PROPOSAL RESPONSE

for

City of Superior (WI)

Due: April 8, 2025

Respondent:
Mike Burns
Accounting Director
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NEOGOV

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NEOGOV

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Accounting Director, NEOGOV
2120 Park Place, Ste 100
El Segundo, CA 90245
TIN: 330888748

City of Superior
1316 N. 14th Street
Suite 200
Superior, WI 54880

Dear Members of the Evaluation Committee,

GovernmentJobs.com, Inc. (d/b/a NEOGOV) is pleased to submit our proposal in response to the City of Superior's Request for Proposals for Software and Implementation Services for an Enterprise Resource Planning (ERP) Software Systems Environment, due April 8, 2025. As outlined in the RFP, NEOGOV is responding to the Human Capital Management (HCM) portion of the City's broader ERP project, as this aligns with our core expertise and robust product suite.

NEOGOV is a recognized leader in public sector human capital management solutions. With over 6,000 public sector clients nationwide, we bring decades of experience delivering applicant tracking, onboarding, employee management, benefits administration, performance management, learning management, and time and attendance solutions purpose-built for the unique needs of cities like Superior. Our deep understanding of compliance, reporting, and unionized workforce complexities—combined with intuitive, cloud-based software—enables our clients to streamline operations and improve employee experience across the talent lifecycle.

As a vendor-agnostic solution, NEOGOV seamlessly integrates with a wide variety of ERP and financial systems. We understand that many municipalities choose to implement best-of-breed solutions across functional areas, and our platform is built to support that flexibility. We have successful integrations with leading financial ERP systems and are committed to supporting any interface requirements the City may define.

Our response includes all required forms, certifications, and technical documentation in accordance with the RFP instructions. This offer will remain valid for 180 days from the date of submission, and we affirm that our proposal has been independently developed and is free from any conflicts of interest. We acknowledge receipt and review of all RFP addenda.

Thank you for the opportunity to partner with the City of Superior. We look forward to the possibility of working together to deliver a modern, reliable, and integrated HCM system that supports your strategic goals.

Mike Burns

Accounting Director, NEOGOV

Company Background and Experience

NEOGOV is a privately held C-Corporation committed to developing and providing hiring solutions tailored for the public sector and higher education institutions. Our journey began in 1998, with formal incorporation in early 2000. In 1998, we launched our first hosted solution, Insight Enterprises, which has evolved into a fully integrated platform that we continue to enhance and deliver.

Distinguished by our focus on the public sector, NEOGOV has diligently differentiated itself in the market. Today, we have a team of over 500 dedicated employees who take pride in customizing our software to meet the unique needs of government and public sector agencies. Our headquarters and support centers are located in El Segundo, CA, and an additional corporate office located in Draper, UT. NEOGOV has spent over two decades developing or acquiring software to comprehensively support employees throughout their entire employment lifecycle.

We Serve the People

WHO SERVE THE PEOPLE

Our mission is to enhance the services provided by the public sector and education agencies to society. Over the years, NEOGOV has gained extensive experience working with agencies across all states, enabling us to understand and meet the specific requirements and regulations of each location. We prioritize user feedback in our ongoing growth and system design efforts.

NEOGOV has experience working with every state! We have worked with public sectors agencies and/or higher education organizations to understand the requirements and regulations for the specific state they are located in. NEOGOV continues to grow and design our systems based around the feedback we receive from our users.

The Implementation Consultants that work with our products are experts in their field! They are continuously broadening their skills for the product; they work on so that they can assist customers on best practices. NEOGOV's current staff of dedicated employees includes development, support, quality assurance, training, sales, marketing, and administration. Our staff can successfully meet and exceed our customer demand with respect to development, quality assurance, implementation, support, training, and ongoing training and learning development by leveraging the power of the Internet and other valuable resources. This dedication allows NEOGOV to provide extremely high levels of service to all of our customers and continuously improve on and deliver additional products and services to our entire customer base at a low cost of operation, leading to a lower license and maintenance price, while a high level of services. It is with this philosophy that our customers are able to see very high rates of return on their investments.

For more detailed information on our collaboration with other organizations, please consult the references provided with our proposal.

NEOGOV

A One-Stop HR Suite for the Public Sector

Make work easier by streamlining everyday HR processes in one integrated system. Built based on public sector best practice, NEOGOV's easy-to-use platform is customizable to your needs to enhance your operations and efficiency. With modern solutions to the most pressing issues you face each day, you can put more focus on the work that matters.

What We Help You With

Recruitment

Get qualified public sector applicants for hard-to-fill positions.

Hiring

Reduce time-to-hire and onboard new employees in less time.

Development

Boost retention and empower employee career growth.

Performance

Give ongoing feedback in one place for easy, fair evaluations.

Documents & Workflows

Eliminate paper and time-consuming routing tasks.

Policies & Compliance

Keep staff up-to-date on critical content like policies and procedures.

Employee Information

Consolidate Core HR, benefits, payroll, and T&A.

*"**If you haven't tried NEOGOV, you're working too hard.** You will realize how easy it is to run your whole staffing process without breaking a sweat."*

Andreas Pyper, City of Santa Barbara, CA

NEOGOV

Recruit

Reach - Engage - Screen - Hire - Onboard - Measure

Attract | Candidate Relationship Management

- **Experience the joy of getting 15% more applicants** without adding to your workload
- **Stop wasting time sending emails one by one** – instead reach hundreds of candidates at once

GovernmentJobs.com | Public Sector Job Board

- **Stop wasting time reaching candidates who aren't interested** in public sector work
- **Feel confident in finding qualified hires** with 177% more success than Indeed and 67% more success than LinkedIn

Insight | Applicant Tracking & Screening

- **Be proud of how easy it is for candidates to apply for your jobs** with a user-friendly process
- **Make screening applicants a breeze** with automation – and fill new positions without breaking a sweat

Vetted | Background Invesitgation Software

- **Manage public safety hiring in one system** with an integrated background investigation software
- **Gain a competitive edge and hire public safety roles faster** by completing investigations in less time

Onboard | New Role Onboarding

- **Have peace of mind knowing you're always compliant** with public sector new hire requirements
- **Give new hires a great first impression** by making it easy for them to complete new hire paperwork

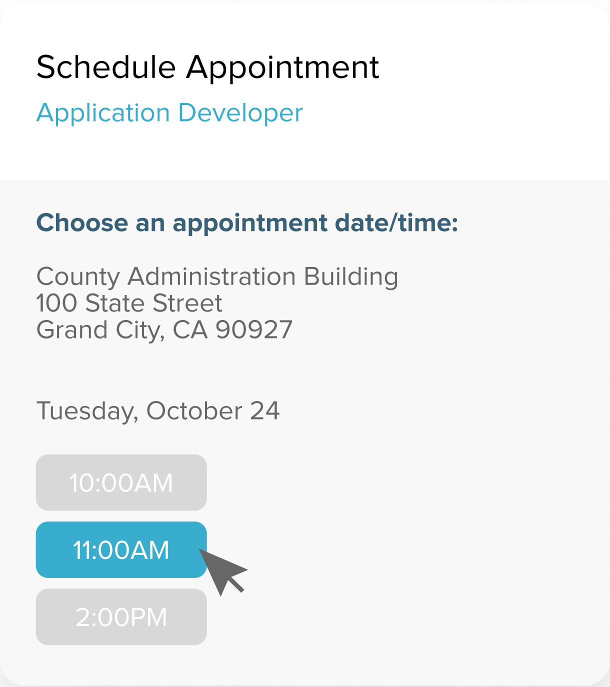
> ***"We went from 200 days average recruitment to 90 days per recruitment;*** *that includes Public Safety, which tends to have a much longer and detailed exam plan."*
>
> **Deborah Erb,** HR Business Analyst, San Luis Obispo County

How We Help You at Each Step of the Recruitment Process

AT Attract IN Insight GJ GovernmentJobs.com ON Onboard Vetted

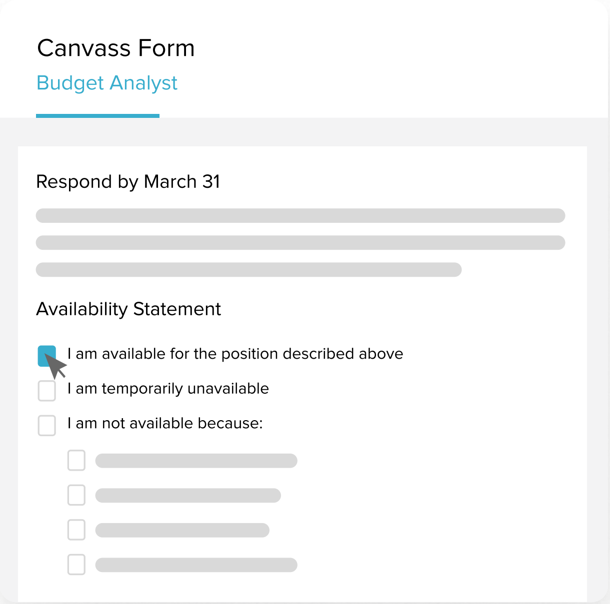
Reach Candidates

- **Create standard and custom** job applications with supplemental questions
- **Assign points** to qualifications and questions
- **Post job openings** and qualifications online that are mobile-friendly
- **Collect exam and application payments** online
- **Market your jobs to 30M** public sector candidates



