searches are available. This is not based on AI functionality.	4

8	Can managers be given direct access to view applicant information for their respective positions?	Yes		4
9	Is the applicant's history available for all positions they previously applied for?	Yes		4
10	Can applicant information be shared to other positions they did not apply for?	Yes		4
11	Can the applicant sign up to receive both email and/or text alerts for jobs they are interested? Do you offer text SMS service as part of the applicant experience and is this communication automatically stored in the system? Is there an additional charge for this service or is it included?	Yes	Once the applicant applies an email or SMS Text message can be automatically generated to inform them the application has been received. Other notifications/emails/SMS Text can be manually produced and sent via the recruiters screens.	4
12	Does the system automatically disposition candidates not selected in mass action? Please detail the steps and attach screen shots of how you disposition candidates in your system.	Yes	The hiring stage for multiple applicants can be updated. Once updated to rejected, the solution can also send a rejection letter as well.	4
13	Does the system included resume parsing?	Yes		4
14	Will job postings automatically be removed on the end date without manual intervention? Please list any limitations of your software.		Yes UKG Ready requires users to manage job postings actively, including removing them when they are no longer needed.	0

15	Discuss the interactive dashboards available for both recruiters and managers. Is there a funnel of candidates at the different stages? Is this custom or standard?	Yes	The dashboards can display a variety of metrics and insights, including candidate pipelines, which track the progression of candidates through different stages of the recruitment process.	The candidate funnel is a standard feature within UKG Ready, enabling organizations to manage and analyze candidate pipelines, providing visibility into candidate engagement, conversion rates, and conversion times. This helps recruiters prioritize efforts and maintain a healthy talent pipeline. The dashboards can be customized to fit specific organizational needs, allowing users to pull charts from several reports into one location to track related items and connect data to action by adding relevant tools.	4
16	Describe the process to import a new hire's data from the applicant tracking system to the HR system of record of your system or an external vendor's Core HR system.	Yes	UKG Ready speeds up the onboarding process so new hires become productive sooner. Once a candidate is hired, all applicant data automatically flows into the new employee record, so there's no need to re-enter information.	4	TOTAL
					80

Onboarding	Responses	STANDARD	NON-STANDARD	NOT SUPPORTED	NOTES	Score
------------	-----------	----------	--------------	---------------	-------	-------

1	System has full onboarding capabilities including Journeys for the employee with all the tasks that need to be completed giving managers full visibility into tasks. Describe the onboarding functionality available within the system.	Yes	UKG Ready offers a comprehensive onboarding solution designed to streamline the transition from candidate to new hire, ensuring a smooth and engaging start for employees. Here are the key features of the onboarding functionality: Preboarding Experience: UKG Ready provides personalized preboarding experiences tailored to different roles. This allows organizations to engage with new hires before they start, introducing them to the company culture and providing essential information. Onboarding Checklists: Intuitive onboarding checklists help new hires organize and complete necessary activities from day one. These checklists flow naturally from preboarding activities, ensuring that new hires have a strong start. Manager and Mentor Support: Built-in tools facilitate communication and progress tracking between new hires, managers, and mentors. This ensures that new employees receive the support they need to succeed. Onboarding profiles that can be created for different groups will accommodate this process.	4
2	Can multiple versions of electronic new hire packets be created for onboarding? For example, New Hire Packets and Journeys for Police, Fire, and Public Works would be totally different than Non Union Staff. How would this be accomplished in your system?	Yes		4
3	Can new hire packets be electronically assigned to new employees, for completion of online forms?	Yes		4
4	Can administrators and managers monitor completion percentage of onboarding documents?	Yes		4

5	What standard onboarding documents do you provide in an electronic format that does not require custom formatting? (e.g., I-9, direct deposit, W-4, etc.) Are these standard forms or is there an additional charge? What if we require electronic signatures is this included or additional charge?	Yes	Forms can be uploaded in the solution and fields for the entry of data or signatures can be added at no additional cost.	4
6	Describe how your system handles electronic signatures and acknowledgements for onboarding documents. Is this via integration? Is there an additional charge for this service?	Yes	Electronic signatures are supported within UKG Ready on various forms, including I9, Benefits enrollment, custom forms, etc., at no additional cost. All modules utilize this functionality as the database is a single database solution. Wet signature ability is also available. To elaborate, UKG Ready provides electronic signature capabilities that comply with Federal eSign legislation to reduce paperwork and enable employees to quickly sign forms/documents, acknowledge receipt of notifications, etc., within the flow of work. Our electronic signature functionality can be required for all forms or on a form-by-form basis, and signatures are secured by using the employee's user name and password when the information is initiated/accepted, that employee's user ID is the date and time-stamped with that transaction and stored in history.	4

7 Describe the integration process with either your or an external vendor's system for the following: (e.g., file feeds, reporting, etc.)

Yes

Importing and exporting data is an important feature of the UKG Ready solution and included in UKG Ready is a tool called the Integration Hub to help support this ability.

Integration Hub includes a set of technologies that allow UKG to build and deploy integrations between UKG Ready solution and third-party systems. The benefits of Integration Hub include:

- Share employee data with other applications in target formats
- Keep all information synchronized across all systems
- Achieve seamless integration across all applications
- Accelerate time to value with easy to build and deploy integrations
- Improve data integrity and consistency by quickly integrating disconnected information silos in your business
- Auto-schedule interface processes for timely, effortless data exchange

4

a. Drug screening

Yes

The tools available as part of the Integration Hub include a marketplace ~~with a library of pre-built integrations~~. Background and Drug Screen tests can be requested and viewed in UKG Ready via an integration with a partner from the UKG Marketplace. Custom forms can be used for specific company tests, test forms can be developed in word and uploaded for applicants or employees to complete. Questionnaires can also be used based on company need.

2

b. Background screening		Yes	Background and Drug Screen tests can be requested and viewed in UKG Ready via an integration with a partner from the UKG Marketplace. Custom forms can be used for specific company tests, test forms can be developed in word and uploaded for applicants or employees to complete. Questionnaires can also be used based on company need.	2	
c. Recruiting or applicant tracking	Yes			4	
d. Benefits	Yes			4	
e. Benefit carriers					
	Yes		UKG Ready Benefits has a robust infrastructure with over 600 established carrier connections. This extensive network supports various data flow directions, including 360 degrees, 180 degrees, and others, as the carriers require. Additionally, our capability to establish additional connections as needed enhances our flexibility and scalability in managing diverse data flows and requirements.	4	
f. Core HR (System of Record)	Yes			4	
g. Payroll	Yes			4	
h. Time & Attendance	Yes			4	
i. I-9 and E-Verify					
	Yes		Yes, the E-Verify Connector provides tight integration between E-Verify and the UKG HR solution, making employee record keeping a seamless process. With E-Verify Connector, employment eligibility reports are automatically saved within UKG Ready's employee records, where they can be easily accessed and referenced for compliance purposes.	4	
8 Can I-9's be stored electronically?	Yes			4	Total 64

Performance Management

Responses

STANDARD

NON-STANDARD

NOT SUPPORTED

NOTES

Score

1 Describe any performance management support provided through technology and/or services. Is Succession Planning Included? What Dashboards are offered as part of Performance Management.		When using Performance Management, Succession planning is included and can help you retain superior employees because employees appreciate the time, attention, and development that you are investing in. Employees are motivated and engaged when they see a career path for their continued growth and development.
	Yes	Informal succession planning approaches leave information gaps. Senior leadership teams may mention employees they believe are strong players with great organizational potential. Still, a formal solution ensures that the organization exhibits more of a commitment to mentoring and developing the employee to be ready to advance. UKG Ready delivers a core set of fields around readiness, potential, retention risk, and impact of leaving. Configurable Talent Matrix Dashboard (nine-box tools) provides users the ability to drill into a nine-box dashboard widget to view employees in each category. ● Customers can edit/delete/rename/add more fields.
2 Do you provide online performance reviews? Can these be configured? Describe the rating process setup involved.	Yes	Administrators with appropriate security rights can utilize self-service functionality to easily configure the performance review process using built in tools and features within UKG Ready.

3	System has full feature performance tracking. Describe the features and functionality of online performance reviews. (e.g., cascading goals, competency library, etc.)	Yes	UKG Ready Performance helps eliminate complex, paper-based forms; streamline the performance review process; and support the development of salaried and hourly employees. UKG Ready makes creating, assigning, and completing assessments based on configurable defined criteria easy and automates the review cycle to reflect established processes. Alerts and reminders keep form submission and approvals on track for more timely review completion. Even more important, it enables you to define cascading goals and track progress throughout the year — not just at annual review time — to measure how employee performance affects business outcomes and to support effective coaching and development. UKG Ready Performance creates an excellent user-friendly experience for employees by allowing both employees and managers to access and complete performance reviews, work towards and monitor progress on goals, and request or give feedback whenever they want, from any device.	4	
4	Can multiple reviewers (e.g., subordinates, peers, other managers) provide performance feedback and exchange data simultaneously?	Yes	Performance Management includes:	4	
5	Can employees complete self-evaluations?	Yes		4	
6	Can managers and administrators monitor status and dates (e.g., complete, incomplete)?	Yes		4	
7	Does the system provide e-mail reminders and overdue notices throughout the process?	Yes		4	
8	Does the client have the ability to customize all triggered emails and notifications?	Yes		4	
9	Can historical reviews and ratings be easily accessed?	Yes		4	Total
10	Can weightings be used for performance categories and/or goals?	Yes		4	40

Learning Management		Responses			NOTES	Score
		STANDARD	NON-STANDARD	NOT SUPPORTED		
1	Do you provide access to a learning management system (LMS)?	Yes				4
2	Is your LMS a custom built system or do you use an external vendor's software?	Yes			UKG Ready Learning module is designed to support a holistic approach to employee training and development by providing a seamless learning management solution that engages employees and aligns with compliance, training, and development efforts. The platform streamlines and automates the administration of employee and new hire learning, driving better business outcomes through a comprehensive learning strategy.	
					Key features include real-time insights into employee learning progress and course completion, automated notifications to ensure assigned learning is completed, and the ability to easily store, curate, and share content. This flexibility allows organizations to create categories and tag content, ensuring the right materials reach the right people.	4
	a. If external vendor's software, list the external vendor's name.	Yes			Additionally, UKG Ready Learning enhances employee engagement by providing easy access to training on any device, fostering a connected culture through feedback and collaboration, and offering proactive career growth. While the learning module is fully integrated and accessible from the platform, it is powered by Schoox, a third-party solution.	4

3	What types of courses are available to choose from? (e.g., self-paced, streaming video, etc.)	Yes	UKG Ready Learning offers a variety of course formats designed to accommodate different learning preferences and schedules. These formats typically include: 1. Self-Paced Online Courses: These courses allow learners to progress through the material at their own pace, providing flexibility to fit learning into their schedules. 2. Instructor-Led Virtual Classes: These are live, online sessions led by an instructor, allowing for real-time interaction and engagement with both the instructor and fellow participants. 3. On-Demand Webinars: Pre-recorded webinars that learners can access at any time, offering the convenience of learning on their own schedule. 4. Workshops: These are often more interactive and may be conducted virtually or in-person, focusing on hands-on learning and practical application of skills. 5. Certification Programs: Structured programs that may combine various formats, including self-paced learning, live sessions, and assessments, to provide comprehensive training and certification.	4
	Does your LMS include a course library?	Yes	Yes, UKG Ready Learning typically includes a course library. This library serves as a comprehensive resource for learners, offering a wide range of courses covering various topics related to UKG Ready products and solutions. The course library is designed to support users in enhancing their skills and knowledge.	4

	a. If Yes, list the course categories.	Yes	● Product-Specific Training: Courses focused on different aspects and functionalities of UKG Ready products, helping users to effectively utilize the software. ● Role-Based Learning Paths: Tailored courses that align with specific roles within an organization, ensuring that learners receive relevant and applicable training. ● Skill Development: Courses aimed at developing broader skills that complement the use of UKG Ready products, such as leadership, management, and technical skills. ● Updates and New Features: Training on the latest updates and features of UKG Ready products, ensuring users stay current with the latest developments.			4	
	b. If Yes, what vendor is providing the course library? (e.g., SkillSoft, etc).	Yes	The course library is provided by Schoox Marketplace.			4	
	4 Can custom built courses be added into the course library?	Yes				0	
	a. If Yes, list the file formats accepted.	Yes	Customers can import content from third-party sources, including formats like AICC, SCORM, PDFs, and videos.			4	
5	Can course curriculums be developed and assigned to employee groups?	Yes				4	Total
6	Are tracking and reporting tools available for HR and Managers?	Yes				4	44

Leave Administration

Responses

STANDARD

NON-STANDARD

NOT SUPPORTED

NOTES

Score

1	System supports leave management. Describe leave management services you provide and what types of leave are administered and supported.	Yes	UKG Ready Leave Manager supports Federal, State, Municipal and organizational leave types and well as company specific leave types. The solution is designed to manage multiple leave programs concurrently, for example, FMLA, State leave (unpaid leave) and paid leave types, Vacation, Personal, Short Term Disability.	4
2	System supports the ability for employees to initiate this or HR through Self Service? Do employees request/initiate leave through a call center or through their supervisor?	Yes	Requests can be initiated in the solution from the desktop or mobile app.	4
3	System maintains compliance with federal and state laws. Describe how you maintain compliance with federal and state leave laws.	Yes	UKG Ready provides robust capabilities for maintaining a history of all leave types and tracking and managing multiple types of leave concurrently. The solution ensures accurate leave management, real-time updates, and compliance with organizational policies and regulatory requirements.	4
4	System can send form letters and notices to employees? Who handles sending letters and required notices to the employee? If it is the employer, do you provide letter templates?	Yes	Custom forms can be used to create letters and employee labels are available.	4
5	Is leave administration a feature in your HR software?	Yes	Yes.	4
6	Does the system provide alerts and notifications based on tracking dates including expected return to work?	Yes		4
7	System supports collecting benefit premiums and billing employees? How do you handle collection of benefit premiums while an employee is on unpaid leave?	Yes	Benefit and deduction dollars can be placed into arrears during an employee leave. Full amounts can be recouped upon return, or an arrears repayment schedule can be created.	4
8	System supports integration with disability carrier. Describe how leave administration is integrated with the disability carrier for short term and long term disability.	Yes	UKG Ready provides automated connections to disability pay administrators. This automation ensures that leave data is fully integrated.	4
				Total

9 System supports different frequencies of reporting? What type and frequency of reporting do you provide?

Yes

UKG Ready supports different frequencies of reporting. The platform is designed to be flexible and adaptable to the reporting needs of various organizations. Users can typically generate reports on a variety of schedules, including:

- **Real-Time Reporting:** Access to up-to-date data and insights as they happen, allowing for immediate analysis and decision-making.

- **Daily Reports:** Regular reports generated on a daily basis to provide consistent updates on key metrics and performance indicators.

- **Weekly Reports:** Summarized reports that offer a weekly overview of important data, trends, and insights.

- **Monthly Reports:** Comprehensive reports that provide a detailed analysis of data over a monthly period, useful for tracking progress and making strategic decisions.

- **Custom Reporting Schedules:** The ability to set up custom reporting frequencies based on specific organizational needs, such as quarterly or annually.

4

36

Unemployment Comp Administration

1 Describe the services you provide for unemployment administration.

Responses

UKG does not offer claim administration services for the unemployment process.

Score

1

2 Who handles unemployment administration for your company?

UKG does not offer claim administration services for the unemployment process.

1

3	Describe your process for managing unemployment claims, appeals, hearing representation, and Board appeals.	UKG does not offer claim administration services for the unemployment process.	1	
4	Describe the training that will be offered with your unemployment administration services.	UKG does not offer claim administration services for the unemployment process.	1	
5	How are claims maintained and are they recorded in the HR module?	UKG does not offer claim administration services for the unemployment process.	1	Total
6	What types of unemployment reports do you provide and how often are they provided?	UKG does not offer claim administration services for the unemployment process.	1	6

Workers' Comp Administration

Workers' Comp Administration		Responses	Score
1	Describe administrative services you provide for workers' compensation.	UKG does not offer the administration of claims. However, Workers' compensation claims can be effectively tracked in UKG Ready. The solution captures comprehensive information about the employee, incident, injury, claim, and financials. This data can be seamlessly integrated into the appropriate OSHA reporting forms, ensuring compliance and accuracy in reporting.	1
2	How do you handle initiating new claims?	Workers Compensation claims can be initiated by an employee or manager with the correct access rights.	1

3	What type of administrative support do you provide during the life of a claim?	UKG Ready can track the workers comp claim details, liabilities by class code and a report can be created to assist in remitting the values. OSHA reporting is also available.	1		
4	How do you assist with the return-to-work process?	Return to work data can be captured on the claim as well as managing the leave of absence in the leave module as well.	1		
5	Describe the training that will be offered with your workers' compensation administration services.	Training will be offered to HR administrators using a train-the-trainer approach during implementation. A library of online training and documentation is available to support users in entering and managing claims in the solution.	1		
6	What type and frequency of reporting do you provide?	Frequency of reporting is flexible and can be based on the day, month, year, quarter, or a specific date range.	1	Total	
7	How are claims maintained and are they recorded in the system?	Claims are maintained on the employee's record. Reporting is also available.	1	7	

OSHA & Safety		Responses			NOTES	Score
		STANDARD	NON-STANDARD	NOT SUPPORTED		
1	Does the system maintain OSHA logs at the employee level?	Yes			UKG Ready has the ability to track first report of injury and record them as OSHA recordable events that will populate the appropriate OSHA logs.	4

2	Can managers and administrators view a summary page/window showing all incidents for an employee?	Yes	There is a summary view of all grievances/incidents available.	4	
3	Does the system maintain all incident details including type of accident/incident, date and time, accident/incident details, days away from work, etc.?	Yes	Incident reporting allows for this information to be collected, updated and maintained. Incident information is then aggregated into signature ready OSHA 300/301 logs if they are indicated as being OSHA reportable.	4	
4	Are OSHA reports included as standard reports? Which reports are included?	Yes	Yes, OSHA 300, 300A and 301 reports are included.	4	Total
5	Can managers view and update OSHA information using manager self-service?	Yes		4	20

Other

		Responses			NOTES	Score
		STANDARD	NON-STANDARD	NOT SUPPORTED		
1	Do you provide call center support for employee self service?	No				0
2	Do you provide a state specific posting service for required employment postings?	Yes				4

3	How do you maintain/update required postings when there are changes to federal and state laws?	Yes	Maintaining and updating required postings when there are changes to federal and state laws is crucial for compliance. UKG Ready streamlines core HR functions by centralizing employee information in a single secure database, which helps reduce administrative workload and compliance risk. Automated workforce solutions enable organizations to configure complex work and pay rules once and apply them consistently and accurately, allowing for quick updates when regulations change. This minimizes the risk of noncompliance by ensuring that labor compliance processes are up-to-date and efficient. Additionally, UKG Ready provides robust auditing and reporting tools to help demonstrate compliance efforts, which is essential as the Department of Labor and state agencies require payroll records for proof of wages.	4	
4	Does your system support Grievance Tracking? Is this included in core HR? Please attach screenshots of how your system would handle a grievance such as vacation paid on a regular check vs. a separate check.	Yes	An HR Action can be configured to allow an employee to submit a grievance. The action can be routed based on a workflow at the City's discretion. The form can also be configured to collect information or allow for the uploading of supporting documents.	4	
5	Do you provide annual compensation statements? (i.e., Total Rewards Statements) Is this included or extra?	Yes		4	Total

6 Please describe any administrative services you provide to support education assistance or tuition reimbursement.

Yes

UKG Ready supports a variety of benefit plan types, including tuition reimbursement, transit, and supplemental benefits, through its comprehensive benefits administration platform. The solution allows organizations to easily set up and manage diverse benefit offerings in one centralized location, providing flexibility to tailor plans to meet specific employee needs. It streamlines the administration process by automating notifications and workflows, ensuring that all benefit data is securely delivered to carriers. UKG Ready provides the ability to create additional benefit offerings such as STD/LTD, Life Insurance plans, etc. Deductions for such plans can be configured to accommodate reimbursement plans for employees such as tuition reimbursement.

4

20

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Benefits Administration	Responses	Score	NOTES
1 Briefly outline the solution (infrastructure, platforms, software systems, etc.) used to deliver benefits administration services.	<u>Streamlined benefits administration for you and your employees</u> UKG Ready Benefits enables you to better manage all the challenges associated with benefits administration by providing a streamlined benefits administration solution that is designed for you and your people. You'll be able to easily plan, set up, and administer your benefit offerings in one place while ensuring that enrollment and benefits data is securely and automatically delivered to carriers for open enrollments as well as life events. And you'll be able to provide an engaging, mobile-friendly enrollment experience, enabling employees to manage their own elections from anywhere and make the best selection for their families. With UKG Ready Benefits your organization can take full control of your plan setup including eligibility, deduction amounts, enrollment dates, and more to bring your benefits strategy to life. Then allow Ready Benefits to streamline the administration process by auto assigning plan profiles to employees upon hire, automating notifications and workflows, and providing you real-time visibility into critical data all in one place. In addition, you can automatically and securely deliver benefits data directly to carriers of all benefit types including health, voluntary, financial, and more. Plus, with Smart Forms™ you don't have to worry about carriers not accepting EDI files; the solution will auto-populate the appropriate digitized form and send it to carriers, eliminating manual key-in enrollments on carrier sites. Lastly, UKG Ready Benefits helps you make enrollment easy by empowering employees to manage their own benefit elections from anywhere on their preferred device, easily compare plans, and understand contribution amounts—allowing them to make the best selection for themselves and their families. <u>Key Benefits for HR Professionals</u> ● Gain instant, anytime access to the tools needed to easily plan, set up, and administer benefits in one place. ● Ensure information is reviewed and approved by the right people at the right time through automated workflows. ● Easily communicate important benefits information to employees. ● Automatically and securely update carriers with changes. ● Eliminate manual key-in enrollments on carrier sites. ● Gain real-time visibility into key metrics and trends with the benefits dashboard. ● Make smarter, data-driven decisions about your people and your business. ● Reduce the risk of noncompliance by tracking COBRA-qualifying events and eligibility.	1	
2 Was the software used in your solution developed internally? If not please explain.	<u>Key Benefits for Employees</u> UKG Ready was organically developed internally as a complete HCM solution.	1	
3 How long has the current solution been in place and how are upgrades scheduled and how often?	UKG Ready is a software-as-a-service (SaaS) application. We only have one version that all our clients utilize. You will never use an old, legacy version. All clients can configure the solution based on their unique needs and will receive all solution updates simultaneously. The current release of UKG Ready is Release 99 (R99), which was made available in May 2025. UKG Ready has provided releases every 4 to 8 weeks.	1	
4 Describe the solution enhancements you have planned over the next 12 months.	UKG Ready plans to enhance its solution with several key features aimed at improving user experience, empowering business leaders, and supporting business growth. These enhancements include: 1. AI-Inspired User Experience: UKG Ready is investing in simplifying the user experience by introducing more self-service capabilities, faster deployments, and integration needs for SMBs. This includes delivering an AI-inspired experience to simplify daily processes and boost efficiency and employee satisfaction. 2. Data-Driven Insights: The solution will provide tools that leverage culture and people data to help businesses listen and learn, enabling them to create workplaces where employees thrive and businesses succeed. This includes empowering business leaders with data-driven insights. 3. Scalable Technology Foundation: UKG Ready aims to deliver value with a scalable technology foundation that simplifies payroll, HR, talent, and time management. This involves optimizing prebuilt integrations to ensure quick setup and extended value.	1	

5	Describe your maintenance and backup procedures.	UKG customers receive an SLA of 99.75% application availability excluding the weekly maintenance window. During the maintenance window, all updates will occur during this timeframe which includes full version upgrades, database upgrade, stability, performance and critical bug fixes as well as new features and UX changes. However, UKG is striving for zero Downtime Maintenance for UKG solutions. This is one of our longer-term objectives is to be able to perform all maintenance for UKG solutions without any customer downtime. While we are not there yet, almost half of all the UKG services are already capable of zero downtime maintenance and upgrades.	1
6	How does your solution differ from those of your competitors?	UKG Ready differentiates itself from competitors in several key ways: 1. Unified User Interface: UKG Ready offers a singular user interface across all devices, ensuring a consistent and seamless experience whether accessed via mobile or desktop. This is a feature that many competitors struggle to match. 2. Comprehensive Features: While most competitors can satisfy basic needs, UKG Ready provides a more comprehensive suite of features including time scheduling, leave accruals, attestation, mobile access, reporting and analytics, payroll/ERP integration, and data collection. 3. Modern and Intuitive Experience: UKG Ready provides an unmatched experience with intuitive, modern, and personalized technology that enhances productivity and satisfaction. It offers personalized and accessible experiences from the moment users log in, with intuitive menus and search capabilities that guide users quickly to what they need on any device. 4. Accessibility and Customization: UKG Ready takes an in-depth approach to accessibility, supporting keyboard navigation, appropriate color contrast ratios, and screen reader and zoom capabilities. It also allows organizations to customize the user experience to reflect their unique brand. 5. Enterprise Experience and R&D Strength: UKG Ready benefits from UKG's extensive experience serving enterprise customers and its strong research and development capabilities, which provide an advantage over competitors targeting small businesses. These differentiators position UKG Ready as a robust and versatile solution that not only meets basic needs but also enhances user experience and supports business growth through advanced features and customization options.	1
7	Describe your self-service website including available configurations without coding or customizations.	Your solution administrator will have full access to determine what an employee has access to see and what they can do in UKG Ready including Employee Self Service. Access to the UKG Ready portal means essential company information is available to your employees 24 hours a day, seven days a week. Employees can be given access to manage their own HR and payroll information, such as benefits elections, time off, and tax information. Employees can also easily make life event changes and manage a variety of benefits, talent, and payroll data directly from their desktops or the UKG Ready mobile app. Some of the features that your employees will have immediate security-protected access to include: ● Add or change address, emergency contacts, phone number, e-mail address, and nickname ● Request changes to their W4 tax withholdings ● Establish or change their direct deposit accounts ● Participate in a self-review in performance appraisal cycles ● View their performance goals and targets as assigned by their manager ● Review and change their training profile ● Change their password ● Record a life event (marriage, divorce, dependent change) to include requesting changes in their benefits ● View time off balances and request time off ● View paycheck history ● View benefits statement ● Review W-2s ● Enroll in benefits (i.e., for open enrollment) ● Request enrollment in training courses ● Request a shift swap or coverage ● Accept an open shift ● Organization Information ● Access employee directory ● Access company handbook ● Submit a suggestion ● And so much more!	1
Total			

8	Describe your decision support capabilities for self service benefits enrollment.	The UKG Ready self-service solution provides a comprehensive and intuitive platform for guiding employees through benefits enrollment. Here are some key features and functionalities: ● Enrollment Wizard: The solution includes an enrollment wizard that directs employees through the necessary steps when enrolling in, dropping, or changing benefits. This feature simplifies the process and ensures that employees have a clear understanding of their options. ● Employee Self-Service: Employees can manage their own benefit elections from anywhere on their preferred device. This includes reviewing and enrolling in benefits, comparing plans, understanding contribution amounts, and updating personal information. This empowers employees to make informed decisions for themselves and their families. ● Automated Notifications: The platform provides automated notifications and alerts to remind employees when it's time to review or enroll in benefits. This ensures that employees do not miss important enrollment periods. ● Mobile-Friendly Experience: The enrollment process is designed to be mobile-friendly, allowing employees to access and manage their benefits conveniently from any device. ● Plan Comparison and Decision Support: Employees can easily compare different benefit plans to understand coverage and contribution amounts, helping them select the best options for their needs. ● Secure Data Handling: The solution ensures that enrollment and benefits data is securely and automatically delivered to carriers, reducing the risk of errors and ensuring compliance.	1
---	---	---	---

9	What are your single sign-on capabilities?	Your end-users may gain access to UKG Ready via Single Sign-On (SSO). To implement Security Assertion Markup Language (SAML) 2.0, UKG Ready requires an X.509 certificate, which may be self-signed. You will also need to provide the entity ID of your Identity Provider, such as ADFS 2.0, and a login redirect URL. Once a user is logged in via SSO, a multi-faceted security profile controls supervisors' and employees' role-based functional and data access rights.	1
---	--	--	---

			9
Implementation	Responses		Score

1	What is your timeframe to implement a client that is considered to be you average client size?	UKG will collaborate closely with your organization to create a deployment plan tailored to your needs and environment. This plan will consider your current systems, products purchased, available resources, and additional factors to ensure the most efficient and successful implementation. The launch timeline will differ by customer and is directly influenced by your capacity to support the project with internal resources. UKG provides skilled resources who can swiftly onboard the solution. However, UKG manages the launch in conjunction with the customer rather than independently. Factors affecting the length of onboarding include the availability of the customer project team, the complexity of the solution design and integration, your organization’s capacity to manage change, the type of training required, and the onboarding strategy. Our deployment methodology follows a structured approach, starting with a Welcome Phase that includes: ● Internal meetings: UKG and your organization will meet to discuss the project scope, goals, and responsibilities. ● Project kickoff: We’ll officially launch the project and outline the key milestones and communication plan. ● Training overview: We'll provide an overview of your team’s training plan and resources. ● Analysis tool: We'll introduce you to the tool, which will help us gather information about your current systems and processes. UKG will conduct in-depth interviews with key stakeholders across different functional areas during the Requirements Phase. This information will be used to: ● Understand your current system setup: UKG will analyze your existing human capital management and workforce management systems to identify areas for improvement. ● Define new system requirements: We will work with the team to determine the specific features and functionalities you need in your new UKG solution to meet your business objectives. ● Develop a detailed project plan: We’ll create a comprehensive plan outlining the scope, timeline, resources, deliverables, assumptions, risks, and system requirements. The Build Phase focuses on configuring your new UKG solution to meet your specific needs and migrating your data. This includes: ● Building company setup tables: We'll configure the system to reflect your company structure, tax management, payroll, compensation, UKG benefits, and other tables.	1
---	--	---	---

2

Describe the resources and time commitment required from the client during implementation.

PROJECT TEAM RESPONSIBILITIES

Customer team participation is key to the success of the project. Early on, selecting a qualified project team with the appropriate availability is important.

When customer organizations have multiple businesses and/or locations, selecting team members who know the policies and practices utilized within each group will be important. The information below will help plan the team’s responsibilities and time commitments. Keep in mind that you may have more than one Subject Matter Expert, or you may have one Expert with experience in multiple areas. Your resource requirements may need to be scaled based on the size and complexity of your project. You may also have occasions throughout the project to engage subject matter experts from select businesses/locations to supplement your project team.