Engage Candidates

- **Automatically notify** good-fit candidates of jobs
- **Contact past applicants** to apply for new roles
- **Tell your story** with custom landing pages for each department or recruitment event
- **Collect candidate information** at recruitment events and easily follow up afterwards
- **Send automated email campaigns** to candidates in your area



Screen Applicants

- **Auto-score applicants** based on qualifications and application questions
- **Screen and/or rank applicants** automatically by residency preference
- **Create and export eligible lists**
- **Send online canvassing letters** and track their delivery, receipt, and completion
- **Let applicants self-schedule** interviews/exams
- **Assign stakeholders** to review applicants
- **Email and text applicants** with status updates
- **Securely manage the background investigation process** for public safety hires

How We Help You at Each Step of the Recruitment Process

AT Attract IN Insight GJ GovernmentJobs.com ON Onboard Vetted

Hire Employees

IN

Manage background checks

Send digital offer letters to candidates selected for hire

Collect compliant e-signatures on digital offer letters

Onboard Employees

ON

Set up custom onboarding portals to make new employees feel welcome and showcase your culture

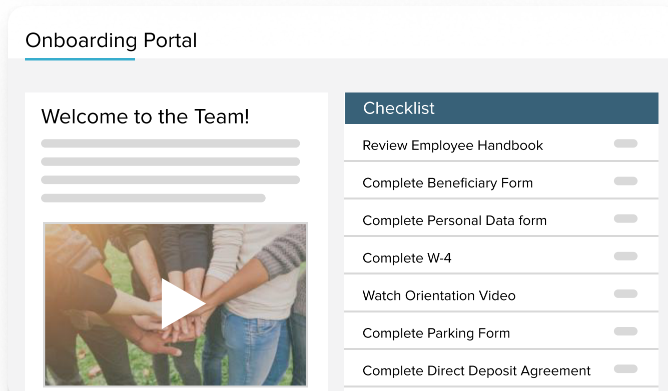
Send digital new hire paperwork to be completed before they start

Auto-populate employee info on new hire forms from their application in Insight

Assign and track new employee tasks and due dates

Pull job descriptions from Insight so new hires know exactly what's expected of them

View individual employee goals from Perform



Measure Activities

AT

Track recruitment email campaign metrics like opens, clicks, applications, and qualified candidates

Measure which recruitment efforts result in the most hires

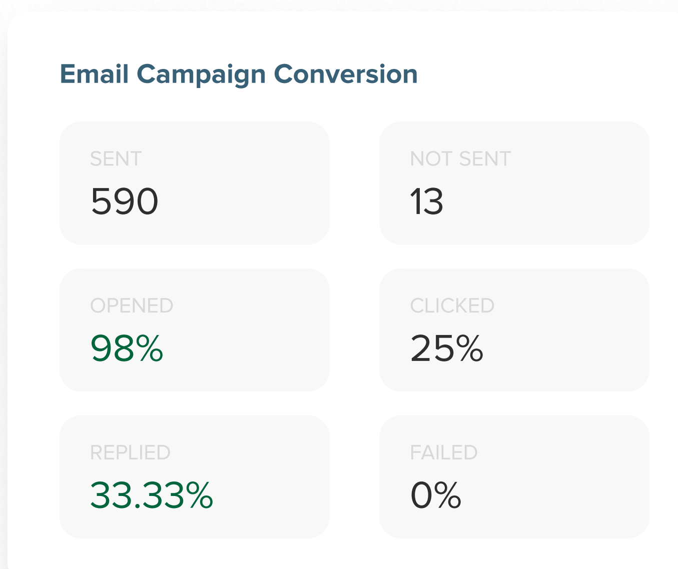
IN

Track time-to-hire and compare job posting views to applications received

View and export reports on EEO data and see progress on D&I initiatives

ON

Track progress of onboarding activities by employee and across the organization



NEOGOV

Develop

Coach - Grow - Manage - Track

PE **Perform** | Centralizing and Tracking Evaluations

- **Feel confident that your process is fair** with ongoing employee feedback vs. just once a year
- **Cultivate a culture of engagement and growth** rather than just checking a box
- **Stop struggling with tools that don't fit** your unique public sector processes

*"We have seen a transformation with Perform and **no longer have a widespread timeliness issue with the completion of evaluations."***

Julie Broome, HR Director, Union County

LE **Learn** | Training Storage, Creation, and Tracking

- **Eliminate the hassle of managing your employee training** in multiple systems and places
- **Sleep easy knowing employees are up-to-date** on your required compliance training
- **Be confident employees have a clear path to grow** and stay committed to your agency

*"The features and functionality of the LMS software have allowed our organization to **drastically improve our compliance, engagement, and overall employee experience around training."***

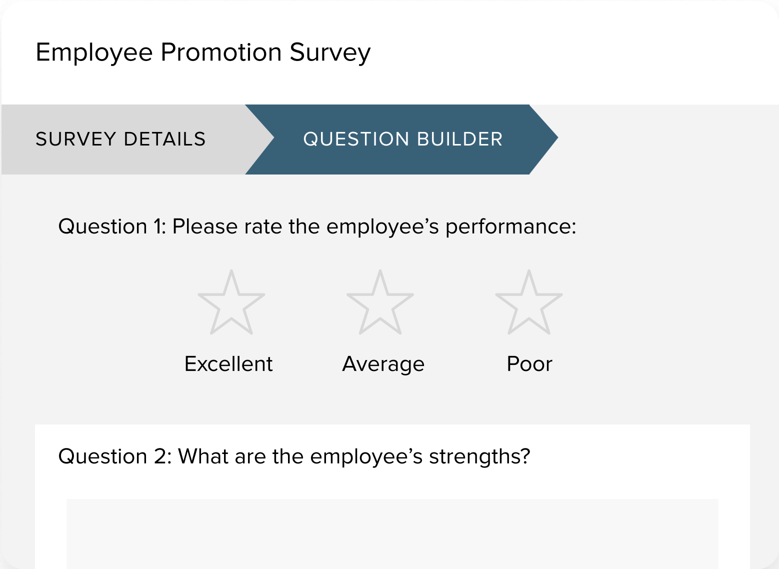
Makayle L., Capterra Online Review

How We Enable Your Staff to be Successful in Their Role

PE Perform LE Learn

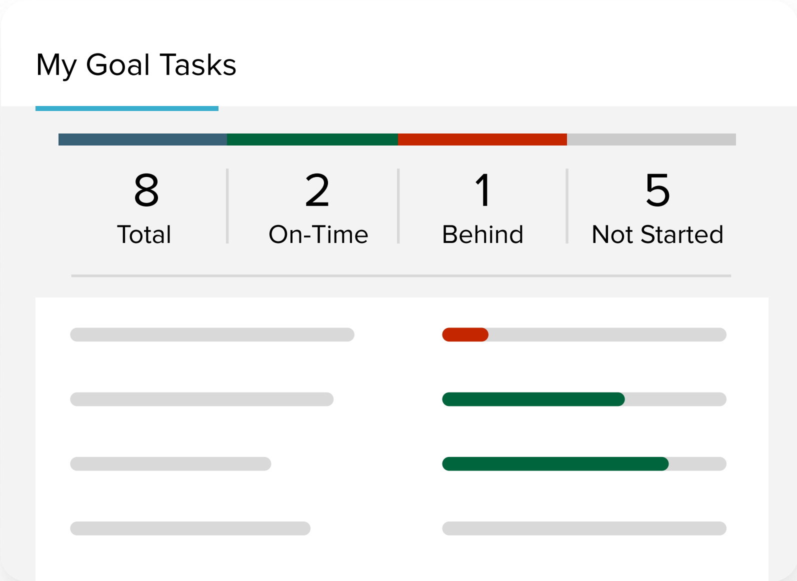
Coach

- PE **Schedule periodic check-ins** to provide feedback and track progress to goals
- **Give employees frequent feedback** on their performance throughout the year
- **Collect feedback** from employees, managers, and others for a 360-view of performance
- **Create Performance Improvement Plans (PIPs)** for employees based on their role
- LE **Group training courses** together to create clear learning plans for employees



Grow

- PE **Set goals** for individual employees, including milestones and deadlines
- LE **Connect training to performance plans** to support skill development
- **Leverage online and classroom courses** and third-party training
- **Create your own courses**, bring in existing ones, or choose from a library of 1,300+
- **Attach custom quizzes** to learning materials to verify employee understanding