- Executive Sponsor
- Estimated days required per week:
 - **Welcome & Requirements phases:** >1 day
 - **Build phase:** >.5 day
 - **Test & Go Live phases:** .5 day

- Project Manager
- Estimated days required per week:
 - **Welcome & Requirements phases:** 3+ days
 - **Build phase** 3+ days
 - **Test & Go Live phases:** 3+ days

- Subject Matter Experts
- Estimated days required per week:
 - **Welcome & Requirements phases:** 1.5 - 2 days
 - **Build phase** 3+ days
 - **Test & Go Live phases:** 3+ days

3

Describe the roles and responsibilities of each of your implementation team members?

Compelling an effective project team is one of the most critical commitments in implementing UKG. This team will be a key factor in determining the project’s success. Members of the team may come from internal or external resources.

The various roles that members will need to assume are described below. Of these roles, the Project Manager is the primary point of contact during implementation.

The UKG Project Team

UKG is committed to providing quality professional services during the launch of our product suite. To ensure a smooth and successful project, we assembled a team that will participate in all phases. Some resources will stay engaged with your team throughout the project lifecycle, while others may only be involved at specific points to provide specific subject matter expertise.

- UKG Resources – Typical Resource Allocation to Project**
- **Delivery Manager** – The delivery manager is the UKG Project Sponsor and will secure commitment for all project resources. This role is primarily performed remotely.
 - **Project Manager** – The Project Manager oversees all aspects of the project related to resources, costs, timelines, and overall success. Their involvement varies from project to project, depending on the requirements and complexities. The analysis process and project plan will determine the effort needed from this resource. This work is primarily performed remotely.
 - **System Consultant(s)** – The consultant(s) are the main UKG representatives assigned to City of Biddeford ’s project. Their involvement varies based on the project’s requirements and complexities. The analysis process and project plan will dictate the level of effort for this role. This work is conducted both on-site and remotely.
 - **Data Conversion Consultant** – This consultant provides expertise in data conversion products and subject matter to the project teams. Their involvement varies from project to project, depending on the type of data being converted and the complexity of the conversion process. This work is primarily done remotely.
 - **Interface Consultant**—The Interface Consultant offers integration expertise and develops the interfaces. Their involvement varies depending on the number and complexity of the required integrations. This work is performed remotely.

4	How long is implementation support provided after go-live?	Welcome Program — We kick things off with our Welcome Program, blending digital and personal touches to ensure you feel supported from the beginning. This program is your main point of contact until you transition to your dedicated Customer Success Manager (CSM) after going live. Customer Account Manager (CAM) — Your CAM is your go-to person, focusing on your satisfaction and growth. They work closely with your executives to understand your goals and ensure our solutions align perfectly with your needs. Service Concierge — Our Service Concierge is here to help you start smoothly. They provide tailored recommendations, share helpful resources, and guide you in connecting with the UKG Community. Implementation and Onboarding — Your CSM is your day-to-day connection. They work with your HRIS team to address gaps and help you get the most out of our systems. They create custom training plans, prepare for releases, and ensure any urgent issues are quickly resolved. Customer Success and Account Relationships: ● Customer Success and Account Management: Leverage trusted advisors for strategic guidance to evolve your people strategy, employee experience, and escalations. Our team helps you reduce administrative burdens, optimize your solution, and support your long-term business initiatives. ● New Feature Review: Periodic product release review and new feature recommendations based on your business goals ● Configuration Review: Optimize use of your UKG solution based on your usage patterns ● Industry Best Practice Review: Review solution configuration and use of your UKG solution against industry peers and provide best-practice recommendations to drive additional value.	1	
5	What is your process for gathering and receiving client approval of requirements?	When your organization invests in a solution, you expect a value-centric deployment that delivers your desired business outcomes quickly. With the traditional waterfall approach, it can take weeks or even months to build a functional solution and get it in your hands for review and testing. In today’s competitive business environment, you can’t afford to wait that long. That’s why the UKG Launch methodology is designed to streamline the deployment of your UKG solution in the cloud so you realize faster time to value than ever before. This proven deployment methodology combines innovation, deep domain knowledge, and over 40 years of experience working with thousands of customers across industries and geographies to drive business goals and accelerate return on investment. The launch is an iterative deployment approach that leverages best-in-class consulting expertise and proprietary technologies configured for your needs — industry, geography, and more — to guide you to smart decisions early in the process. In addition, we constantly evolve it to reflect technological advances, changing regulations, industry insights, and experience working with customers across the globe. Launch features collaborative tools and workspaces that accelerate processes, jump-start decision-making, and provide up-to-the-minute visibility into your project. As a result, you realize actual value much sooner than you would with any other solution provider. UKG Launch comprises five key phases designed to help ensure a fast, efficient rollout of your UKG solution for the experience you expect: <u>Welcome Phase</u> <i>Success starts with these first steps</i> ● Getting started activities ● Kickoff <u>Requirements Phase</u> <i>Lay the groundwork - and put our partnership into action</i> Requirements are defined	1	
6	How is testing conducted during	Testing is a streamlined process integrated into the Launch methodology that provides our customers with a complete, high-	1	
7	How do you ensure the accuracy of solution data before go-live?	The final approvals that must be given to indicate client acceptance for the system to go live include the customer signing off and confirming all items within the testing phase.	1	Total

8	Provide an example of a standard implementation plan and annual enrollment timeline.	UKG will collaborate closely with your organization to create a deployment plan tailored to your needs and environment. This plan will consider your current systems, products purchased, available resources, and additional factors to ensure the most efficient and successful implementation. The launch timeline will differ by customer and is directly influenced by your capacity to support the project with internal resources. UKG provides skilled resources who can swiftly onboard the solution. However, UKG manages the launch in conjunction with the customer rather than independently. Factors affecting the length of onboarding include the availability of the customer project team, the complexity of the solution design and integration, your organization’s capacity to manage change, the type of training required, and the onboarding strategy. Our deployment methodology follows a structured approach, starting with a Welcome Phase that includes: ● Internal meetings: UKG and your organization will meet to discuss the project scope, goals, and responsibilities. ● Project kickoff: We’ll officially launch the project and outline the key milestones and communication plan. ● Training overview: We’ll provide an overview of your team’s training plan and resources. ● Analysis tool: We’ll introduce you to the tool, which will help us gather information about your current systems and processes. UKG will conduct in-depth interviews with key stakeholders across different functional areas during the Requirements Phase. This information will be used to: ● Understand your current system setup: UKG will analyze your existing human capital management and workforce management systems to identify areas for improvement. ● Define new system requirements: We will work with the City of Biddeford team to determine the specific features and functionalities you need in your new UKG solution to meet your business objectives. ● Develop a detailed project plan: We’ll create a comprehensive plan outlining the scope, timeline, resources, deliverables, assumptions, risks, and system requirements. The Build Phase focuses on configuring your new UKG solution to meet your specific needs and migrating your data. This includes: ● Building company setup tables: We’ll configure the system to reflect your company structure, tax management, payroll, General Ledger, HR, benefits, and other vital areas.	1
			8

Ongoing Support

1	Explain your approach to ongoing support and configuration.	Responses Partner for Life Ready Support Services UKG Partner for Life enhances business outcomes through customized success paths and technical expertise. Our comprehensive customer experience, which encompasses our subscription, includes our engaged team, inclusive approach, and proven track record, is included in your subscription. This partnership fosters enduring connections between you and your organization. Support Services ● Support Hours: 8 am to 5 pm local time on business days. For details on our Support Policies and Services, visit https://www.ukg.com/support-policies-and-services. ● 24x7 Mission Critical Support: We provide immediate and ongoing support for critical issues, including system or module downtime, significant system degradation, data corruption, or other related factors. International support hours vary by geography and product; please refer to your sales agreement for specific details. Success Services ● Community: Access a wealth of content, including how-to articles, discussion boards, and direct connections with other UKG customers in your industry. ● Welcome Program: Step-by-step guidance from the outset of your UKG journey to assist you in achieving your business objectives and understanding expectations. ● Learning and Training: Access an industry-leading online education portal featuring change management toolkits and resources, on-demand learning, webinars, live virtual instructor-led courses, and more. Customer Relationships ● Customer Success and Account Management: Collaborate with our trusted advisors to develop a strategic people strategy and enhance your employee experience. Our team assists you in mitigating administrative burdens, optimizing your solution, and supporting your long-term business objectives. ● New Feature Review: Regular product release reviews and new feature recommendations tailored to your business objectives. ● Configuration Review: Optimize the utilization of your UKG solution based on your specific usage patterns. ● Industry Best Practice Review: Analyze the configuration and usage of your UKG solution compared to industry peers and	1
---	---	--	---

2	Will there be a single point of contact for the client?	UKG Global Support provides unparalleled post-implementation support through our small team approach. This ensures that support teams are composed of 8-10 employees with a single manager. Upon customer transition from implementation to support, a dedicated team is assigned. This approach guarantees customer success as the uniquely trained team possesses industry expertise and comprehensive customer knowledge.	1	
3	Describe your process for handling carrier files and reconciliations.	UKG Ready integrates with various benefit carriers to streamline enrollment, changes, and terminations through several key features: Automated Carrier Connections: UKG Ready provides automated connections to over 600 carriers, financial partners, and COBRA administrators. This automation ensures that enrollment and benefits data are securely and automatically delivered to carriers for open enrollments and life events, reducing the need for manual data entry and minimizing errors. Smart Forms: For scenarios where Electronic Data Interchange (EDI) files are not accepted, UKG Ready uses Smart Forms to transmit benefits data to carriers. This feature allows even organizations with fewer than 100 employees enrolled in a plan to submit data electronically, eliminating the need for manual input into carrier portals.	1	
4	Describe your premium invoicing capabilities.	Continuous Data Monitoring: The solution monitors benefit data for updates and changes, notifying customers of any issues. This proactive approach helps ensure that the latest information is sent to carriers, reducing the risk of data discrepancies and rejected files. Integration with Payroll: UKG Ready integrates benefits administration with payroll, allowing for automated deduction calculations and ensuring that changes in benefits are accurately reflected in payroll processes. UKG Ready Benefits facilitates automated connections to carriers, ensuring that premium data is securely and automatically delivered, reducing the risk of errors and manual entry.	1	
5	How are required notices (HIPAA, COBRA Initial Rights, etc.) handled thru your solution?	These features collectively enhance the efficiency and accuracy of premium invoicing within the UKG Ready Benefits platform, providing a comprehensive solution for managing benefits. A full range of services associated with COBRA compliance is available: initial notices, COBRA notices, premium collection and remittance, reinstatements, and more.	1	
6	What is the process for managing Evidence of Insurability?	You are able to require EOI and other custom forms to be attached during the enrollment process.	1	
7	Does your solution offer a test environment to ensure changes are correct prior to implementation?	Test environments are free upon request and are a copy of the client's production environment. Test environments can be used to test configurations, imports, integrations, etc.	1	
8	How are major (new carriers) and minor (new medical rate) changes handled and priced?	N/A	1	Total
9	Describe your Disaster Recovery Plan.	Uptime Architecture and Disaster Recovery UKG Ready database availability strategy relies on synchronization to maintain copies of its production database on four different servers. This strategy helps ensure that your data, application customizations, and stored code continue to be available even if a database server or Google Cloud site experiences failure. The primary database syncs to a secondary database in real time, and the secondary database syncs to two other databases to provide instant redundancy in the event one server fails. Full database backup is performed weekly — with incremental backups running daily — to further minimize risk. ● Recovery Point Objective (RPO): 4 hours ● Recovery Time Objective (RTO): 24 hours	1	
			9	

Reporting		Responses	Score
1	What are the standard reports your solution provides? Please provide a list.	UKG Ready has more than 500 built-in standard reports. Every standard report can be modified using the built-in, ad hoc reporting tools so that you can quickly and easily create reports with the data you need in the format that works best for your individual organization. Both detail and summary report formats are available.	1
2	Does your solution offer ad hoc custom reporting capability?	Yes, UKG Ready has hundreds of standard reports built into every aspect of the solution. All standard reports can be modified to meet the customer needs. Reports are also available for export in multiple formats. Standard and ad-hoc reports are unlimited; upon saving an ad-hoc report, it can be scheduled. The Ad-Hoc reporting tool allows clients to add/remove desired fields, create custom calculations, perform grouping and sorting capabilities with no IT involvement.	1
3	Are all fields available for reporting purposes?	You are able to run configurable reports (opened from canned reports) on any data that is found in UKG Ready. You have the ability to add specific columns to reports based on the type of report you need. Certain fields may or may not be available based on the type of canned report you start from. Custom columns and expressions can be added as needed for additional reporting needs.	1

4	Can reports be scheduled or delivered on a regular basis as defined by the user?	Yes, reports can be scheduled and delivered to users on an ongoing basis.	1	Total
5	What formats can reports be exported to? (i.e., MS Word, MS Excel, CSV, PDF, etc.)	Reports can be easily exported in various formats, including PDF, Excel, Formatted Excel, CSV, HTML, Paged HTML, XML, Text, and Text (tab and pipe delimited). Reports can also be sent to key stakeholders via email and scheduled to run automatically.	1	
6	Does your solution offer Point-In-Time reporting? If yes please describe.	Yes. Many records in UKG Ready have a date and time stamp. This gives you the capability to enter dates on employee pages and standard reports and see the information for that point in time. Our effective dating also gives you the ability to review all employee history online and real time. This allows for historical tracking on any changes either past, present or future with online historical queries and reports.	1	
			6	

Customer Service | Call Center

1 Provide your organization’s approach to customer service. Include what services are considered in-scope vs. out-of-scope.

Responses

Partner for Life Ready Support Services

UKG Partner for Life enhances business outcomes through customized success paths and technical expertise. Our comprehensive customer experience, which encompasses our subscription, includes our engaged team, inclusive approach, and proven track record, is included in your subscription. This partnership fosters enduring connections between you and your organization.

Dedicated Support Team

UKG Global Support provides unparalleled post-implementation support through our small team approach. This ensures that support teams are composed of 8-10 employees with a single manager. Upon customer transition from implementation to support, a dedicated team is assigned. This approach guarantees customer success as the uniquely trained team possesses industry expertise and comprehensive customer knowledge.

Support Services

- **Support Hours:** 8 am to 8 pm local time on business days. For details on our Support Policies and Services, visit <https://www.ukg.com/support-policies-and-services>.
- **24x7 Mission Critical Support:** We provide immediate and ongoing support for critical issues, including system or module downtime, significant system degradation, data corruption, or other related factors. International support hours vary by geography and product; please refer to your sales agreement for specific details.

Success Services

- **Community:** Access a wealth of content, including how-to articles, discussion boards, and direct connections with other UKG customers in your industry.
- **Welcome Program:** Step-by-step guidance from the outset of your UKG journey to assist you in achieving your business objectives and understanding expectations.
- **Learning and Training:** Access an industry-leading online education portal featuring change management toolkits and resources, on-demand learning, webinars, live virtual instructor-led courses, and more.

Customer Relationships

- **Customer Success and Account Management:** Collaborate with our trusted advisors to develop a strategic people strategy

2	Provide your standard hours.	Standard hours are Monday - Friday, 8am-5pm local time. 24x7 support for mission critical issues is also available.	1	Total
3	Do you offer extended hours during Annual Enrollment or other special windows?	No	1	
4	Do you offer language support (i.e., language line, bilingual representatives)?	Support is provided in English and may be provided in French, German and Spanish in some regions during local business hours.	1	
5	How are incoming mail and faxes logged? Do you use an imaging system?	Not applicable.	1	
6	Describe your case management system.	Cases are managed in the UKG Community.	1	
7	Do you offer email as a media of communication?	Yes	1	
8	Do you offer chat capabilities? What are the contact methods (online, phone, etc.)?	Yes. The UKG Customer Success Center can be contacted through a single phone, email, or web address: ● Telephone: 1 800-394-help ● Email: support@ukg.com ● Online: from the UKG Global Support website: https://community.ukg.com ● Live chat: available directly within the UKG Ready solution	1	
9	Do you use virtual agents to answer questions? Is AI used to surface and summarize information?	UKG Ready doesn't have a virtual agent in the system. UKG Ready support product related questions with our UKG Bryte AI module. All product questions can be asked and the AI will go through the product documentation and answer directly.	1	9

COBRA Administration		Responses	Score	Total
1	Please describe whether COBRA is administered internally, and if so, on what system. If not, whether you have a preferred partner and how you support successful integration with that partner.	UKG Ready COBRA Administration Services are managed internally by UKG's team of seasoned experts, who handle the complex and time-consuming tasks associated with COBRA benefits administration.	1	
2	How many COBRA administration clients do you have?	UKG does not track that information	1	
3	How many years have you provided COBRA administration?	UKG has been providing this service for 2 years.	1	
4	How are COBRA notifications handled?	With UKG Ready COBRA Administration Services solution COBRA notifications, such as those for qualification, expiration, and more, are handled through our team of experts to help you stay in compliance within the timeframe required for each type of notification – all while providing you transparency into the process.	1	
5	Does your system allow data to be exported to a third party COBRA administrator?	UKG Ready will partner with your third-party COBRA Administrator to send qualifying information, or it will deliver notices if you are using UKG Ready COBRA Administration Services.	1	
6	Please describe all of your capabilities regarding COBRA administration.	Defines COBRA status, date of qualifying COBRA event, description of COBRA event, and date the COBRA notification letter was sent for both employees and dependents. UKG Ready COBRA Administration offers a streamlined solution for managing COBRA benefits, designed to alleviate the complexities and administrative burdens associated with COBRA compliance. Key Features include: ● Quick Approval: Approve qualifying events in just two clicks to start the COBRA administration process. ● Compliance Support: UKG experts monitor federal regulations to help ensure compliance. ● Automated Tracking: The solution automatically tracks qualifying events and sends notifications. ● Benefits Management: Handles participant enrollment, payment processing, and communication with carriers. ● Participant Support: Offers a dedicated portal and support center for COBRA participants. ● Dashboard: Provides a simple dashboard for tracking notices, payments, and communications.	1	
			6	

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Benefit Administration

#	Item	Vendor Responsibilities	STANDARD	NON-STANDARD	NOT SUPPORTED	Score	NOTES
1	Covered Populations	Provide administration support as required for the populations of employees	Yes			4	
		Fully automate all downstream processes based on input data	Yes			4	
		Develop pre-built data validations to capture invalid data sent by client	Yes			4	
		Provide online audit report of data changes	Yes			4	
		Maintain archived records for former employees	Yes			4	
2	Covered Plans	Enrollment and participant support for:	Yes			4	
		— Health care plans (medical, dental, vision, prescription drug, etc.)	Yes			4	
		— Life and Accidental Death and Dismemberment (AD&D) plans	Yes			4	
		— Disability plans (Short Term Disability, Long Term Disability)	Yes			4	
		— Flexible spending accounts and Health Reimbursement Account (Please note if you work with Flores our HRA vendor)	Yes			4	
		— Other plans such as business travel accident, prepaid legal, etc.	Yes			4	
3	Eligibility Determination	Support core eligibility rules for client’s benefits, plans, options and eligibility rules				0	
		Support waiting periods	Yes			4	



Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

4	Enrollment Support	Collect enrollment elections	Yes	4	Enrollments are guided and can include plan information and instructions for enrollments. Yes, you are able to require EOI and other custom forms to be attached during the enrollment process.
		Monitor elections requiring evidence of insurability and communicate to participants accordingly	Yes	4	
		Accept and retain beneficiary designations	Yes	4	
		Produce and distribute confirmation statements (paper or email)	Yes	4	
		Send summary of enrollment elections to carrier (via electronic files)	Yes	4	
		Collect supporting documentation for qualified status changes	Yes	4	
5	Deduction Processing	Calculate payroll deductions based on enrollment elections	Yes	4	When you process payroll, a benefits calculation is completed based on the benefit elections within their employee's record. Current, new or changed deductions apply seamlessly to the employee's pay based on an effective date.
		Calculate retro payroll deductions as needed for late enrollments			
			Yes	4	
6	Premium Reporting	Notify client of employee elections and deductions	Yes	4	This is standard functionality.
		Produce standard premium reporting	Yes	4	
		Follow standard processing rules using the 15 th of the month and retroactive rules	Yes	4	
		Calculate premiums based on current eligibility	Yes	4	
		Produce scheduled report to summarize premium for period	Yes	4	Benefit reports can be created to ensure that premiums are monitored. Reports are available via dashboards or can be scheduled or email delivery.
		Produce scheduled report to provide participant-level detail supporting premium calculations	Yes	4	
		Notify client regarding premium payment amounts via scheduled report or on-line access to report	Yes	4	



Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

7	Event Processing	Support standard status events, using governed section 125 rule interpretation	Yes		4	
		Process client selected status events:	Yes		4	
		— New hire / rehire	Yes		4	
		— Family status change	Yes		4	
		— Change of residence	Yes		4	
		— Leave of absence	Yes		4	
		— Termination	Yes		4	
		— Disability	Yes		4	
		— Death	Yes		4	
		— Retirement	Yes		4	
		— Qualified Medical Child Support Orders (QMCSOs) based on instructions received from client		Yes	0	
		— Salary updates	Yes		4	
		— Age-based coverage updates (e.g. age-based life insurance reductions)	Yes		4	
		Notify employer of changes to payroll deductions	Yes		4	
8	QMCSO Administration	Notify carrier of changes in status	Yes		4	
		Notify participants of changes in coverage or cost via paper or email	Yes		4	
		Receive qualified orders from client or client’s legal counsel		Yes	0	Total
		Manage enrollment and eligibility determination in accordance with QMCSO rules		Yes	0	168



Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

COBRA/HIPAA Administration

#	Item	Vendor Responsibilities	STANDARD	NON-STANDARD	NOT SUPPORTED	Score	
1	Covered Populations	Provide COBRA administration support as required for the following populations:	Yes			4	
		— Active employees	Yes			4	
		— Severees	Yes			4	If this is referring to retirees or terminated employees, yes. We would need more information to determine functionality that is available.
		— Terminated employees	Yes			4	
		— COBRA continuants	Yes			4	
2	COBRA Enrollment	Support COBRA decision-making process	Yes			4	
		Process COBRA elections	Yes			4	
3	COBRA Administration	Perform COBRA direct billing and collections	Yes			4	
		Track and remit premiums to employer monthly	Yes			4	
		Process annual enrollment and coverage changes	Yes			4	Total
		Track COBRA coverage periods and process COBRA coverage terminations	Yes			4	44



Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Customer Service Center

#	Item	Vendor Responsibilities	STANDARD	NON-STANDARD	NOT SUPPORTED	Score
1	Security Maintenance	Generate passwords			Yes	0
		Manage password changes for employees			Yes	0
		Follow client-specific alternate security procedures, including dependent security procedures			Yes	0
2	Call Handling	Provide toll-free number			Yes	0
		Provide call routing system			Yes	0
		Call routing services available 24x7x365			Yes	0
		Identify caller’s employer via authentication process			Yes	0
		Provide customer service representatives (CSR’s)			Yes	0
3	Service Center Hours	Provide representatives 7:00 a.m. – 5:00 p.m. Eastern Time Zone, Monday through Friday at a minimum			Yes	0
4	IVR Services	Provide standard 800 number and greeting			Yes	0
		Authenticate user ID and password			Yes	0
		Allow for password changes			Yes	0
		Provide client-specific broadcast messages as needed			Yes	0
		IVR service available 24x7x365, except for scheduled maintenance			Yes	0



Instructions:
* Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
* List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
* Provide bundled fee pricing and which items are included in the bundle, if applicable.
* Provide a detailed description of the billing process.

5	Representative Assisted Services (i.e. Tier I Services)	Provide support for the following inquiries:	Yes	0
		— Internet navigation support	Yes	0
		— General plan information	Yes	0
		— Eligibility determination	Yes	0
		— Current coverage	Yes	0
		— Plan rates	Yes	0
		— Administrative rules	Yes	0
		— Claim filing procedures	Yes	0
		Provide support for the following transactions:	Yes	0
		— Password maintenance	Yes	0
		— Enrollment support	Yes	0
		— Life event processing	Yes	0
		— Assisted transfers to third parties	Yes	0
6	Advocacy Services (i.e. Tier II Services)	Assist employee in filing claims with carriers	Yes	0
		Assist employee with resolving disputes with carriers	Yes	0
		Facilitate and participate in calls between carrier and employee	Yes	0
7	Call Monitoring	Quality monitoring and evaluation of customer service representatives	Yes	0
		Provide client with call monitoring results	Yes	0
8	Call Tracking	Record all incoming and outgoing employee and administrator calls	Yes	0



Benefits

360

Instructions:
* Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
* List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
* Provide bundled fee pricing and which items are included in the bundle, if applicable.
* Provide a detailed description of the billing process.

9	Case Management	Log any unresolved calls for additional research and/or processing	Yes	0	Total
		Log all incoming correspondence	Yes	0	
		Interact with participant, employer, carrier, and/or consultant as required to resolve open items	Yes	0	
		Date/time stamp cases upon establishment and resolution	Yes	0	
10	Performance Reporting	Provide summary of performance, including call handling and case management	Yes	0	0

Internet Services

#	Item	Vendor Responsibilities	STANDARD	NON-STANDARD	NOT SUPPORTED	Score
1	Benefit Portal	Provide standard portal configuration (client logo with standard layout)	Yes			4
		Provide standard URL with re-direct option	Yes			4
		Provide client logo and Client defined text after log-in page	Yes			4
		Provide links to relevant third-party website URL’s and documents (i.e. carriers)	Yes			4
		Provide administrative portal for online reporting, proxy access, SLA view, and data validations	Yes			4
2	Availability	Services available 24x7x365	Yes			4
3	Security	Username and password security	Yes			4
		Role-based security for access by users and client administrators	Yes			4



Benefits

360

Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

4	Inquiry Support	Provide general plan information	Yes	4	Plan documents can be made available in the solution.
		Provide participant demographic information	Yes	4	
		Provide health and welfare plan general information (client-specific)	Yes	4	
		Provide administrative rules	Yes	4	
5	Transaction Support	Full transactional review/update of personal information, dependent data, beneficiary data, benefit elections and online support for help	Yes	4	
		Standard online confirmation statements	Yes	4	
		Custom authentication and re-set functionality	Yes	4	
		Password changes	Yes	4	
		H&W plan enrollment and elections	Yes	4	
		Life event processing	Yes	4	
		Reimbursement account elections	Yes	4	
		COBRA elections	Yes	4	
		Summary of elections viewable online	Yes	4	
6	COBRA Support	Track COBRA eligibility periods	Yes	4	
7	Contact Information	Provide client-specific third party contact information, including URLs, phone numbers, and group numbers	Yes	4	
8	Employee Communications	Provide client-specific announcement capability	Yes	4	Total
		Provide electronic email alerts	Yes	4	100



Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

Data, Reports and Interfaces

#	Item	Vendor Responsibilities	STANDARD	NON-STANDARD	NOT SUPPORTED	Score	
1	Data Sources – Health and Welfare Plans	Load employee and dependent data and changes to enable IVR, internet, and customer service support			Yes	0	
		Communicate eligibility and enrollment data to carriers	Yes			4	
		Communicate indicative and payroll data changes with client	Yes			4	
		Provide online ability for client to pull own payroll data changes	Yes			4	
		Provide ability to generate payroll interface online	Yes			4	
2	Data Sources – COBRA Administration	Collect data and initiate COBRA processing	Yes			4	
3	Data Transmission Methods	Accept changes via electronic interface using secure FTP and PGP encryption	Yes			4	
4	Management Report	Provide operating volume statistics, including call volumes, internet usage and enrollment status changes			Yes	0	Total
		Provide online access to standard set of reports configured with ability to complete adhoc reporting	Yes			4	28

Annual Enrollment and Changes

#	Item	Vendor Responsibilities	STANDARD	NON-STANDARD	NOT SUPPORTED	Score	
1	Annual Enrollment – Normal Changes	Accept and load contribution rates and premiums	Yes			4	
		Accommodate “minor” changes in plan designs (e.g. add an option)	Yes			4	
2	Annual Enrollment – Major Changes	Accommodate “major” changes in plan designs	Yes			4	
3	Reporting	Complex reporting needs outside of standard and ad hoc reporting. Specifically, Benefits Dashboards to track status of enrollments. Please provide a listing of your standard benefits reports.					
			Yes			4	UKG Ready Benefits allows organizations to report and track benefits-related information and activities as they relate to new hires, benefit group changes, dependents, session setup, employee elections, and terminations. Ready Benefits streamlines the administration process by auto assigning plan profiles to employees upon hire, automating notifications and workflows, and providing you real-time visibility into critical data all in one place.
							UKG Ready provides both Standard and Ad-hoc Reporting, every standard report can be modified using the built-in, ad-hoc reporting tools. Benefit and tax deductions are standard reporting fields. UKG Ready reconciliation report allows customers to select a date range and review employees and their benefits along with the amounts associated with them. This report streamlines the time-consuming manual carrier premium billing reconciliations traditionally used to ensure an organizations enrollment data is in sync with carrier data to eliminate cost leakages.



Instructions:

- * Provide Pricing for 346 full time and part time employees for the software, technology and services listed below.
- * List one-time (e.g., implementation fees, etc.) as well as ongoing or annual costs.
- * Provide bundled fee pricing and which items are included in the bundle, if applicable.
- * Provide a detailed description of the billing process.

4 ACA Reporting Provides Standard standard ACA compliant reporting. List any limitations and if this is additional or included.

Yes

4

Yes, our solution delivers customizable reports to help you monitor employees’ ACA status to support effective ACA strategy execution and ongoing compliance. In addition to convenient ACA dashboard widgets, commonly used ACA reports include the following:

- **Employee ACA:** Pulls a list of all employees for the entire company and shows their assigned ACA profiles
- **ACA Data Detailed:** Provides detailed ACA data history for all employees; it shows one row per employee per month including their monthly hours, FT/PT status per month, and whether they were offered an affordable plan
- **ACA Data Summary:** Provides a summary of all employees within the company for a selected date range; information in this report includes ACA status, affordable plan offered, minimum value plan offered, approaching full time, and possible downgrade to part time
- **ACA Account Status Change History:** An audit report that shows a history of the status changes made to employees through the time period selected in the date filter of the report.
- **ACA Audit Trail Report:**This report is used to monitor user changes, including date/time of the change, the type of change, and the item changed.
- **ACA Status Change Report:** This report displays status changes made to employees according to the date filter selected in the report and captures all account status changes for all employees whose status differs from the previous month. It will include status changes completed via import, workflows (in the solution), or manual entries and can be used to identify which employees may need to be offered benefits or who may need to have benefits revoked.

0 Total
0 20



Attachments

#REF!

Instructions:

* Provide attached documentation requested. List the Tab name, Heading, Requirement Number and Detail of the Attachment.