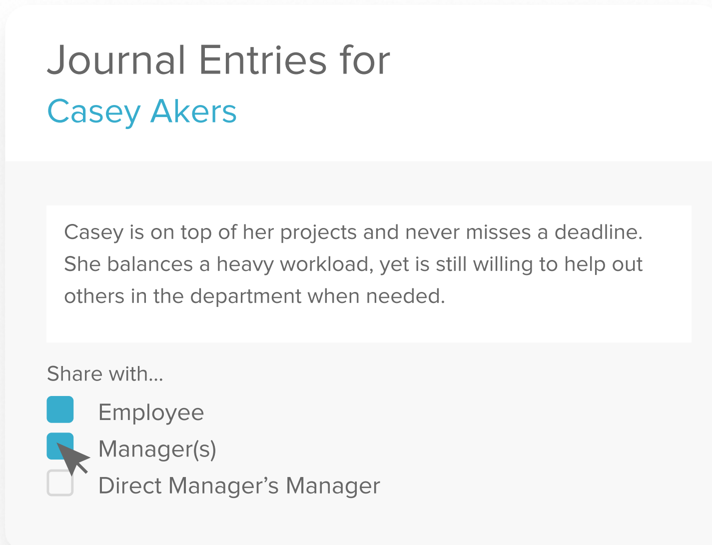


How We Enable Your Staff to be Successful in Their Role

PE Perform LE Learn

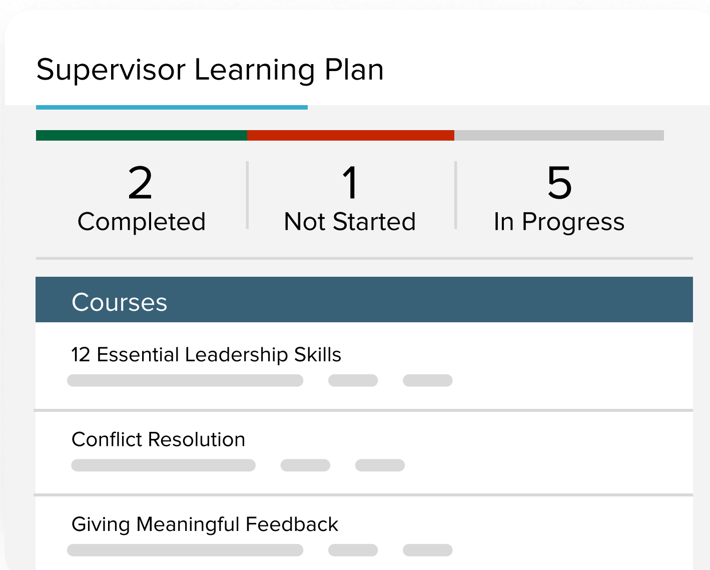
Manage

- LE **Keep employees up-to-date** on required training with automated reminders
- PE **Assign tasks** to employees and automate notifications to remind them of due dates
- **Configure performance review** processes by department or position
- **Build evaluation templates and rubrics** to score all employees on the same criteria
- **Set custom rating scales** and weighted tasks for performance evaluations
- **Use the best practice writing assistant** to avoid poorly worded feedback
- **Collect e-signatures and automate routing** of changes, approvals, and reviews
- **Allow employees to complete and view** their personal and direct report evaluations



Track

- PE **Track performance review status** and completion across managers and departments
- **See historical information** on goals, journal entries, and evaluations
- **Measure what can improve** with goal progress for staff, departments, and the agency
- LE **Monitor and report on training,** and drill into specific courses, custom fields, and more
- **Export reports** on attendance, quiz scores, and completion rates to prove compliance



NEOGOV

Manage

Input - Empower - Pay - Measure

Core HR | Employee Lifecycle Management

- **Get excited to focus on more strategic work** instead of fulfilling tedious employee requests
- **Feel confident** that all your employee information is up-to-date and accurate
- **Don't waste time** re-entering the same employee data in multiple systems

Benefits | Benefit Plan Administration

- **Show your employees you care** with the ability to enroll in benefits with their loved ones at home
- **Free up your mind and your time** by automating the flow of information between Benefits and Payroll
- **Stop worrying** whether plans and offers are accurate for each employee

Payroll | Pay & Tax Processing

- **Give employees autonomy** with anytime access to pay stubs when they need it most
- **Stop spending countless hours generating payroll** at the end of the pay period, let Payroll calculate it
- **Gain peace of mind** never having to question if calculations are correct or if you're tax compliant

Time & Attendance | Employee Time Tracking

- **Show employees you value their time** by letting them view their PTO and request vacation online
- **Never stress about the nuances** – let the system handle eligibility, entitlement, and FMLA tracking
- **Eliminate the hassle of getting hours to payroll** with time tracking and payroll integration

*"Nobody believes me when I say we found **a solution that actually works**. The agencies near me do 90% of their process manually because of the amount of work keys. NEOGOV **can handle all our needs.**"*

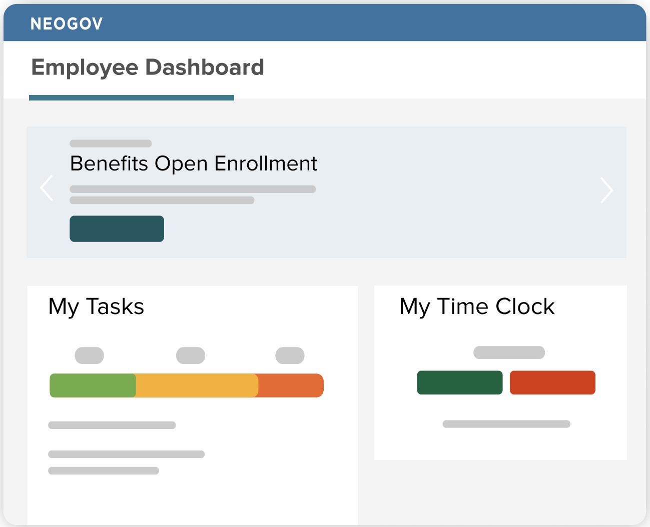
Tracy Knighton, HR Program Manager, Sacramento Housing & Redevelopment Agency, CA

How We Help You Simplify the Management of Employee Data

HR Core HR BE Benefits PR Payroll TA Time & Attendance

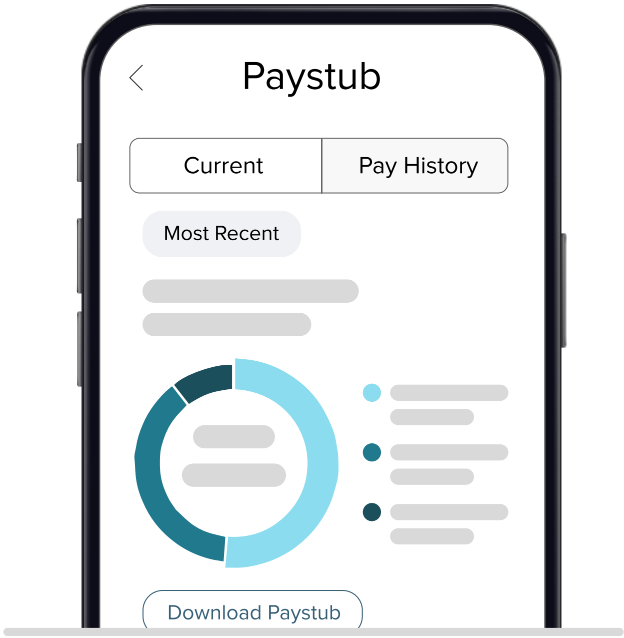
Input

- HR **Enter employee information** in one location
- **Set up approval workflows** for when employees change their information
- PR **Set up pay rates** for employees and view pay history
- BE **Insert benefit plans** available to employees
- TA **Add schedules** and/or automatically collect hours for timesheets



Empower

- HR **Allow employees** to enter and update their own information
- BE **Let employees easily enroll** in benefits from anywhere
- TA **Give employees freedom** to check their bank balances and request time off
- **Enable employees** to clock in and out from a physical time clock or online
- PR **Allow employees to view pay stubs,** update direct deposit info, and download tax forms



How We Help You Simplify the Management of Employee Data

HR Core HR BE Benefits PR Payroll TA Time & Attendance

Pay

TA

Automate the collection of hours for timesheets from time clock punches

Set up approval workflows for timesheets and time-off requests

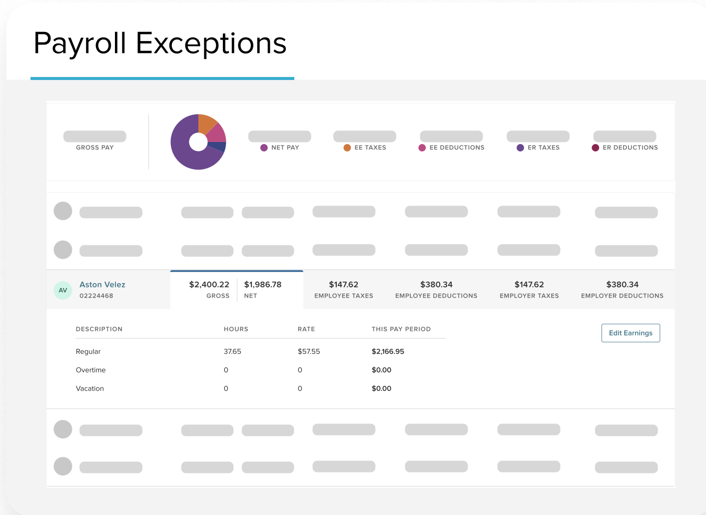
Define daily, weekly, or other overtime rules to dynamically calculate overtime in payroll

PR

Automatically calculate blended rates, even for mid-pay period changes, overtime, and retro pay per employee

Track taxable wages for benefits that require imputed income

Generate digital copies of W2s, 1095s, and/or 1094s



Measure

HR

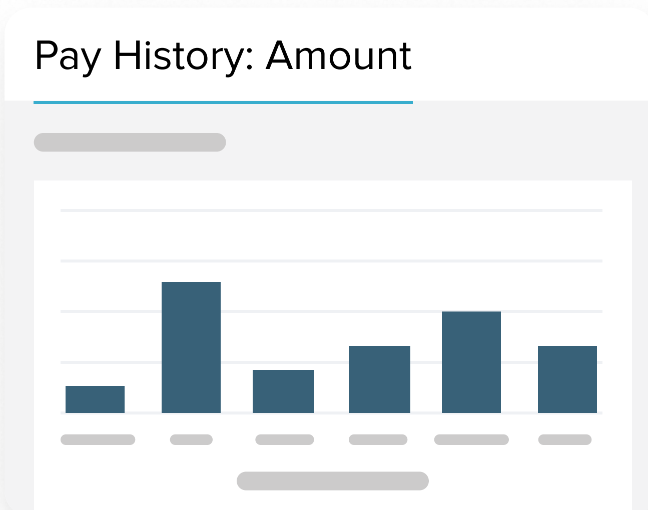
Generate ad hoc and cross-functional reports exportable in Excel or .csv file format

PR

Set schedules for payroll reports to be automatically sent to stakeholders

Run payroll reports for auditing purposes before finalizing payroll

Create charts with ad hoc reporting of cash requirements, for example, and schedule them out



HR HRIS Implementation Process

Implementation typically takes 90–120 days per product. Depending on the organization, concurrent implementations for multiple products are available.

Kickoff & Discovery

2 - 4 WEEKS

- Assign project lead and assemble project team
- Analysis of client requirements
- Review scope and responsibilities
- Reoccurring dedicated implementation meetings
- Meeting with implementation team to determine any specific client requirements

System Configuration

6 - 8 WEEKS

- Meetings with implementation consultant & customer
- Customer begins learning HRIS through self-paced training modules & practice environment
- Implementation consultant configures the system to meet customer needs
- Complete self-paced training and workbook exercises
- Establish security and admin settings
- Import employee data

Training & Validation

2 - 4 WEEKS

- Customer works with IC to test and validate everything is working properly
- Final production review
- Customer executes internal roll out plan
- Internal workflow and process training for end users based on configuration and setup
- Sign off and go live
- Introduction to Customer Support process

Weekly check-in meetings to provide support and guidance

Post-Implementation

ONGOING

- Transition to Customer Support
- Implementation Consultant available for 30 days for a smooth transition

*“We had a **really great implementation** team that stuck with us and helped us through all payrolls until we could complete one successfully on our own.”*

Jaime Holmes, HR Director Town of Mountain Village, CO

NEOGOV

Comply

Manage - Organize - Update - Distribute - Track

eF **eForms** | Document Storage & Routing

- **Reduce stress** by having all your documents organized and easy to find
- **Rest easy** knowing your personnel files and forms are securely stored
- **Give employees comfort** that their requests are moving through the approval process

*"Between all the policy updates, furlough letters, and documents that needed to be signed by employees – **eForms has been our most important tool for tracking changes as they are happening."***

Randy Clark, IT Manager, Vernon Hills Park District

PO **Policy** | Policy Management & Compliance

- **Feel at ease knowing only one version** of every document exists
- **Don't lie awake at night worrying** if your employees signed off on critical policies and procedures
- **Stop dreading regular policy updates** with tools for easy collaboration

***"Our employees are always up-to-date and well-versed in the latest knowledge.** Compared to the old-fashioned paper-and-folder technique, this has simplified and streamlined the process considerably. That is priceless to us."*

Jairo R., Human Resources Director, G2 Online Review

How We Help You Manage & Maintain Your Documents

eF eForms   PO Policy

Manage

eF

Convert any existing PDF into a digital form or create your own from scratch

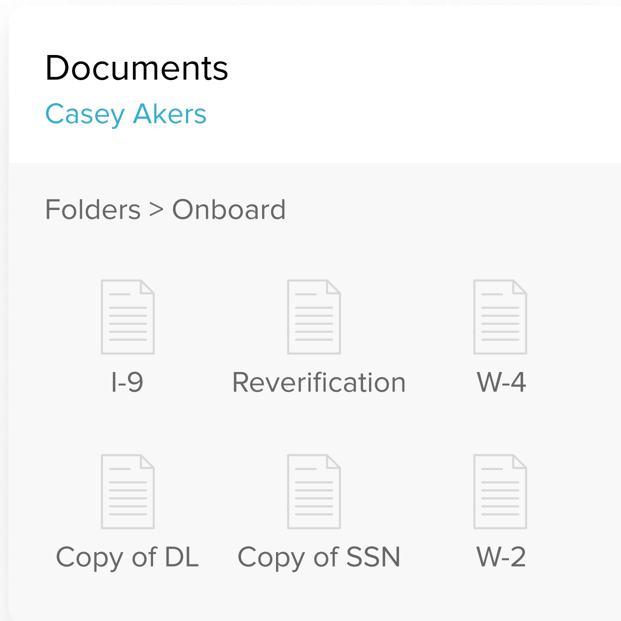
Set user roles and control permissions to protect sensitive HR data

PO

Import documents with a simple drag-and-drop interface

Store and manage Microsoft Word, Excel, PowerPoint, PDF, JPEG, HTML, Google Docs, and video files

Control who can view, audit, and edit specific folders, documents, or users



Organize

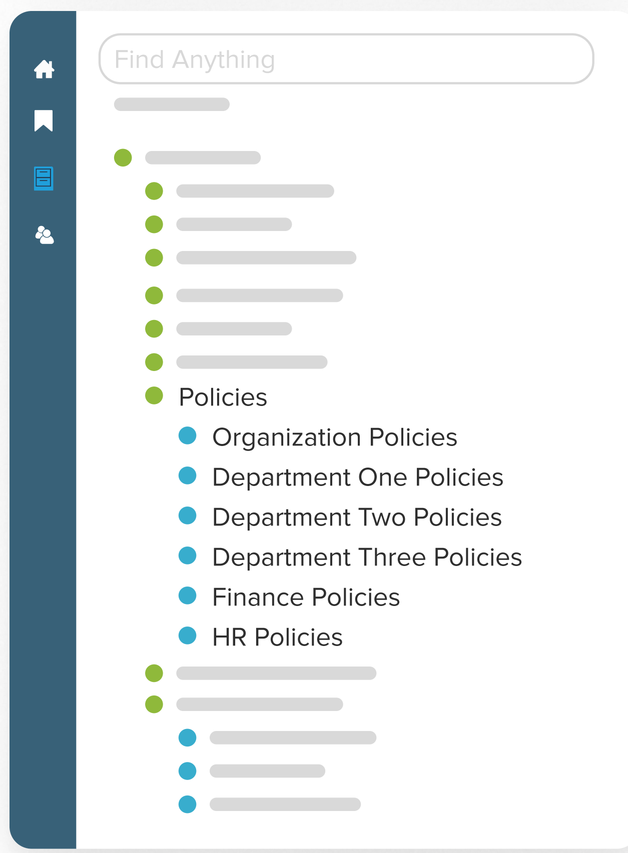
eF

Store all completed forms in individual employee personnel files, including new hire paperwork from Onboard

PO

Organize and tag policies based on your preferred organizational structure

Easily find policies and procedures with full-text search, folder structures, tagging, and bookmarks



Update

PO

Edit documents using tools you know with Microsoft Word, Excel, PowerPoint, OneDrive, and Google Drive integrations

Automatically archive old versions of documents so employees can't view outdated information

Schedule recurring reviews for your policies and get automatic email reminders of your review dates

How We Help You Manage & Maintain Your Documents

eF eForms   PO Policy

Distribute

eF

Allow employees to self-initiate processes and track status to completion

Set up custom routing paths for the review and approval of HR forms

Automatically send HR forms to employees for review

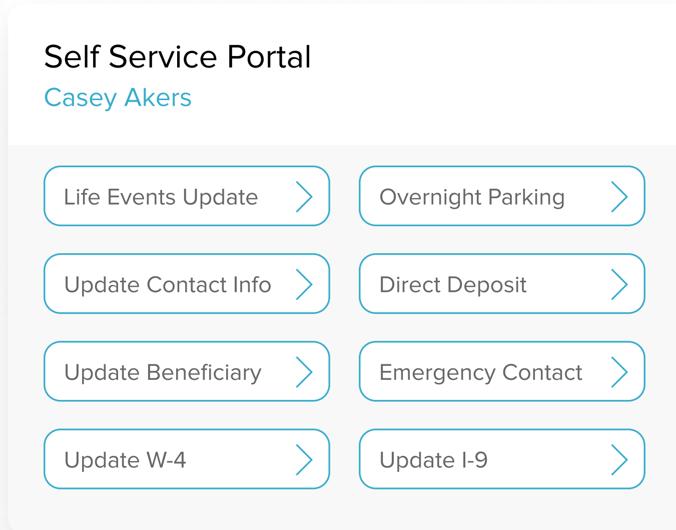
PO

Route documents for collaboration, review, or approval

Automatically notify employees when a policy is revised and requires their signature