Tab Name	Heading	Requirement Number	Detail of the Attachment
System & Technology	Reporting	2	Describe the custom report writer functionality provided to HR administrators and managers to write ad hoc reports from HR and payroll data. Attach the steps to create a basic custom report along with screen shots. Are “point-in-time” reports available with date specific data? For example I need to see all Police Department employees with Union Dues from 1/1/2024-12/31/2024. Please list the steps to create this and attach screen shots. Please list any limitations for specific data. Which data can't be reported on for these reports? Can the data be sliced and diced different ways with drill down and drill up capabilities?
System & Technology	Reporting	10	
Time & Attendance	Time & Attendance	14	Time off balances are maintained in the time and attendance system and accessible to employees. Employees requests are routed to managers for approval. If a manager doesn't respond within X days the request is routed to the next level automatically. Please describe any limitations to routing and include steps and screenshots of a time off request and approval. System allows employees to enter future dated time off requests (i.e., planned vacation). Can requests automatically be added to the Outlook Calendar as invites? Can an employee cancel their time off request and have the manager be notified? Is there a team calendar that can be displayed so that employees can view when other team members are off? Please describe this process and attach screenshots.
Time & Attendance	Time & Attendance	15	

Time & Attendance	Time & Attendance	18	System allows mass adding and/or editing of time entries without having to import data into the system. Please describe the process and include screenshots for mass adding a Pay Code to all employees or a group of employees (i.e., snow day for the day and pays all employees hours based on work schedule automatically without manual intervention). System supports the following Non Union Vacation Policy: First Year employee shall receive 40 hours at the date of hire and will become usable after 120 days of employment (manager exception will allow employees to go negative based on offer of employment exception), on the employee's first anniversary of employment they will receive 80 hours of vacation, any unused time will be zeroed out on the anniversary date automatically, if an employee is terminated any vacation will be paid out to the employee automatically in payroll without manual intervention, once an employee reaches 5 years of service they will receive 120 hours of vacation, 160 hours once they reach 10 years of service, and 200 hours once they reach 15 years of service. Again, your system must allow the ability for vacation credit to their service so that an employee who negotiates in their offer letter to come in at 160 hours of vacation time in their first year your system must handle this exception. Please attach screen shots of the setup of this requirement in your system. System supports 25 hours of personal time, prorated for part time employees. Personal Days commence from the date of hire and shall not accumulate from year to year. At the start of each calendar year the employee will automatically receive 25 hours of personal time granted to them. Personal time is not payable to the employee upon termination. Please describe how your system will handle this requirement including the setup of this along with screenshots.
Time & Attendance	Client-Specific Capabilities	7	
Time & Attendance	Client-Specific Capabilities	10	

Time & Attendance	Client-Specific Capabilities	19	System supports Leave Donation Program. Employees can donate their sick time to a Sick Bank and the system can maintain this bank and deduct usage from this bank. Please describe the process for handling this in your system. Please list the steps and attach screenshots of your proposed process for handling this requirement.
Payroll	Client-Specific Capabilities	14	System supports Retirement Health Savings Account for all employees, which will be employee and employer contributions of \$15 EE/ER each week. The employer matched contributions shall have a 10 year vesting schedule based on the employees original date of hire as follows: 0-2 years (0%), Over 2 years (10%), Over 3 years (15%), Over 4 years (20%), Over 5 years (35%), Over 6 years (50%), Over 7 years (65%), Over 8 years (80%), Over 9 years (90%), and Over 10 years (100%). Please attach screen shots of the setup along with a description of how you would handle this requirement along with sending the file to Mission Square. Also explain your experience with this. Describe how the system creates organizational charts and where the data is pulled from. Please attach sample and include the steps to build this. Note the level of effort to build this.
Core HR & Self-Service	Open Ended Questions	1	Describe the process for transferring an employee between departments. Please include steps and screen shots of this process.
Core HR & Self-Service	Open Ended Questions	3	System provides online support/instructions for completion of routine tasks. Attach sample instructions found in your online help for a routine task. Does your system have field level help? Is this standard or does it need to be setup?
Core HR & Self-Service	HR System Capabilities	1	System allows for modeling City salary structure that can be mapped to each employee. For example, can we pull all Police employees by union and model a 5% increase in pay and see what that would cost the city? Please include the steps of this process and attach screen shots.
Core HR & Self-Service	HR System Capabilities	24	

Core HR & Self-Service	Self-Service Capabilities (EE & MGR)	10	New hire and termination workflows are configurable. Attach a screenshot for each of these workflows and the steps to build these workflows. Are these delivered out of the box?
Core HR & Self-Service	Self-Service Capabilities (EE & MGR)	14	Employee Self Service provides paycheck modeling for what if scenarios. For example, if employee expects to receive a 3% increase in pay how will that impact taxes, 457, etc. Please attach screen shots and steps for an employee to model their own pay. Does the system automatically disposition candidates not selected in mass action? Please detail the steps and attach screen shots of how you disposition candidates in your system.
Other HR Systems & Servic Recruiting		12	
Other HR Systems & Servic Other		4	Does your system support Grievance Tracking? Is this included in core HR? Please attach screenshots of how your system would handle a grievance such as vacation paid on a regular check vs. a separate check.



City Council

Meeting August 19, 2025

Date:

Meeting 6:00 PM

Time:

Agenda 10.d

Item No:

Item 2025.111 Direct City Manager to Evaluate Conservation Commission

Description: Recommendation to Place Tax-Acquired Property Map-1, Lot-19 in Conservation

Submitted Brian S. Phinney, COO

By:

Supporting Information/Documentation:

20250813 2025.111 Direct City Manager to Evaluate Conservation Options, 587 South St - ORDER, 20250422 Biddeford Conservation Commission Recommendation Letter - Map1-Lot19 - REFERENCE, 20250814 Conservation Commission Recommendation Habitat Map - UPDATE, 20250819 Conservation Review - 587 South Street Parcel - MAP

Key Terms:

Executive Summary:

An affirmative vote on this item directs the City Manager to evaluate conservation options for a tax-acquired property at 587 South Street and report back to the City Council no later than the first regular meeting in February 2026 on identified conservation options. The request to evaluate conservation options was initiated by the Biddeford Conservation Commission.

Detailed Review:

In April 2025, the Biddeford Conservation Commission submitted a letter to the Biddeford City Council recommending the Council consider conservation options for tax-acquired property located at 587 South Street (PID 44, Map 1 Lot 19).

This order, if approved, directs the City Manager to evaluate and document conservation options and report back to the City Council no later than the first regular meeting in February.

The packet includes the Biddeford Conservation Commission letter and a locus map showing

the location of the parcel (red outline) in relation to South Street and other city-owned property on Andrews Road (purple outline).

Funding Source:

N/A

Staff Recommendation:

A decision to evaluate conservations options for the property is appropriate give the location and proximity to other conservation land.

City of Biddeford

The seal of the City of Biddeford, Maine, is circular. It features a central illustration of a lighthouse on an island, with a ship in the water. The words "CITY OF BIDDEFORD" are written around the top inner edge, and "MAINE" is at the bottom. There are decorative flourishes on either side of the seal.

2025.111

IN BOARD OF CITY COUNCIL... August 19, 2025

BE IT ORDERED, that the City Manager evaluate and document conservation options and associated procedures for property at 587 South Street, parcel ID 41, Map 1, Lot 19.

BE IT FURTHER ORDERED, the that City Manager report back to the Biddeford City Council no later than the first regular city council meeting in February 2026 on such options and procedures.

Attest by: _____

City of Biddeford
Conservation Commission
Conservation Recommendation
Parcel ID: 1-19 / Map 1, Lot 19

Date: 4/22/2025

To: Mayor Grohman & Biddeford City Council

Re: Conservation on City-owned parcel, Map-1, Lot-19

The parcel located on Map-1, Lot-19 in Biddeford was acquired by the City in 2019 due to unpaid property taxes. After acquiring it, the City Council had an agenda item scheduled to consider conservation options for this parcel, but never took the item up for discussion.

This parcel sits among multiple other parcels of conservation land, making it an ideal candidate for the City of Biddeford to resume interest in conservation protections for Map-1, Lot-19.

It is imperative that we as a City are able to conserve large, unfragmented blocks of key habitat and critical watershed areas. As Biddeford continues to grow, this “unfragmented” option becomes less and less possible, making this parcel a key part of our conservation goals.

The City’s ownership of this parcel has become complicated due to the Supreme Court’s decision in the 2023 case of *Tyler v. Hennepin*. In summary, this ruling states that when a local government takes a house at a property tax foreclosure, any funds generated from the sale of the property above the previous owner’s debt, must be returned to that owner to satisfy the “Takings Clause” of the Fifth Amendment to the US Constitution.

The Supreme Court did not directly address how states should administer tax forfeiture sales, merely that local governments cannot lay claim to surplus proceeds from the sale of property.

Many states are reacting to this ruling by building in a process by which delinquent taxpayers can claim any excess proceeds from a tax sale.

It is the position of the Conservation Commission that this ruling does not infringe upon the City’s ability to transfer ownership of this parcel via donation or a trust-in-fee structure, for the purposes of placing it in conservation.

We would encourage you to add this to the agenda for one of your upcoming meetings, and we are available to address any questions regarding this parcel at your earliest convenience.

Thank you, and we look forward to seeing this parcel contribute to Biddeford’s conservation goals in the near future.

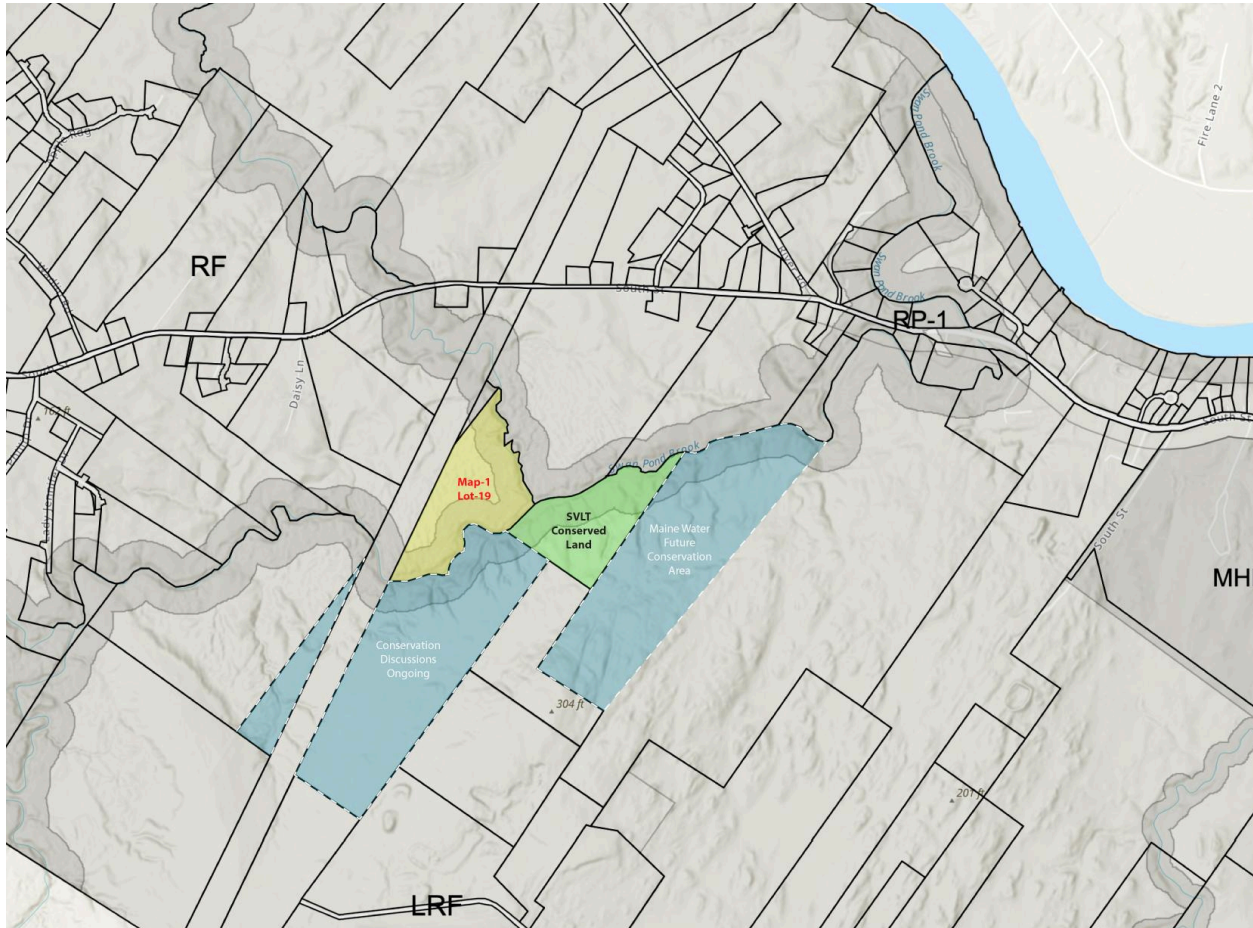
Sincerely,

Richard Rhames
Chair, Conservation Commission

Erik Heumiller
Secretary, Conservation Commission

City of Biddeford
Conservation Commission
Conservation Recommendation
Parcel ID: 1-19 / Map 1, Lot 19

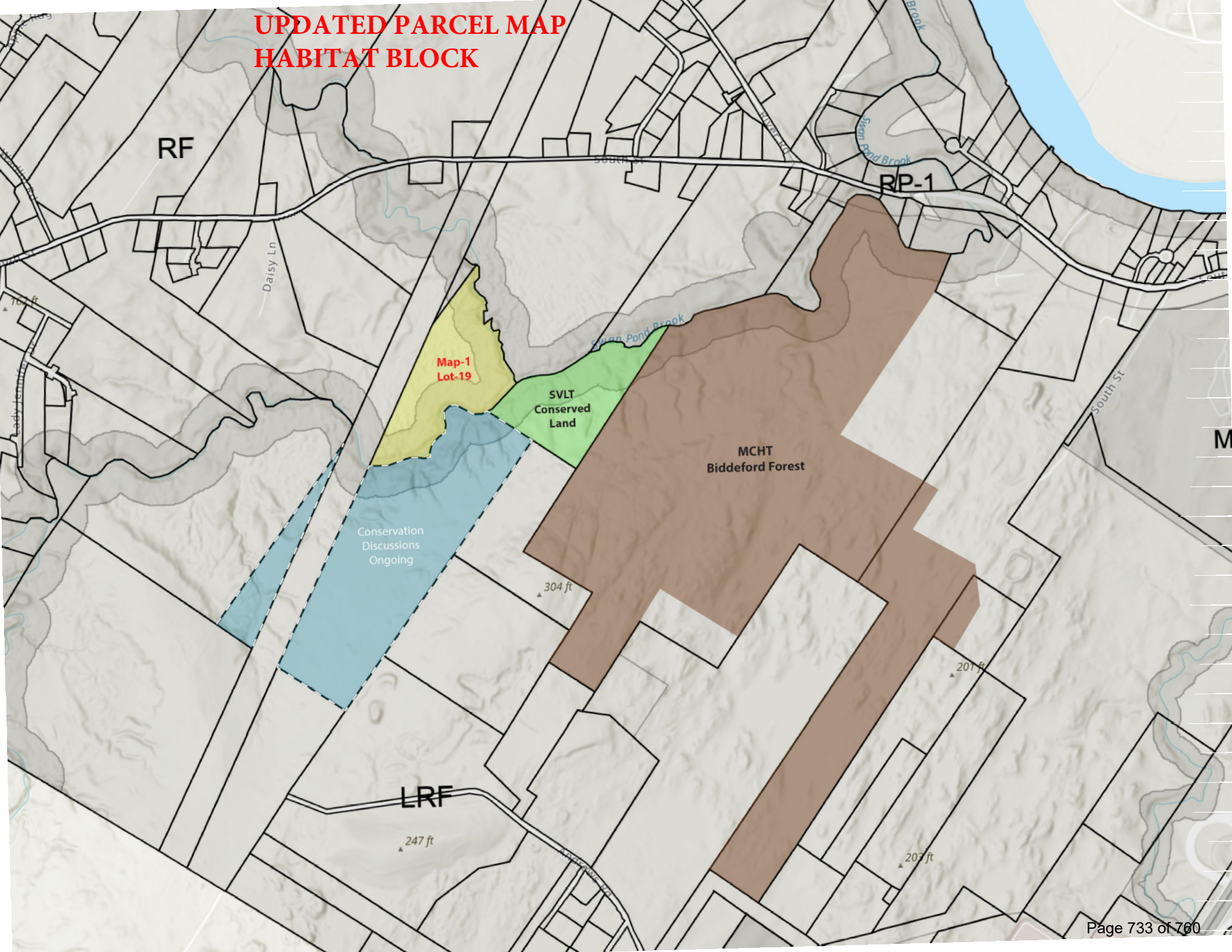
This map shows the location of the Map-1, Lot-19 parcel (yellow) in relation to current and future areas with conservation protections. It also indicates the stream buffer area in dark grey.