Compare versions of a document side-by-side with color-coded highlighting

Allow employees to search, view, and sign policies from any device



Track

eF

Automate the submission, tracking, and approval of HR forms

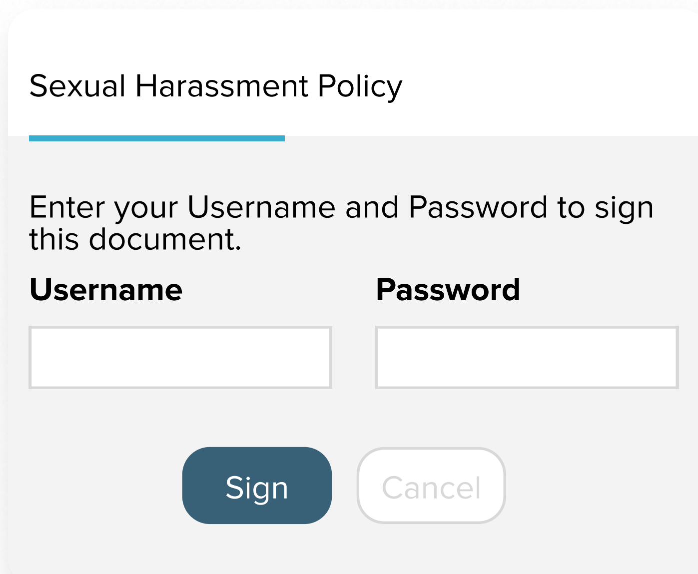
Collect e-signatures on HR forms

PO

Collect e-signatures on critical policies and procedures

See outstanding items like missing signatures to keep employees accountable

View a complete audit trail of changes throughout a document's lifecycle



Integrations

Our flexible API makes it **easy to integrate the NEOGOV platform with any software** so you can enhance the capabilities of the NEOGOV platform and boost the productivity of your agency. Below are just a few of the most commonly used integrations available to you.

Document Management

Consulting

ERP

HRIS

Employment Screening

Employment Testing

Services

Don't see what you're looking for?
To see all our integrations, visit neogov.com/marketplace.

Attachment A – Proposal Forms

Proposer is to complete each of the Tabs 1 – 8 and submit per the instructions provided in the RFP. Any Exhibits provided by the Proposer are to be inserted at the end of each applicable tab. Proposers are permitted to make changes to the footers, and necessary formatting changes to tables, to optimize the presentation of information.

Proposer is instructed to organize Proposal in a tabbed format, and to insert the completed tab forms (Attachment A) in the corresponding tabs as a part of their Proposal response. In addition to the information captured through the questions and tables in Attachment A, Proposer is requested to provide complementary narrative information, diagrams, and images to help substantiate and support their proposal response to each tab section. Any such information may be provided in Proposers preferred formatting/branding.

Proposal Tab No.	Proposal Section
Tab 1	Company Introduction and Relevant Experience
Tab 2	Software Solution, Data Conversion, Architecture, Security, and Hosting
Tab 3	Implementation Methodology, Key Personnel, Training Plan, and Testing and Quality Assurance Plan
Tab 4	Project Schedule
Tab 5	References
Tab 6	Cost Narrative
Tab 7	Sample Contracts and Warranty
Tab 8	Exceptions to Project Scope and Contract Terms
Tab 9	Please insert the response to Attachment B, Functional and Technical Requirements, following Attachment A in the electronic submittals as a consolidated PDF Technical Proposal.
Supplements	Any Proposer-submitted materials or documentation not specifically requested through this RFP may be included as Supplements to the Proposal in a separately marked “Supplements” tab of the proposal.

Tab 1 – Company Introduction and Relevant Experience

I. TRANSMITTAL CERTIFICATION

By signature on the Proposal, the Proposer certifies that it complies with:

1. The laws of the State of Wisconsin and is licensed or qualified to conduct business in the State of Wisconsin
2. All applicable local, state, and federal laws, codes, and regulations
3. A condition that the Proposal submitted was independently arrived at, without collusion
4. A condition that the offer will remain open and valid for the period indicated in this solicitation; and any condition that the firm and/or any individuals working on the contract do not have a possible conflict of interest

If the Proposer fails to comply with the provisions stated in this paragraph, the City of Superior (City), reserves the right to reject the Proposal, terminate the contract, or consider the Proposer in default.

Table 1-01: Transmittal Certification and Primary Contact Information

Field	Response
Name of the Proposer Representative	Mike Burns
Title	Accounting Director
Name of Company	GovernmentJobs.com, Inc. dba NEOGOV
Address	2120 Park Place, Suite 100, El Segundo, CA 90245
Telephone Number	310-971-9588
Email Address	bids+submissions@neogov.net

Field	Response
Signature of Authorized Officer of the Firm	·
A signature provides the City with the Proposer's acknowledgement and acceptance of the RFP terms, requirements, and conditions, and the execution of same during the discharge of any succeeding contract.	

II. TRANSMITTAL LETTER

A Transmittal Letter, printed on letterhead, shall be submitted and signed by an authorized representative of the Proposer, such as the owner, partner, or in the case of a corporation, the President, Vice President, Secretary, or other corporate officer(s) that address the following:

a. A statement naming the Proposer (legal name and if corporation, whether corporation has corporate seal) and stating the type of entity for the Proposer and any joint Proposer or subcontractor (e.g., corporation, limited liability company, partnership, sole proprietor, etc.); a statement identifying, in summary, the name of the proposed software solution and any third-party partners included as part of the proposal; a statement of acknowledging that all addenda to this Request for Proposal have been reviewed by the Proposer; and a statement disclosing whether or not the proposal contains confidential information, trade secrets or other proprietary data the Proposer does not want to be subject to public inspection.

III. COMPANY BACKGROUND AND HISTORY

i. Proposer to provide a comprehensive history statement of the firm, including any mergers, assignments, or other corporate changes during the past 10 years.

ii. Proposer shall complete the Company Background and History Table as provided below.

If a partnership with third-party company is a part of the Proposal, the Company Background and History table shall be provided for each entity. It is expected that all points shall be addressed for each company involved in the Proposal, prime or third party. Proposer to copy the table as needed for each Partner/Third-Party Firm proposed and fill out for each.

Table 1-02: Company Background and History

Metric	Response
Name of Proposer:	Governmentjobs.com, Inc. dba NEOGOV

Metric	Response
(*Copy form and Complete if applicable for each)* **Name of Partner/Third-Party Firm:**	N/A
Total number of employees	900+
Type and number of employees committed to the product and support being proposed	NEOGOV commits a robust team to the product and support being proposed, consisting of the following types of employees: - Product Development Team: Software Engineers, Product Managers, and Quality Assurance Specialists. - Implementation Team: Implementation Consultants, Project Managers, and Data Migration Specialists. - Customer Support Team: Customer Success Managers and Technical Support Representatives. - Training and Documentation Team: Training Specialists and Technical Writers. The detailed implementation plan, including the specific number of committed employees, will be discussed and finalized prior to the implementation phase to ensure alignment with the project's needs and requirements.
Office locations (City and State)	El Segundo, California. Draper, UT
Total number of active clients	Private: Government:

Metric	Response
	We currently work with more than 6,000 agencies with a customer base that continues to grow.
Total number of active Private Sector ERP clients	NEOGOV only serves public sector clients, including government agencies, educational institutions, public safety organizations and special districts. As such, we do not have any private sector clients.
Total number of active Government Sector ERP clients	NEOGOV currently serves over 6,000 public sector organizations, including government agencies, educational institutions, and public safety organizations, with its range of products.
Total years offering proposed software systems	NEOGOV has been offering its software systems for 24 years.
Total number of Wisconsin Government clients with breakout by Municipality, County, Other that are using the proposed system	Municipality: County: Other: We have a total of 130 customers in Wisconsin. 51 Municipalities 46 Law Enforcement 6 Higher Education 27 Special Districts

Metric	Response
Total number of completed implementations of the proposed product and version	NEOGOV has successfully completed over 2,000 implementations of the proposed product and its current version.
Total number of active government clients using the proposed product version	NEOGOV has successfully completed over 2,000 implementations of the proposed product and its current version.
Largest and smallest active government installation	Largest: Smallest: NEOGOV's largest active government installation supports over 100,000 users, while the smallest active government installation supports approximately 50 users.

IV. RELEVANT EXPERIENCE

i. Please describe your relevant experience working with Wisconsin entities (Counties, Municipalities, etc.)

NEOGOV only works with public sector agencies. We currently have 130 customers in Wisconsin with a majority of them being cities, counties and municipalities.

ii. Please describe any relevant experience working with similarly situated municipalities, including any unique factors that arise during the implementation process.

NEOGOV has extensive experience working with municipalities similar to yours, successfully implementing HR software solutions tailored to their specific needs. Our projects have included cities and towns with various workforce sizes and administrative complexities, focusing on regulatory compliance, seamless integration with existing systems, and customization to meet specific municipal requirements. We collaborate closely with municipal stakeholders to ensure their needs are addressed, providing comprehensive training and ongoing support to maximize the benefits of our solutions. This experience ensures that we can deliver robust, compliant, and user-friendly solutions that enhance HR operations and support municipal goals.

iii. Identify two recent project implementations that are most comparable to the City's proposed implementation, and provide a project profile for each, including: scope of modules; project duration; any unique requirements or circumstances that were a part of, or came up during, the project; the legacy system converted from; etc.

1. League of Minnesota Cities (MN) implemented NEOGOV's full HRIS suite in 2022. They started with Insight in 2007 but since then added the additional products in the suite. In 2024 they added on additional EDI feeds to assist in better Benefits submissions. They have 115 employees.
2. Sacramento Housing Agency (CA) started with Insight in 2007. They added additional NEOGOV TMS products like Eforms, Perform and Learn in 2016, 2018 and 2020. Then in 2022 they added and implemented NEOGOV's full HRIS suite. They have 230 employees. Like many customers they were looking for a fully integrated system that could export to their finance system to create a more streamlined day to day experience.

iv. What sets the product(s) and services that your firm proposes apart from competitors' products and services? Why should the City select your firm to partner with?

As you will see in the submitted documentation, NEOGOV offers the most comprehensive Applicant Tracking and Workforce Management solutions tailored exclusively for Public Sector and Education organizations. Established in 1999, NEOGOV currently works with more than 6,000 agencies nationwide delivering the features and functionality sought in the original RFP. We are confident that our proposal will demonstrate our complete understanding of the current processes and objectives and can deliver a proven system and methodology that will meet and exceed your expectations for this project.

Once live with NEOGOV, the city will benefit from solutions that have proven to reduce paper, reduce time to hire, and more importantly, increase customer satisfaction for both departments and citizens.

Fully Configurable

One of the greatest benefits of NEOGOV's system is its ability to be easily configured by HR without costly IT intervention. The proposed products are used by over 90,000 users and accommodate vastly different business rules, processes, and workflows. We have developed these Workforce Management products so that each agency can start using them out of the box to accommodate any practices, rules, regulations, processes, and workflows without having to customize them. The ability to configure multiple application types is also available and does not require any customization. During the initial implementation period, NEOGOV will work directly with you to design the application to ensure all required data is captured during the process.

Our growing customer base is one of the main reasons that NEOGOV was ranked one of the top 50 fastest-growing private software companies in the US by Inc. Magazine. NEOGOV is also the only vendor providing workforce management solutions exclusively for the public sector and education market that was included on the 2008 Gartner e-Recruitment Software Magic Quadrant. This independent 3rd party study helps to protect agencies from beta-testing solutions and shows NEOGOV's commitment to customer service, vendor reliability, dependence, and overall company stability.

Joining a Strong Customer Network

We currently work with more than 9,000 agencies with a customer base that continues to grow nearly 200% annually. In addition to our nationwide customer base, NEOGOV is the only vendor that can offer direct access to regional users of the products platform. Our Workforce Management platform is a solution made for public sector and education recruitment yet is fully configurable to address the unique requirements of individual agencies. We are confident that with our experience working with more than 1,800 public sector and education agencies nationwide, we will exceed all expectations and ensure a successful project and long-term relationship together. Our established customer base helps you because companies with the largest network and revenues are best positioned to reinvest into the product and offer the best functionality, services, and pricing.

V. USE OF SUBCONTRACTORS

i. The Proposer shall identify any of the required Services that are proposed to be subcontracted, if any. This table is to be copied and filled out for each proposed subcontractor.

Table 1-03: Subcontractor Questions

Question	Response
Does your firm complete the implementations of the product being proposed or is this effort outsourced?	Our firm completes the implementations of the product being proposed and does not outsource this effort. The implementation plan is discussed in detail with the client before the implementation begins, ensuring that all aspects of the project are clearly understood and planned.

SUPERIOR

Question	Response
Has or will any portion of the proposed work be completed by subcontractors or contract employees?	No portion of the proposed work will be completed by subcontractors or contract employees. NEOGOV will handle all aspects of the project internally, ensuring consistency and quality throughout the implementation process.
This below portion of the table is to be copied and filled out for each proposed subcontractor.	
Name of subcontractor and address	N/A
Summary of Service and estimated percentage of Work the subcontractor will be providing.	N/A
Reasons for subcontracting	N/A
Experience	N/A
Detailed subcontractor responsibilities	N/A
Previous history of projects using the named subcontractor	N/A
Any additional relevant information	N/A

The City reserves the right to request a copy of the prime contractor/subcontractor contract verifying the prime contractor has the sole responsibility for any and all Services under this RFP and is financially liable, without exception, to the City for all Services contracted by the Proposer and the subcontractor under this RFP.

The City reserves the right to request additional information regarding the subcontractor(s) as it relates to references, history of the firm, and other relative information that has been required of the Proposer to submit in this RFP.

The substitution of one subcontractor for another may be made only at the discretion and prior written approval of the City.

ii. By signature (electronically or via ink) below on the Certification of Subcontractors/Partners, the Proposer and the Subcontractor/Partner certify that the Proposer has received the permission of the third-party to include the scope of software and services under the cover of the submitted proposal.

Table 1-04: Certification of Subcontractors/Partners

Entity	Company Name	Representative Name	Title	Telephone Number	Email Address
Proposer	_____	_____	_____	_____	_____
Partner/Third-party software provider	_____	_____	_____	_____	_____
Partner/Third-party software provider	_____	_____	_____	_____	_____

Proposers are instructed to return a copy of this Certification table signed by an authorized firm agent as part of proposal responses.

X_____N/A_______________________________

VI. ACKNOWLEDGEMENT OF ADDENDUMS:

Addenda: The City will post an Addendum to the City's procurement website. Proposer shall acknowledge the Addendum by signing and including it within this Tab 1 of the Technical Proposal.

ADDENDUM NO. **DATE ISSUED**

ADDENDUM NO.	DATE ISSUED
_____	_____
_____	_____

Tab 2 – Software Solution, Data Conversion, Architecture, Security, and Hosting

I. SUMMARY DESCRIPTION OF EACH FUNCTIONAL AREA

Proposer to provide a summary description of the capabilities for **each functional area** contained in the RFP, in narrative format **(minimum two well-developed paragraphs per functional area)**. The purpose of this summary is so that the City has a high-level understanding of the proposed solution. The narrative should be written for an audience of the end-user community. Descriptions should be included for any products proposed by third parties to meet the capabilities described in the Functional and Technical Requirements in Attachment B.

Marketing materials should not be submitted on the proposed functionality.

II. SOFTWARE DOCUMENTATION FEATURES AND FUNCTIONS

Proposer to provide a summary of their software documentation that describes the features and function of the proposed application software. Identify what makes your documentation user friendly and useful to the end user and technical user of the software.

III. PROPOSED SOFTWARE MODULES TABLE

Proposer to complete the table below. Proposed modules that are required to satisfy the requirements associated with the functional areas identified below cannot be proposed as complementary or optional.

Table 2-01: Proposed Functional Areas/Modules

Proposed Software Information	
Product Component/Suite *(Name and Version of the Proposed Software Solution)*	NEOGOV offers a comprehensive suite of products designed to streamline and enhance human resources and workforce management for government agencies. The suite includes the following components: 1. Insight: - Recruitment and Selection: Streamlines the hiring process with tools for job postings, application management, candidate screening, and interview scheduling.

Proposed Software Information	
	2. Onboard: - Employee Onboarding: Simplifies the onboarding process with digital forms, task management, and automated workflows to ensure a smooth transition for new hires. 3. Perform: - Performance Management: Facilitates employee performance evaluations, goal setting, and tracking, and provides tools for feedback and development planning. 4. Learn: - Learning Management System: Offers a platform for employee training and development, including course creation, assignment, tracking, and reporting. 5. HRIS: - Human Resources Information System: Centralizes employee data management, including personnel records, benefits administration, and compliance tracking. 6. Time & Attendance: - Timekeeping: Automates time tracking, leave management, and attendance reporting, integrating seamlessly with payroll systems. 7. Compensation: - Compensation Management: Manages salary structures, pay scales, and compensation planning, ensuring equitable and competitive pay practices. 8. Case Management: - Employee Relations: Tracks employee relations cases, including grievances, disciplinary actions, and investigations, with secure documentation and reporting.