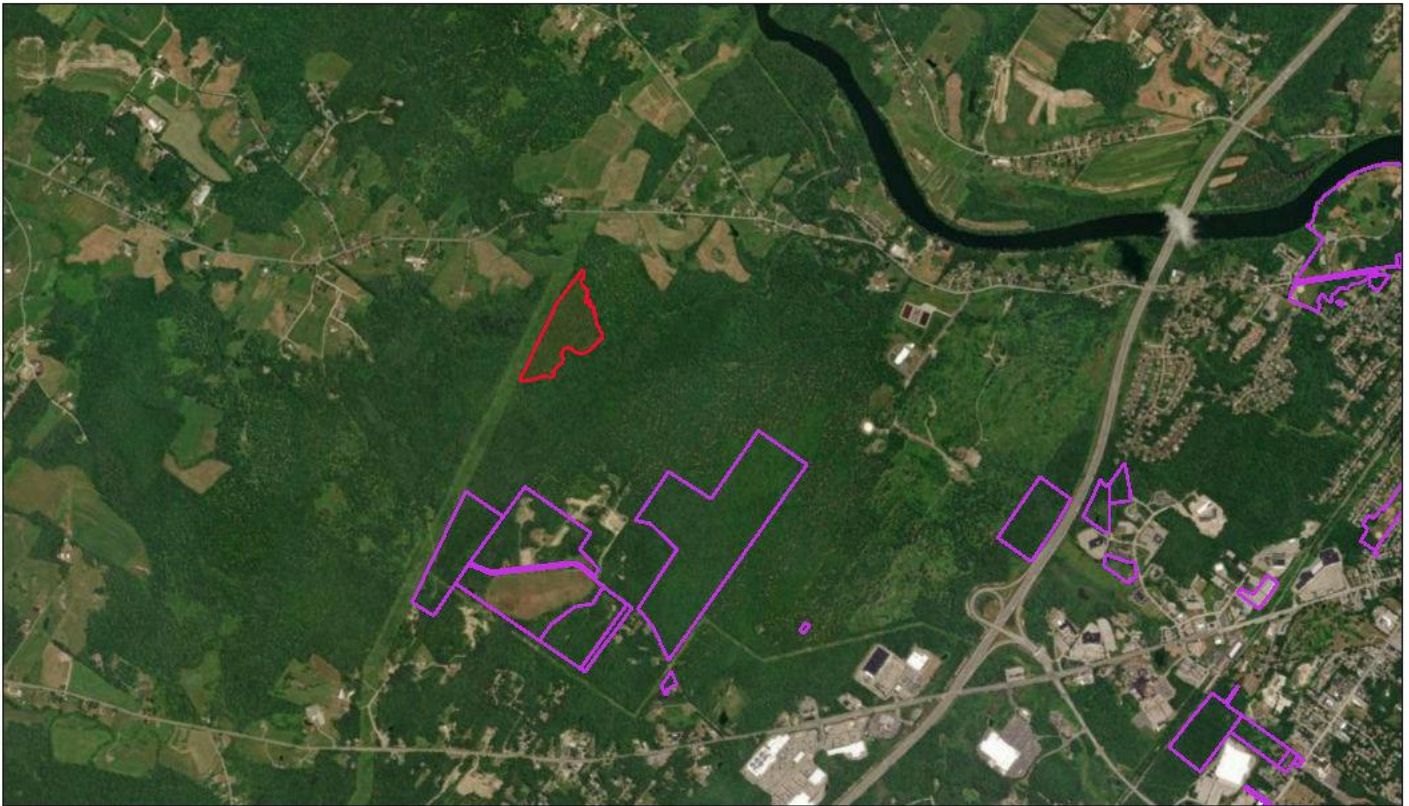
The Map-1, Lot-19 parcel is bordered on two sides by Swan Pond Brook and Atta Boy Brook, making it a key habitat intersection in this watershed.

Swan Pond Brook is also one of the few Atlantic Salmon spawning habitats that is still accessible from the Saco River (before fish encounter a multitude of upstream dams), and it has been identified as an area of focus for Maine DEP, The Saco Watershed Collaborative, and other agencies working to improve connectivity/spawning opportunities for migratory fish.

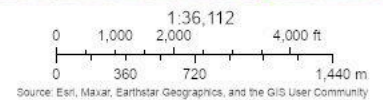
UPDATED PARCEL MAP HABITAT BLOCK



587 South Street - Locus Map



August 13, 2025



Data and scale shown on this map are provided for planning and informational
Powered by Esri Technology



City Council

Meeting Date: August 19, 2025
Meeting Time: 6:00 PM
Agenda Item No: 10.e
Item Description: 2025.97 Approval Special Event Biddeford Oktoberfest
Submitted By: Roby Fecteau

Supporting Information/Documentation:

2025.97 Approval Oktoberfest 2025 - ORDER, 20250619 Oktoberfest Special Event Permit Application - REFERENCE, Attested Order 2025.40 - Fee Waiver - REFERENCE, Fathom Approval

Key Terms:

N/A

Executive Summary:

Approval of this item authorized Heart of Biddeford to proceed with Oktoberfest in accordance with the Special Event Permit Application.

Detailed Review:

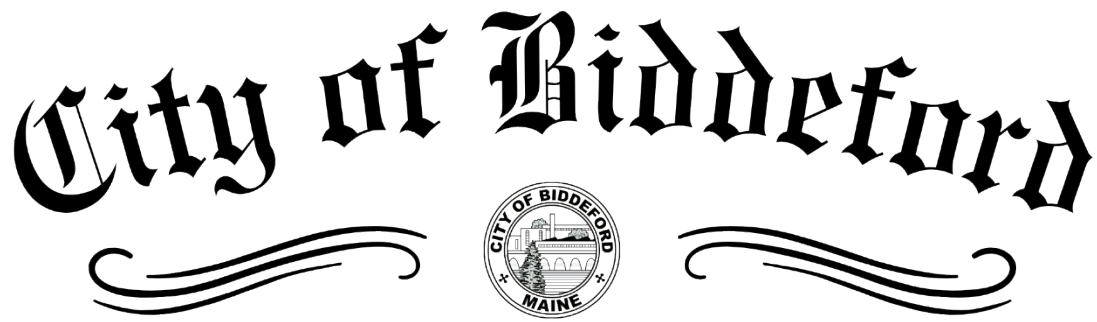
Due to ongoing construction, Oktober fest is being moved to Pearl Street. HOB received permission from Fathom to use the site. The council is being asked to approve the special events permit due to the crowd size and location. The council is also being asked to grant the sale and possession of alcohol on public property.

Funding Source:

Fee waiver was excluded for this event under prior Order 2025.40 (April 15, 2025). The total permit application fee waived is 500.00.

Staff Recommendation:

N/A



2025.97

IN BOARD OF CITY COUNCIL... August 19, 2025

BE IT ORDERED, that the City Council of the City of Biddeford does hereby grant approval of a Special Event Permit for Heart of Biddeford to host OktoberFest on September 27, 2025. Location will be on Pearl Street adjacent to the parking garage.

BE IT FURTHER ORDERED, that in accordance with the provisions set forth under Article V Sales, Possession and Consumption of liquor at and during Special Events on City Public Property. The City Council of the City of Biddeford does hereby grant approval for the Heart of Biddeford to sponsor the service of liquor provided by local breweries at Oktoberfest on September 27, 2025

Attest by:_____

APPLICATION NUMBER: 25-06-037

PAID
5025

EFFECTIVE 7-18-2024 THE FOLLOWING
FEES WILL APPLY:

B050 Administrative Fee	\$100.00
B051 Tier One	\$100.00
B052 Tier Two	\$200.00
B053 Tier Three	\$500.00

Any person, firm, corporation, business or organization seeking a permit to hold a special event within the City of Biddeford must file an application with the permitting authority at least 30 days prior to the beginning of the event; or in cases related to activities protected by the First Amendment to the United States or Maine Constitution, other than commercial speech, two business days prior to the beginning of the event. Permit applications are available on the City's website or at the City Clerk's Office.

All vendors must obtain proper licenses/permits from the City Clerk's office (207-284-9307).
Indemnification agreement/insurance certificate must be attached to this application at the time of submission.
Site Plan Sketch may be accompanied by a separate map, if necessary

CITY OF BIDDEFORD **SPECIAL EVENT APPLICATION**

City of Biddeford
P.O. Box 586
Biddeford, ME 04005

Name of Event Biddeford Oktoberfest Location of Event Pearl St (from garage) & Pearl Point Park
Date of Event 9/27/25 Start Time 8am set up Finish Time 7pm break down

Organization (Applicant) Information

Name of Organization or Name of Applicant if NOT an Organization
Heart of Biddeford

Physical Address 205 Main Street Suite 103 Biddeford, ME 04005

Mailing Address see above

Business Telephone 207-284-8520 Fax _____ E-mail office@heartofbiddeford.org

Income Tax Exempt: Yes ☒ No ☐ Tax Exempt Number 34-2003673

Contact Person/Event Coordinator

Name & Address

Delilah Poupore, 205 Main Street Suite 103, Biddeford, ME 04005

Telephone 207-284-8520 Cellular 207-251-5695 E-Mail director@heartofbiddeford.org

Relationship Organization Executive Director

APPLICATION NUMBER: _____

Detailed and specific description of Event (attach separate sheet if necessary)

Community event on Pearl St (the part that is past the parking garage) and in Pearl Point Park featuring local breweries. (We will not be on the private land next to the Parking Garage, since construction is expected.) German music, food vendors, and themed games/ activities. Designed to celebrate local craft brewing, Oktoberfest culture, and draw visitors to the downtown. There is a charge to enter. Pearl Street (after parking garage) closure from 8am-7pm.

Estimated # of Participants ⁵⁰ _____ Estimated Attendance ^{1350 (1150 drinking)} _____

What impact will this have upon the surrounding neighborhood? (Noise, Traffic, etc.)

Please explain:

Noise from live music and crowd, Pearl Street closure from parking garage down. Attendees will not all arrive at the same time.

Describe the means by which the neighborhood (residents and businesses) will be notified of this event and its public hearing:

Mailed to residents/businesses on June 18. Public notification online or in print

Type of Event:

Special events may fall under three categories:

- ☐ Tier 1 Special Events involve the use of Recreation Department facilities for functions involving 100 or less people. **The Recreation Director or their designee is the permitting authority**
- ☐ Tier 2 Special Events include street closure requests, parades, road races, walks or other single-day functions involving 100 or less people. **The Police Chief and Public Works Director or their Designees are the permitting authority**
- ☒ Tier 3 Special Events are functions that involve a street closure or the use of a City facility for a single-day function involving 100-999 people. **The Coordinating Committee is the permitting authority**

APPLICATION NUMBER: _____

PLEASE NOTE: The City Council shall be the permitting authority for events to be held in City of Biddeford parks, recreation, public buildings, grounds and streets which it could reasonably be assumed that 1,000 or more persons might gather or participate; or any event which is proposed to last longer than two consecutive days, regardless of the number of persons anticipated to gather or participate.

FURTHER: If alcohol is being sold, or otherwise available, permission must be obtained through application at the City Clerk's Office, and must be approved by the City Council. If alcohol is sold, this requires applicable State of Maine Liquor license to sell alcohol.

List contact name and address of licensee:

HOB will get state permit and city approval, serving as the permit holder.

General Service Questions

Department of Public Works

Is the use of barricades necessary/requested for this event? Yes

If yes, number needed 4

Will it be necessary to cover street and/or parking signs for this event? Yes If yes, please note on diagram. "No Parking" on Pearl St 24 hr in advance

What is your plan for cleanup and debris disposal for this event?
volunteer/ staff cleanup

Is any other Public Works assistance anticipated?

6 trash cans, 3 recycling cans, dumpster nearby if possible

Recreation Department

Will this event take place in a Public Right of Way, Public Way, City Park or athletic field? Yes

If yes, where

Pearl Street past parking garage, Pearl Point Park

APPLICATION NUMBER:_____

Will tenting/staging be utilized for this event? Yes If yes, what is your plan to repair any damage caused by stakes, tie-downs, etc.?
No stakes

Any Parks and Recreation assistance required?
No

Fire Department

Will the Fire Department have access to all sites in the event of an emergency?
Yes

Will any fire hydrants be obstructed? No Will you have access to E 9-1-1?
Yes

Will you have First Aid or medical staff present?
No

******* If First Aid or medical staff is needed, the Biddeford Fire Department may provide for a fee. Please contact the Biddeford Fire Department at 207-282-6632 for details.*******

Police Department

Is traffic control necessary for this event? No If yes, who will provide it?
Unless advised to have some traffic control on Pearl for those going to garage.

Is crowd control necessary for this event? Yes If yes, who will provide it?
We will hire Dark Horse Security for crowd control and ID checking

APPLICATION NUMBER: _____

SITE PLAN SKETCH OF SPECIAL EVENT (Completed by Event Coordinator)

In the space below, please provide the following information. Attach a separate map if necessary.

- | | | |
|---------------------------|------------------|-------------------------------------|
| General Map of Location | Vender Locations | Street Closures/Parking Information |
| Event Coordinator’s Booth | Garbage Cans | Water/Electricity Sources |
| Tents/Stages/Grandstands | Water Sources | Loudspeakers |
| Rest Facilities | | |

attached

APPLICATION NUMBER:_____

INDEMNIFICATION AND RELEASE PROVISIONS
CITY OF BIDDEFORD SPECIAL EVENT PERMIT

A. In consideration for being permitted to use the facilities and/or rights-of-way of the City of Biddeford, (hereinafter "City"), Heart of Biddeford
(insert name of person/entity seeking permission to use facilities and/or right-of-way, hereinafter "Applicant") agrees to indemnify and hold harmless the City, its officers, employees, and insurers, from and against all liability, claims, and demands, which are incurred, made, or brought by any person or entity on account of damage, loss, or injury, including without limitation claims arising from property loss, or damage, bodily injury, personal injury, sickness, disease, death, or any other loss of any kind whatsoever, which arise out of or are in any manner connected with the use of the facilities and/or rights-of-way, whether any such liability, claims, and demands result from the act, omission, negligence, or other fault on the part of the City, its officers, or its employees, or from any other cause whatsoever.

B. By signing below, Applicant agrees that in the event of damage, loss or injury to the facilities or to any property or equipment therein or to the City rights-of-way, the City may deduct from any damage deposit the full amount of such damage, loss, or injury. Applicant further agrees that if such damage, loss, or injury exceeds the amount of the damage deposit, Applicant will promptly reimburse the City for all costs associated therewith upon billing by the City.

C. In addition, in consideration for being permitted or allowed to use the facilities and/or right-of-way, Applicant on behalf of itself and its officers, employees, members, and participants, hereby expressly exempts and releases the City, its officers, employees, insurers, from and against all liability, claims, and demands, on account of injury, loss, or damage, including without limitation claims arising from property loss or damage, bodily injury, personal injury, sickness, disease, or death, that Applicant may incur as a result of such use, whether any such liability claims and demands result from the act, omission, negligence, or other fault on the part of the City, its officer, or its employees, or from any other cause whatsoever.

D. In addition, Heart of Biddeford has furnished and attached two copies of certificates of insurance with the City of Biddeford named as an additional insured in the amount of \$400,000 unless a greater amount is warranted.

E. In addition, Depending upon the size and nature of the event, the City may require that City employees, including Police, Fire, Public Works, Code Enforcement and/or Parks and Recreation, are present at or assist with the event. The City shall determine the number of personnel necessary to ensure the safety of the public and participants, minimize the inconvenience to residents, and reduce public liability exposure to the event sponsor and the City. The cost associated with the use of any such personnel, including City equipment, is the responsibility of the event sponsor. A deposit of thirty percent (30*%) of the estimated personnel cost for the event will be required with the submittal of the application. The City

APPLICATION NUMBER:_____

shall provide a good faith estimate of the total personnel within 10 days after the approval of the application. The complete fee must be submitted to the City prior to the day of the event. Fees may be waived in whole or in part by the City Council prior to the special event.



Signature of Applicant

June 18, 2025

Date

Delilah Poupore

Printed Name of Applicant

APPLICATION NUMBER: _____

REVIEW BY SPECIAL EVENTS PERMITTING AUTHORITY:

Having completed a review of the application, the proposal itself, the location of the vent and its impact upon services and resources, this application is:

☐ APPROVED WITH MODIFICATIONS AND/OR RESTRICTIONS DATE:

☐ APPROVED AS SUBMITTED DATE:

☐ DENIED DATE:

Modifications / Restrictions:

REASON(S) FOR DENIAL:

Police Chief

Fire Chief

Public Works Director

Codes Enforcement Officer

Recreation Director

Oktoberfest map city



City of Biddeford



2025.40 IN BOARD OF CITY COUNCIL.....APRIL 15, 2025

BE IT ORDERED, that the City Council of the City of Biddeford does hereby grant a waiver to the Heart of Biddeford for the Special Event permit fees, and all personnel and apparatus costs for events currently scheduled in 2025.

April 15, 2025

Motion: Councilor Emhiser

Second: Councilor Belanger

Councilor LaFountain – motion to exclude Oktober Fest and I Heart Road Race from the approval.

Second: Councilor Beaupre

Vote on the amendment: Unanimous

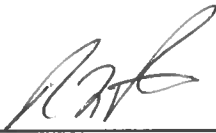
Vote on the order as amended: 7 yeas – Councilors Belanger, Ortiz, Doughty, Beaupre, Whiting, Emhiser and LaFountain.

1 nay – Councilor Lessard.

Motion passed.

Note: 2025 HOB events are Memorial Day Parade, Pride, Music in the Park, National Night Out, Fringe Fest, River Jam, Oktober Fest, I Heart Road Race, Creepy Crawl, Veterans Day Parade, Merry and Bright Night.

Attest by: _____


Robin Patterson, City Clerk



Marieke >

Today 10:17 AM

Hello Marieke, this is Delilah from HoB.

I wanted to make sure that fathom remembers we will be on site for River jam this Saturday on Pearl Street as well as on your "green space."

And then I also wanted to confirm whether it is possible for us to use the concrete space (in between the green space and smoke stack) on Oktoberfest, Saturday, September 27? Your earlier email said that you will be under construction, but I wasn't sure if it included that concrete/dirt section or not.

Yes! We are excited for River Jam to bring some life to the site!

September 27 should work as well - we've had some delays in permitting unfortunately but we won't be under construction so the site is yours for Oktoberfest!



iMessage





City Council

Meeting Date: August 19, 2025
Meeting Time: 6:00 PM
Agenda Item No: 11.a
Item Description: Update - Main Street Pump Station Project Funding
Submitted By: Brian S. Phinney, COO

Supporting Information/Documentation:

Code of Ordinances - Procurement Rules - REFERENCE

Key Terms:

Executive Summary:

The Committee of the Whole discussion provides the Capital Projects/Operations Committee with an opportunity to report to the Council their decision to reassign FY26 capital project funds to the Main Street Pump Station Project in light of the recent notice by Bateman Partners that they will not submit an application for state funding during the 2025 application process.

This notice guarantees the Bateman Partners' \$1,000,000 contribution towards the pump station upgrade will not be received in FY26. Additionally, staff seeks clarification of Director Demers' responsibility to comply with existing purchasing rules as general contractor for the pump station project.

Detailed Review:

The City Council considered the Main Street Pump Station Upgrade Project at the June 17th and July 15th regular meetings. The project was approved at the July 15th meeting, assigning the Biddeford Public Works Department as the general contractor. The approval noted funding in the amount of \$350,000 from the Sewer Impact Fee Reserve Account and \$1,000,000 from Bateman Partners associated with the Forest Green, LLC development project. The meeting links are provided here for reference. As part of the discussion, the question was raised whether the City has the funds to cover the pump station project "a float" pending receipt of funds from Forest Green, LLC. It was discussed that there should be funds in excess of the codified 12.5% fund balance amount and there is still approximately \$900,000 to \$1,000,000 remaining on the recent \$10,000,000 sewer infrastructure bond. \$5,000,000 is still available with \$4,000,000 deducted toward the Elm Street Project.

[Meeting Video and Packet Materials - July 15, 2025](#) (click on text)

[Meeting Video and Packet Materials - June 17, 2025](#) (click on text)

The Maine Street Pump Station Upgrade Project is driven by upstream capacity issues and the planned Forest Green, LLC project. As you are aware, Bateman Partners requested and received approval for a credit enhancement TIF to recoup the cost of their sewer connection fee (\$201,600) and cash contribution (\$798,400) toward the pump station upgrade, totaling \$1,000,000. The Council approved the TIF at the June 17th regular meeting. The Forest Green, LLC development project is dependent upon the award of state funding. This past week, Bateman Partners announced they would not be applying during this round of applications. This notice guarantees that the Forest Green, LLC contribution will not be received during this fiscal year.

The Capital Projects/Operations Committee (CP/OC) held a regular meeting on Wednesday, August 13th. The CP/OC agenda included consideration of recommendations for the allocation of approximately \$1.3 million in FY26 capital improvement funds. In light of the Bateman Partner's announcement, the CP/OC opted to reserve \$1,000,000 of the capital improvement funds to ensure a known funding source for the pump station upgrade. The Council will see a formal order to this effect on the September 2nd agenda along with limited CIP allocations for the balance of the CIP funds.

The purpose of the Committee of the Whole discussion is twofold. First, it will allow the CP/OC to inform the Council of its decision and answer any questions. Second, there is a lack of clarity on the process Director Demers should use for project procurement as the general contractor. There was discussion on this topic as part of the approval process but no clear resolution. The acting city manager noted that staff are required to follow the purchasing rules, but there was no other comment from the Council. If the Council's silence was intended as agreement, then the matter can be resolved quickly. Otherwise, the options are:

1. Follow the existing purchasing rules as required, including but not limited to, preparing RFPs and submitting each for approval.
2. Providing Director Demers with some level of flexibility in procuring pricing and selecting contractors.

In providing clarification, the Council should consider the nature and intent of current purchasing rules, the impact on "visibility" and competition, trade-offs between potential cost savings and deviations from policy. A copy of the procurement rules found under the *Code of Ordinances, Chapter 2 - Administration, Article V - Finance, Div 2 - Procurement*, is attached for reference.

Funding Source:

N/A

Staff Recommendation:

The decision to reserve funding for the Main Street Pump Station Project by reassigning FY26 CIP funds is a policy decision.

Sec. 2-343. Purpose. [Ord. of 4-21-1998(2)]

The purpose of this article is to provide for the fair and equitable treatment of all persons involved in public purchasing by the City, to maximize the purchasing value of public funds in procurement, and to provide safeguards for maintaining a procurement system of quality and integrity.

Sec. 2-344. Application of article. [Ord. of 4-21-1998(2); Ord. No. 99.78, 9-21-1999]

- (a) This article applies to contracts for the procurement of supplies, services and construction entered into by the City. It shall apply to every expenditure of public funds by any department of the City irrespective of the source of funding. When the procurement involves the expenditure of federal or state assistance or contract funds, the procurement shall be conducted in accordance with any applicable laws and regulations. Nothing in this article shall prevent any department of the City from complying with the terms and conditions of any grant, gift or request that is otherwise consistent with law.
- (b) Representatives of the City involved in the purchase of goods; especially items of apparel or textiles such as clothing, uniforms, footwear, linens or fabric; shall not knowingly contract with vendors offering goods or services produced under sweatshop conditions by manufacturers, launderers or distributors of such items who may be paying poverty wages, violating workplace regulations or suppressing worker rights. In order to promote contracts with vendors having responsible employment practices, preference should be given to goods or services produced in the United States and to vendors known for their responsible labor practices. Responsible labor practices shall include wage and benefit levels sufficient to meet basic needs while providing some discretionary income for a family of four, respect for workers' rights including the right to be heard and to organize and a safe and healthy work environment. Any complaints or information received by a representative of the City involved in the purchase of goods or services identifying vendors or their subcontractors as producing their products under sweatshop conditions shall investigate said allegations and shall cease to do business with any vendor or subcontractor found to be other than maintaining responsible labor practices.

Sec. 2-345. Definitions. [Ord. of 4-21-1998(2)]

The following words, terms and phrases, when used in this article, shall have the meanings ascribed to them in this section, except where the context clearly indicates a different meaning:

BRAND NAME OR EQUAL SPECIFICATION — A specification limited to one or more items by manufacturers' names or catalogue numbers to describe the standard of quality, performance and other salient characteristics needed to meet City requirements, and which provides for the submission of equivalent products.

BRAND NAME SPECIFICATION — A specification limited to one or more items by manufacturers' names or catalogue numbers.

CONSTRUCTION — The process of building, altering, repairing, improving or demolishing any public structure or building, or other public improvements of any kind to any public real property. It does not include the routine operation, routine repair or routine maintenance of existing structures, buildings or real property.

CONTRACT — All types of agreements, regardless of what they may be called, for the procurement of supplies, services or construction.

CONTRACTOR — Any person having a contract with the City or any of its departments.

LOCATION AND OPERATION — Is narrowly defined as owning, leasing or renting physical space within the City limits of Biddeford, and staffing the same a minimum of 20 hours per week during a period commencing no less than thirty days prior to the bid deadline and continuing through the end of the bid agreements. **[Added 11-1-2011 by Ord. No. 2011.71]**

SERVICES — The furnishing of labor, time or efforts by a contractor, not involving the delivery of a specific end product other than reports which are merely incidental to the required performance. This term shall not include employment agreements or collective bargaining agreements.

SPECIFICATION — Any description of the physical or functional characteristics or the nature of a supply, service or construction item. It may include a description of any requirement for inspecting, testing or preparing a supply, service or construction item for delivery.

SUPPLIES — All consumables or property, including but not limited to equipment, materials, printing and leases for real property, excluding land or a permanent interest in land.

Sec. 2-346. Scope of authority. [Ord. of 4-21-1998(2)]

The current policy of the City is to maintain a decentralized purchasing process which shall be monitored by the City Manager, Finance Director and Purchasing Agent. Each department head within this decentralized purchasing function shall be responsible for the function of procurement of suitable supplies, services or construction for their using departments, except as may be otherwise noted in these regulations. In all cases, purchase orders shall channel through the Purchasing Agent's office and, claims, invoices and any other such supporting documentation shall channel through the Finance Director's office in order that proper purchasing records may be maintained.

Sec. 2-347. Responsibility of departments. [Ord. of 4-21-1998(2); Ord. No. 99.69, 8-17-1999]

(1) The responsibility of department heads regarding procurement shall be as follows:

- (a) Development of specifications for supplies, services or construction shall be the responsibility of department heads. Any specifications to be included in an invitation for competitive sealed bids or proposals shall be submitted to the Purchasing Agent.
- (b) Procuring the highest quality item(s) for a specified use at the lowest possible expense is required by all department heads, or their delegates who have authority to purchase.
- (c) Department heads are required to control, supervise and maintain any necessary inventories in a storeroom. Such storerooms shall serve as the receiving and distribution points for materials purchased by a using department.

With the exception of public works parts and fuel inventories and school lunch supply inventories, departments will be charged for items at the time of purchase. Departments receiving parts and fuel from public works inventories will be charged as items are used. Public works and school lunch department heads will conduct a physical inventory count of all supplies at such time as there is a change in personnel directly responsible for those storerooms, at fiscal year end, and as required throughout the year.

- (d) Local purchasing is encouraged where competitive market prices exist except when Section 2-235(f) and Section 2-336 apply. Local purchasing is required unless non-local purchasing is more cost effective. The following factors shall be considered to determine cost effectiveness:
 - a. Price;
 - b. Comparable quality;
 - c. Cost/ability to secure prices;
 - d. Shipping and handling cost;
 - e. Convenience of follow-up service;
 - f. Time to secure the supply, item or service.
 - (e) Inspection of incoming materials or services shall be performed for compliance with specifications. These inspections are to be maintained under rigorous review by department heads and their authorized designees. The receiving report copy of the purchase order and any packing slips are to be completed and returned to the Finance Department upon acceptance of an order.
 - (f) Unless otherwise provided, the single purchase of a supply or construction item in an amount estimated at \$5,000 or above shall be made only by written contract award through the formal bidding procedure. No supply, service or construction generally purchased in the whole shall be purchased as a sum of the parts for the purpose of avoiding the requirement to solicit bids. A single purchase of services in an amount estimated at \$10,000 shall be made only by written contract award through the appropriate proposal procedure. Sole source purchases and emergency purchases shall be exceptions to these rules. **[Amended 11-1-2011 by Ord. No. 2011.71]**
- (2) Appointment, authority and duties of Purchasing Agent:
- (a) The City Manager shall appoint a candidate for Purchasing Agent, who will be confirmed by the City Council.
 - (b) The authority and duties of the Purchasing Agent shall be as follows:
 - 1. Except as may be otherwise provided, the Purchasing Agent shall serve as the principal purchasing official for the City, and shall be responsible for the procurement of supplies, services and construction in accordance with this article,

as well as the management and disposal of supplies.

2. In accordance with this article, and subject to the supervision of the City Manager, the Purchasing Agent shall:
 - a. Procure or supervise the procurement of all supplies, services and construction needed by the City;
 - b. Exercise direct supervision over the City's central stores and general supervision over all other storeroom inventories belonging to the City;
 - c. Sell, trade or otherwise dispose of surplus supplies belonging to the City; assist the departments of the City with the establishment and maintenance of programs for specification development, contract administration and product inspection and acceptance and coordination of supplies and service purchases.
3. Consistent with this article, and with the approval of the City Manager, the Purchasing Agent may adopt operational procedures relating to the execution of his or her duties.