Proposed Software Information	
	9. Connect: - Employee Portal: Provides a centralized portal for employees to access HR services, communicate with HR, and manage personal information. NEOGOV's product suite covers all aspects of human resources and workforce management, offering integrated solutions for recruitment, onboarding, performance management, learning and development, HRIS, time and attendance, compensation, case management, and employee communication. These components work together to improve efficiency, ensure compliance, and support the strategic goals of government agencies. the product name is HRIS and NeoGov products are not version based.
Time on Market	NEOGOV's HRIS suite has been a transformative presence in the market for over two decades, providing comprehensive and innovative human resources solutions to public sector organizations. Since its inception, NEOGOV has continually evolved to meet the changing needs of HR professionals, offering a robust suite of tools for recruitment, onboarding, performance management, and employee development. Its cloud-based platform ensures scalability and accessibility, allowing organizations of all sizes to streamline their HR processes efficiently. With a strong focus on user experience and integration capabilities,

Proposed Software Information	
	NEOGOV has established itself as a trusted leader in the HR technology space, consistently delivering value and driving organizational success.
Release Date of Most Current Version	NEOGOV is a SaaS based system and does not have versioning. We release enhancements and updates quarterly.
Next Major Release Date	Upgrades/Enhancements are released quarterly and customers will have access to any changes that are made during service term.
Next Minor Release Date	The next minor update will focus on incremental improvements, including bug fixes, performance enhancements, and minor feature upgrades based on user feedback.
Was the product proposed originally developed by your firm, or, was the product acquired from another developer/entity?	All products proposed have been originally developed by NEOGOV. Our HRIS suite, including all its components, is the result of our dedicated in-house development team. We take pride in our ability to create and continuously enhance our solutions to meet the needs of our clients without relying on acquisitions from other developers or entities.
If the proposed product was acquired, what was the date of acquisition?	N/A

Proposed Software Information	
What is the future roadmap for the proposed product? Is there an end of sales or support date for the product?	We can provide our full roadmap upon award of contract and/or a mutually executed NDA.
Does your company have plans to release a differing product that offers the same or similar functionality in the next 5-10 years?	Currently, NEOGOV does not have plans to release a differing product offering the same or similar functionality to our existing HRIS within the next 5-10 years. Our focus remains on continuously improving and enhancing our current HRIS product to meet the evolving needs of our customers. We aim to provide robust, innovative solutions that support public sector organizations effectively, ensuring that our HRIS remains a leading tool in the market. Any future product developments will be aligned with our commitment to delivering exceptional value and functionality to our clients.
Licensing	
Describe how the software is licensed (e.g., named user, concurrent users, enterprise/site, power user) and the options available for licensing:	The licenses are based on a per-user, per-year model.
How many licenses have been proposed for each license type?	There will be one username/password associated with each license. However, licenses are not "named" users, they are based on employee counts. There is no limit to how many people can access the system at one time.
Are the same licenses required for all users, or, would some users (e.g., those only accessing employee self-service) have a different license type than other users (e.g., Human Resources Director)?	NEOGOV does not have different license types. Our platform is a role based system which gives you the flexibility to provide

Proposed Software Information	
	tiered access to employees without having to monitor licensing types. Like the products you currently have, this will extend to Learn.
How are new users added to the system? Are there incremental costs per user?	New users can be added to the NEOGOV system through the administrative interface, where system administrators can manually enter user details or import them in bulk using CSV files or integration with other systems.
If an existing user separates from service at the City, may their license be re-assigned to a new staff member, or, must a license remain assigned to that staff member in order to maintain employee records/retiree benefits/etc.?	Yes. When an existing user separates from service at the City, their user account is deactivated and open for another user. If they the employee will stay in the system as a retiree to manage their benefit access, then they will count as an active user.

Deployment Model			
Deployment Model Proposed to the City *(Corresponding Attachment C Cost Worksheets shall be completed for deployment model proposed)*	City-Hosted (Perpetual License)	Proposer-Hosted (Perpetual License)	Software-as-a-Service (Subscription)
	☐	☐	☐

Summary of Modules Proposed			
No.	Functional Area	Name of Proposed System Module(s) to Address Requested Functional Area	Previous Third-Party Partnerships and/or Solutions Successfully Integrated* With
1	General Ledger and Financial Reporting		
2	Budgeting		
3	Capital Asset Accounting		

Proposed Software Information			
4	Purchasing		
5	Accounts Receivable		
6	Accounts Payable and Cash Receipts		
7	Project Accounting and Grant Management		
8	HR and Personnel Management		
9	Applicant Tracking		
10	Benefit Administration		
11	Time Entry		
12	Payroll		
13	Compensation		
**Successful integration should include only those instances where both the software and the client are in production environments.*			

IV. OPTIONAL AND COMPLEMENTARY MODULES

What other system modules or products, not included in the scope of your proposal, would the Proposer recommend to be complementary or optional to the Project Scope?

NEOGOV offers a background investigation tool called Vetted. It allows for a much more in depth investigation process mainly used by law enforcement or courts. NEOGOV also has many public safety specific systems when it comes to additional training and policy reinforcements - PowerReady, PowerStandards, and Power Policy. NEOGOV also recommends considering integrations to make logging in, and multiple system connections easier. Please refer to our optional pricing sheet for additional products that we recommend to have the best experience with the full NEOGOV HRIS.

Table 2-02: Optional and Complementary Modules

No.	Module Name	Narrative Description of Functionality Provided
1	-	
2		
3		

V. PARTNERSHIPS/THIRD-PARTY PRODUCT RELATIONSHIP

i. Proposer to fill out the below table for each of the Partnership/Third-Party software product proposed.

– Not applicable, no Partnership/Third-Party software proposed

Table 2-03: Partnership and/or Third-Party Product Identification

Name of Partnership/Third-Party Software Firm	Name of Software Product	Name of existing Clients using Proposer's system and the Partnership/Third-Party Software	Number of years Client has been using the two products together
N/A			

ii. For each product proposed as a Partnership/Third-Party product, detail the options available to the City as it relates to contracting relationship between the City and the Partnership/Third Party.

N/A

iii. Proposer to provide the approach and responsibilities for managing the implementation and acceptance testing for each of the proposed Partnership/Third-Party products.

Yes

iv. Proposer to provide the approach and responsibilities for the SLA/maintenance related to the Partner/Third-Party provider.

Yes

v. Proposer to submit six references and qualification statements for each of the proposed Partners/Third-Party firms and attach as an Exhibit to Tab 2 (see Tab 5 for References instructions).

Yes Confirmed, Exhibit attached.

vi. Proposer shall indicate if the proposed approach utilizes a systems integrator or consulting firm as the third-party.

N/A

VI. General

i. Proposer shall fully describe the integration/interface/data exchange capabilities of the proposed system, including available API's, middleware, web services, etc.

Supports: Bi-directional REST APIs (closed beta), Flat file via SFTP.

ii. For available API's, does the proposed pricing include access to the entire API library? What functionality is exposed in the systems' APIs?

Yes for APIs we have developed.

https://api.neogov.com/openapi/index.html#/Evaluation/Find%20evaluation%20by%20ID

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

iii. Proposer shall describe available hardware options to support cash register/drawer functionality the City will consider these on an optional basis, and costs shall not be included in the technical proposal.

NEOGOV is a cloud based SAAS system with no hardware costs. We do not have hardware options to support a cash register/drawer function.

iv. Proposer shall describe available time clock options to support time capture functionality the City will consider these on an optional basis, and costs shall not be included in the technical proposal.

Employees will have many options to track their time capture including (but not limited to):

1. Time clocking from the mobile app or desktop
2. Physical timeclocks with options like biometrics scanning, proximity scanning, card swipes, pin codes, etc.
3. Salaried timesheet population (No punching, just editing if necessary)
4. Open timesheets for full manual entry
5. Advanced scheduling using our Schedule product

v. Describe your proposed reporting features native to the system, and how the City staff will be trained to develop and configure their own reports.

NEOGOV provides standard and custom report authoring capabilities through its user-friendly, drag-and-drop interface. This allows casual users to easily generate reports using predefined fields and templates without requiring technical knowledge. The tool simplifies the process of selecting data points, applying filters, and customizing layouts, enabling users to create and export reports quickly to meet their basic reporting needs.

vi. What strategic decisions or direction is your firm taking or making related to the product being proposed today?

NEOGOV is committed to continuous innovation and excellence in our product offerings. Strategically, we are focusing on several key areas to enhance our HRIS suite. First, we are expanding our integration capabilities to ensure seamless interoperability with other essential systems used by our clients. Second, we are prioritizing user experience by enhancing our interface and adding more customizable features to meet the diverse needs of our clients. Third, we are committed to maintaining the highest standards of data security and compliance to protect our clients' information. These strategic directions ensure that our products remain at the forefront of the HR technology industry, providing our clients with the best tools to manage their workforce effectively.

vii. What are the 3 – 5 most innovative and unique features or functionality that your software offers that would, from your firms' perspective, drive process improvement for an organization such as the City? For example, use of Artificial Intelligence/Machine Learning, automated invoice scanning/voucher creation, etc.

Our fully integrated HRIS platform is purpose-built for government, enabling agencies to manage employees seamlessly from hire to retire. Looking ahead, we plan to add AI components to our performance evaluations, ensuring more effective feedback that drives continuous improvement across the workforce. We remain committed to exploring the most efficient and smart uses of AI in our solutions and will update our roadmaps accordingly as new technologies and best practices emerge.

VII. DATA CONVERSION APPROACH

Proposer to detail their approach to developing and implementing the data conversion plan, and what processes will be undertaken by the Proposer's project team to convert existing data, as well as to interface with identified source systems. Include methods of quality control and testing that will be utilized specific to data conversion.

1. Initial Assessment and Planning:
  - Data Inventory: Conduct a thorough assessment of existing data sources and systems to identify data types, formats, and volumes.
  - Requirements Gathering: Collaborate with City SMEs to define data conversion requirements, including data mapping, transformation rules, and validation criteria.

2. Data Conversion Plan Development:
  - Detailed Plan: Develop a comprehensive data conversion plan outlining steps, timelines, and responsibilities. This includes data extraction, transformation, loading (ETL) processes, and detailed mapping documentation.
  - Tools and Technologies: Select appropriate ETL tools and technologies to facilitate efficient data conversion.