Sec. 2-348. Competitive sealed bidding. [Ord. of 4-21-1998(2)]

- (a) All contracts of the City for purchases of supplies or construction at or in excess of \$5,000 and for the purchase of services at or in excess of \$5,000 shall be awarded by competitive sealed bidding except as otherwise provided in this article. **[Amended 11-1-2011 by Ord. No. 2011.71]**
- (b) An invitation to bid shall be issued and shall include specifications and all contractual terms and conditions applicable to the procurement.
- (c) Adequate public notice of the invitation to bid shall be given for a reasonable time, but not less than 10 calendar days prior to the date set forth therein for the opening of bids. Such notice shall include publication in a newspaper of general circulation a reasonable time prior to bid opening and shall be posted in a conspicuous place on the City's internet website, in a place designated for this purpose. This public notice shall minimally state the place, date and time of the bid opening. **[Amended 5-5-2009 by Ord. No. 2009.25]**
- (d) Bids shall be opened publicly at the time and place designated in the invitation for bids. The amount of each bid, and such other relevant information as the Purchasing Agent deems appropriate, together with the name of each bidder shall be publicly read for the benefit of any bidders and each bid shall be open to public inspection.
- (e) Bids shall be unconditionally accepted without alteration or correction, except as authorized in this article. Bids shall be evaluated based on the requirements set forth in the invitation for bids, which may include criteria to determine acceptability such as inspection, testing, quality, workmanship, delivery and suitability for a particular purpose. Those criteria that will affect the bid price and be considered in evaluation for award shall be objectively measurable, such as discounts, transportation costs and total or life cycle costs. The invitation for bids shall set forth the evaluation criteria to be used. No criteria may be used in a bid evaluation that are not set forth in the invitation for bids.

- (f) Correction or withdrawal of inadvertently erroneous bids before or after bid opening or cancellation of awards or contracts based on such bid mistakes may be permitted where appropriate. Mistakes discovered before bid opening may be modified or withdrawn by written or telegraphic notice received in the office designated in the invitation for bids prior to the time set for the bid opening. After bid opening, corrections in bids shall be permitted only to the extent that the bidder can show by clear and convincing evidence that a mistake of a nonjudgmental character was made, the nature of the mistake, and the bid price actually intended. After bid opening, no changes in bid prices or other provisions of bids prejudicial to the interest of the City or fair competition shall be permitted. In lieu of bid correction, a low bidder alleging a material mistake of fact may be permitted to withdraw its bid if:
- (1) The mistake is clearly evident on the face of the bid document but the intended correct bid is not similarly evident; or
 - (2) The bidder submits evidence which clearly and convincingly demonstrates that a mistake was made. All decisions to permit the correction or withdrawal of bids, or to cancel awards or contracts based on bid mistakes, shall be supported by a written determination made by the Purchasing Agent.
- (g) The contract shall be awarded with reasonable promptness by appropriate written notice to the lowest responsible and responsive bidder whose bid meets the requirements and criteria set forth in the invitation for bids. In the event the low responsive and responsible bid for a construction project exceeds available funds as certified by the Finance Director and such bid does not exceed such funds by more than 10%, the Purchasing Agent is authorized to negotiate an adjustment of the bid price with the low responsive and responsible bidder in order to bring the bid within the amount of available funds. Any such negotiated adjustment shall be based only upon eliminating independent deductive items specified in the invitation for bids. When finalized by the Purchasing Agent, bid results greater than \$5,000 and less than \$50,000 and covered by the budgeted amount can be approved by the City Manager and awarding of the contract to the successful bidder. These results will be reported to the City Council and/or the Finance Committee on a monthly basis. Bid results less than \$50,000 and over the budgeted amount or not the lowest bid will be submitted to the Finance Committee of the City Council for acceptance and awarding of the contract to the successful bidder. Contracts that exceed \$50,000 shall be approved by the City Council prior to signing and executing said contract. Contracts based on units of measure and unit pricing where the total number of units is not specified shall be calculated using a best estimate methodology or prior history to determine the estimated contract value. Approval of such contracts shall be managed under the approval criteria listed above based on the total estimated value. **[Amended 11-1-2011 by Ord. No. 2011.71; 4-16-2019 by Ord. No. 2019.30]**
- (h) When it is considered impractical to prepare initially a purchase description to support an award based on price, an invitation for bids may be issued requesting the submission of unpriced offers to be followed by an invitation for bids limited to those bidders whose offers have been determined to be technically acceptable under the criteria set forth in the first solicitation.

Sec. 2-349. Competitive sealed proposals. [Ord. of 4-21-1998(2)]

- (a) When the Purchasing Agent determines in writing that the use of competitive sealed bidding is either not practicable or not advantageous to the City, a contract may be entered into by use of the competitive sealed proposal method.
- (b) Proposals shall be solicited through a request for proposals.
- (c) Adequate public notice of the request for proposals shall be given in the same manner as provided in Section 2-336(c), provided the minimum time shall be 20 calendar days.
- (d) No proposals shall be handled so as to permit disclosure of the identity of any offeror or the contents of any proposal to competing offerors during the process of negotiation. A register of proposals shall be prepared containing the name of each offeror, the number of modifications received, if any, and a description sufficient to identify the item offered. The register of proposals shall be open for public inspection only after contract award.
- (e) The request for proposals shall state the relative importance of price and other evaluation factors.
- (f) As provided in the request for proposals, discussions may be conducted with the responsible offerors who submit proposals determined to be reasonably susceptible of being selected for award for the purpose of clarification to assure full understanding of, and conformance to, the solicitation requirements. Offerors shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals and such revisions may be permitted after submissions and prior to award for the purpose of obtaining best and final offers. In conducting discussions there shall be no disclosure of the identity of competing offerors or of any information derived from proposals submitted by competing offerors.
- (g) Award shall be made to the responsible offeror whose proposal is determined in writing to be the most advantageous to the City, taking into consideration price and the evaluation factors set forth in the request for proposals. No other factors or criteria shall be used in the evaluation. The contract file shall contain the basis on which the award is made. When finalized by the Purchasing Agent, proposal results will be submitted to the Finance Committee of the City Council for acceptance and awarding of the contract to the successful bidder. Contracts that exceed \$30,000 shall be approved by the City Council prior to signing and executing said contract. **[Amended 11-1-2011 by Ord. No. 2011.71]**

Sec. 2-350. Contracting for professional services. [Ord. of 4-21-1998(2)]

- (a) For the purpose of procuring professional services such as auditing, accounting, banking, computer or information processing, architect, engineering, land surveying, clergy, medical, veterinary or dental; the department of the City requiring such services may procure them on its own behalf, following notification of the Purchasing Agent and in accordance with the selection procedures specified in this section.
- (b) Except as provided under the provisions for sole source procurement and emergency procurements, professional services as described in Subsection (a) of this section shall be procured as follows:
 - (1) Persons engaged in providing the described professional services may submit statements of qualifications and expressions of interest in providing such professional

services. The department of the City using such professional services may specify a uniform format for statements of qualifications. Persons may amend these statements at any time by filing a new statement.

- (2) Adequate notice of the need for such services shall be given by the City department requiring the services through a request for services. The request for proposals shall describe the service required, list the types of information and data required of each offeror, and state the relative importance of particular qualifications.
- (c) Sealed proposals shall be required with the exception of interest rate quotations for loans which may be received by telephone or facsimile.
- (d) Discussions may be conducted with any offeror who has submitted a proposal to determine such offeror's qualifications for further consideration. Discussions shall not disclose any information derived from proposals submitted by other offerors.
- (e) Award shall be made to the offeror determined in writing by the head of the City department procuring the required professional services to be best qualified based on evaluation factors set forth in the request for proposals, and negotiation of compensation determined to be fair and reasonable. If compensation cannot be agreed upon with the best qualified offeror, then negotiations will be formally terminated with the selected offeror. If proposals were submitted by one or more other offerors determined to be qualified, negotiations may be conducted with such other offer or offerors, in the order of their respected qualification ranking, and the contract may be awarded to the offeror then ranked best qualified if the amount of compensation is determined to be fair and reasonable. Awarding of contracts shall be consistent with Section 2-337(g).

Sec. 2-351. Small purchases. [Ord. of 4-21-1998(2); amended 11-1-2011 by Ord. No. 2011.71]

- (a) Any contract not exceeding \$5,000 may be made in accordance with the small purchase procedures authorized in this section.
- (b) Insofar as it is practical for small purchases in excess of \$1,000, no less than three businesses shall be solicited to submit quotations. Quotations may be accepted by telephone. Award shall be made to the business offering the lowest acceptable quotation. The names of the businesses submitting quotations, and the date and amount of each quotation, shall be recorded with purchase orders and maintained as a public record.

Sec. 2-352. Sole source procurement. [Ord. of 4-21-1998(2); amended 12-15-2020 by Ord. No. 2020.110]

A contract may be awarded without competition when the City Manager determines in writing, after conducting a good faith review of available sources, that there is only one source for the required supply, service or construction item. The City Manager with the appropriate department head or designee shall conduct negotiations, as appropriate, as to price, delivery and terms. A record of sole source procurements shall be maintained as a public record and shall list each contractor's name, the amount and type of each contract, a listing of the item(s) procured under each contract and the identification number of each contract file.

Sec. 2-353. Emergency procurements. [Ord. of 4-21-1998(2)]

Notwithstanding any other provision of this article, the City Manager may make or authorize others to make emergency procurements of supplies, services or construction items when there exists a threat to public health, welfare or safety; provided that such emergency procurements shall be made with such competition as is practicable under the circumstances.

Sec. 2-354. Cancellation of invitation for bids or requests for proposals. [Ord. of 4-21-1998(2)]

An invitation for bids, a request for proposals or other solicitation may be canceled, or any or all bids or proposals may be rejected in whole or in part as may be specified in the solicitation, when it is for good cause and in the best interests of the City. The reasons therefor shall be made part of the contract file. Each solicitation issued by the City shall state that the solicitation may be canceled and that any bid or proposal may be rejected in whole or in part for good cause when in the best interest of the City. Notice of cancellation shall be sent to all businesses solicited. The notice shall identify the solicitation, explain the reason for cancellation and, where appropriate, explain that an opportunity will be given to compete on any resolicitation or any future procurements of similar items. Reasons for rejection shall be provided upon request by unsuccessful bidders or offerors.

Sec. 2-355. Responsibility for selection of methods of construction contract management. [Ord. of 4-21-1998(2)]

The City Manager shall designate the official(s) to be responsible for any construction project in excess of \$35,000. The designated official shall have discretion to select the appropriate method of construction contracting management for a particular project. In determining which method to use, the designated official shall consider the City's requirements, its resources and the potential contractor's capabilities. The designated official shall execute, and include in the contract file a written statement setting forth the facts which led to the selection of a particular method of construction contracting management for each project.

Sec. 2-356. Bid security. [Ord. of 4-21-1998(2)]

- (a) Bid security shall be required for all competitive sealed bidding for construction contracts when the price is estimated by the designated official for construction contracting management to exceed \$50,000. Bid security shall be a bond provided by a surety company authorized to do business in the state, or the equivalent in cash, or otherwise supplied in a form satisfactory to the Finance Director. Nothing herein shall prevent the requirement of such bonds on construction contracts under \$50,000 when the circumstances warrant.
- (b) Bid security shall be in an amount equal to at least 5% of the amount of the bid.
- (c) When the invitation for bids requires security, noncompliance requires that the bid be rejected unless it is determined that the bid fails to comply only in a nonsubstantial manner with the security requirements.
- (d) If a bidder is permitted to withdraw a bid before award as provided in Section 2-336(f), no action shall be taken against the bidder or the bid security.

Sec. 2-357. Contract performance and payment bonds. [Ord. of 4-21-1998(2)]

- (a) When a construction contract is awarded in excess of \$50,000, the following bonds or security shall be delivered to the City and shall become binding on the parties upon the execution of the contract:
- (1) A performance bond satisfactory to the Finance Director executed by a surety company authorized to do business in Maine or otherwise secured in a manner satisfactory to the City Manager and Finance Director in an amount equal to 100% of the price specified in the contract; and
 - (2) A payment bond satisfactory to the Finance Director executed by a surety company authorized to do business in the state or otherwise secured in a manner satisfactory to the City Manager and Finance Director for the protection of all persons supplying labor and material to the contractor or its subcontractors for the performance of the work provided for in the contract. The bond shall be in the amount equal to 100% of the price specified in the contract.
- (b) After notice to the City Manager, the Purchasing Agent may reduce the amount of performance and payment bonds to 50% of the contract price for each bond when a written determination is made that it is in the best interests of the City to do so.
- (c) Nothing in this section shall be construed to limit the authority of the City to require a performance bond or other security in addition to those bonds, or in circumstances other than specified in Subsection (a) of this section. Nor shall this section be construed to limit the authority of the City to require warranties or guarantees against defects where circumstances recommend them.

Sec. 2-358. Maximum practicable competition. [Ord. of 4-21-1998(2)]

All specifications shall be drafted to promote overall economy for the purposes intended and encourage competition in satisfying the City's needs, and shall not be unduly restrictive. The policy enunciated in this section applies to all specifications including but not limited to, those prepared for the City by architects, engineer, designers and draftsmen.

Sec. 2-359. Brand name or equal specification. [Ord. of 4-21-1998(2)]

- (a) Brand name or equal specification may be used when the Purchasing Agent determines in writing that:
- (1) No other design or performance specification or qualified products list is available;
 - (2) Time does not permit the preparation of another form of purchase description, not including a brand name specification;
 - (3) The nature of the product or the nature of the City's requirements makes use of a brand name or equal specification suitable for procurement; or
 - (4) Use of a brand name or equal specification is in the City's best interest.
- (b) Brand name or equal specifications shall seek to designate three, or as many different brands

as are practicable, as or equal references and shall further state that substantially equivalent products to those designated will be considered for award.

- (c) Where brand name or equal specification is used in a solicitation, the solicitation shall contain explanatory language that the use of a brand name is for the purpose of describing the standard of quality, performance and characteristics desired and is not intended to limit or restrict competition.

Sec. 2-360. Brand name specification. [Ord. of 4-21-1998(2)]

- (a) Since use of a brand name specification is restrictive of product competition, it may be used only when the Purchasing Agent makes a written determination that only the identified brand name item or items will satisfy the City's needs.
- (b) The Purchasing Agent shall seek to identify sources from which the designated brand name item(s) can be obtained and shall solicit such sources to achieve whatever degree of price competition is practicable. If only one source can supply the requirement, the procurement shall be made under Section 2-340.

Sec. 2-361. Finance Committee may examine and order payments. [Ord. of 4-21-1998(2)]

The Finance Committee may examine every bill, claim and demand presented for payment by any person or department official and may question its legality and validity. The Finance Committee shall sign a warrant or order directed to the City Treasurer to pay such bill, claim or demand and designate the fund or appropriation to be charged therewith in accordance with the Charter.

Sec. 2-362. Signed statement required. [Ord. of 4-21-1998(2)]

The City Auditor is expressly enjoined and forbidden from approving any bill contracted by any official, agent or employee of the City unless the goods, articles or materials charged in the bill have been delivered and that they are of the quality and quantity ordered.

Sec. 2-363. Treasurer forbidden to pay or honor certain bills, warrants. [Ord. of 4-21-1998(2)]

- (a) The Treasurer is expressly enjoined and forbidden to pay any bill contracted by any official, agent or employee of the City unless an approved purchase order form is attached to each bill presented for payment.
- (b) The Treasurer is expressly forbidden to honor or pay any warrant drawn for the payment of moneys from the City treasury when the appropriation of the department to which such payment would properly be charged has been fully expended, or when such payment would overdraw such department's appropriation.