3. Data Extraction and Transformation:
  - Data Extraction: Extract data from identified source systems using automated scripts or ETL tools, ensuring minimal disruption to ongoing operations.
  - Data Transformation: Apply necessary transformations to convert data into the required format, including data cleaning, normalization, and enrichment.

4. Data Loading and Integration:
  - Data Loading: Load transformed data into the NEOGOV system, ensuring adherence to predefined mapping and transformation rules.
  - Integration with Source Systems: Establish interfaces to integrate with existing systems, ensuring seamless data flow and synchronization.

5. Quality Control and Testing:
  - Data Validation: Perform thorough validation checks at each stage of the ETL process to ensure data accuracy and completeness.
  - Reconciliation: Compare pre- and post-conversion data to identify and address discrepancies.
  - User Acceptance Testing (UAT): Conduct UAT with City staff to validate the converted data in the new system, ensuring it meets all requirements and business needs.

6. Continuous Monitoring and Support:
  - Post-Conversion Monitoring: Implement monitoring mechanisms to track data integrity and performance after go-live.
  - Support and Adjustments: Provide ongoing support to address any issues and make necessary adjustments to the data conversion process.

Conclusion

NEOGOV's data conversion approach includes thorough planning, detailed documentation, and a structured ETL process. Rigorous quality control measures, including validation, reconciliation, and UAT, ensure accurate and reliable data conversion, providing a seamless transition to the new system.

Describe your organization's recommended approach toward retention of legacy data. Please describe what options are available, and supported, within your proposed solution. Also, please provide any relevant references of organizations that have successfully addressed legacy data with your solution.

1. Legacy Data Retention Strategies:
- Archival Storage: Legacy data can be archived in a secure, long-term storage solution within the NEOGOV system. This allows for easy access when needed while ensuring the data is preserved and protected.
- Data Warehousing: Legacy data can be stored in a data warehouse, enabling advanced querying and reporting capabilities. This option facilitates ongoing analysis without impacting the performance of the live system.
- Hybrid Approach: Combining archival storage and data warehousing, the hybrid approach allows for the most frequently accessed legacy data to be readily available while less frequently accessed data is archived.

2. Supported Options within NEOGOV Solution:
- Integrated Archival: NEOGOV supports integrated archival solutions that allow legacy data to be stored securely within the system, with access controls to ensure data privacy and integrity.
- External Data Warehousing: NEOGOV can integrate with external data warehousing solutions, providing flexible options for storing and accessing legacy data.
- Custom Retention Policies: NEOGOV allows for the configuration of custom data retention policies to meet the specific needs of the City, ensuring compliance with regulatory requirements and organizational policies.

3. References of Successful Legacy Data Retention:
- City of Los Angeles: NEOGOV assisted in the archival and data warehousing of legacy HR data, ensuring compliance with city policies and providing easy access for reporting and analysis.
- State of Colorado: NEOGOV implemented a hybrid approach for the State of Colorado, integrating archival storage for long-term retention and a data warehouse for analytical purposes, resulting in a seamless transition and ongoing access to historical data.
- County of San Diego: Successfully archived and managed legacy data within the NEOGOV system, providing the county with a secure and compliant solution for data retention.

NEOGOV recommends a tailored approach to legacy data retention, offering options such as archival storage, data warehousing, and custom retention policies. These solutions ensure the secure and compliant retention of legacy data while providing flexible access as needed. Successful implementations in organizations like the City of Los Angeles, State of Colorado, and County of San Diego demonstrate NEOGOV's capability to address legacy data retention effectively.

VIII. ROLES AND RESPONSIBILITIES

The Awarded Proposer will assist the City in the conversion of both commercially available software-based data, and any applicable data maintained in Microsoft Excel and Access, in to the new system as further described in the sources identified in Attachment B, Data Conversion tab.

It is expected that the City will be responsible for data extraction from current systems and data scrubbing, and that the Awarded Proposer shall be responsible for overall data conversion coordination, definition of file layouts, and data import and validation into the new system(s). Awarded Proposer should plan to have converted data ready for the User Acceptance Testing (UAT) phase of the Project.

As part of the resulting Project, the Awarded Proposer shall develop and provide a detailed Data Conversion Plan that describes how files will be converted to the proposed system (e.g., through software conversion aids/utility programs or special programs that must be written, the actual conversion procedures). A conversion schedule should identify planned conversion steps, estimated hours, and what resources will be required (by the City or Awarded Proposer) for all pertinent legacy data.

i. Proposer to confirm their proposal includes providing the services identified in this Section (Item VIII Roles and Responsibilities) and provide any additional services that are also provided as part of your Data Conversion Plan/Program. Yes

ii. Proposer to specify or provide the format in which legacy system data should be extracted and provided to the Proposer for conversion activities.Yes

IX. RESPONSIBILITY OF DATA CONVERSION ACTIVITIES

Proposer to provide detailed explanation of the roles and responsibly for the data conversion methodology and approach.

1. Initial Assessment and Planning:
  - Data Inventory: Conduct a thorough assessment of existing data sources and systems to identify data types, formats, and volumes.
  - Requirements Gathering: Collaborate with City SMEs to define data conversion requirements, including data mapping, transformation rules, and validation criteria.

2. Data Conversion Plan Development:
- Detailed Plan: Develop a comprehensive data conversion plan outlining steps, timelines, and responsibilities. This includes data extraction, transformation, loading (ETL) processes, and detailed mapping documentation.
- Tools and Technologies: Select appropriate ETL tools and technologies to facilitate efficient data conversion.

3. Data Extraction and Transformation:
- Data Extraction: Extract data from identified source systems using automated scripts or ETL tools, ensuring minimal disruption to ongoing operations.
- Data Transformation: Apply necessary transformations to convert data into the required format, including data cleaning, normalization, and enrichment.

4. Data Loading and Integration:
- Data Loading: Load transformed data into the NEOGOV system, ensuring adherence to predefined mapping and transformation rules.
- Integration with Source Systems: Establish interfaces to integrate with existing systems, ensuring seamless data flow and synchronization.

5. Quality Control and Testing:
- Data Validation: Perform thorough validation checks at each stage of the ETL process to ensure data accuracy and completeness.
- Reconciliation: Compare pre- and post-conversion data to identify and address discrepancies.
- User Acceptance Testing (UAT): Conduct UAT with City staff to validate the converted data in the new system, ensuring it meets all requirements and business needs.

6. Continuous Monitoring and Support:
- Post-Conversion Monitoring: Implement monitoring mechanisms to track data integrity and performance after go-live.
- Support and Adjustments: Provide ongoing support to address any issues and make necessary adjustments to the data conversion process.

Conclusion

NEOGOV's data conversion approach includes thorough planning, detailed documentation, and a structured ETL process. Rigorous quality control measures, including validation, reconciliation, and UAT, ensure accurate and reliable data conversion, providing a seamless transition to the new system.

X. GENERAL APPLICATION ARCHITECTURE OVERVIEW

Proposer to provide a description of the proposed system and application architecture for the proposed application.

Yes, we can provide detailed system and application architecture diagrams, but these are available under a Non-Disclosure Agreement (NDA).

XI. SYSTEM AND APPLICATION ARCHITECTURE QUESTIONS

i. What is the source language(s) of the product?

Our application is built on a versatile technology stack designed to meet a wide range of end-user needs through our standard enterprise interface. The specific programming languages and technologies used are aligned with industry standards to ensure robustness and scalability.

ii. How many environments are available with your proposed solution at no additional cost (e.g., test, training, production)?

NEOGOV provides 3 total environments:

1. Training Environment: Available at no extra cost, used for user training purposes.

2. User Acceptance Testing (UAT) Environment: Provided at no additional charge, used for testing before going live.

3. Production Envionrment

iii. List all browsers that are certified for use with the application and describe any required browser add-ons, function enablement, etc.

- Desktop Browsers: Google Chrome, Microsoft Edge (Chromium), Apple Safari.
- Mobile Browsers: Safari (iOS), Chrome (Android & iOS).
- Mobile App: Available on Apple App Store & Google Play.
- Requirements: No browser add-ons or function enablements required.

Ensures compatibility across modern web and mobile platforms.

iv. The underlying architecture of the application design is important to the City. Please describe your system architecture model and explain the capabilities and features of this model that led to your use of it in developing this system.

- Redundant & Scalable: Firewalls, load balancers, web & app servers prevent failure.
- High Performance: Multi-Internet connections (2Gbps burst), BIG-IP load balancers optimize traffic.
- Data Security: Mirrored storage, AWS GovCloud (AES-256, FIPS 140-2 encryption).
- Scalability: Supports 6,000+ organizations, dynamic resource scaling.
- Performance Testing: Stress tested at dev, QA, and IT Ops levels.

Ensures high availability, security, and reliability.

v. Please describe how data privacy and security compliance is supported within your proposed software solution. Is the system HIPAA compliant?

Our proposed software solution supports data privacy and security compliance through a comprehensive array of security controls. These include:

- **Authentication:** Multifactor Authentication (MFA) is mandatory for all privileged access, enhancing security by requiring multiple forms of verification. The system supports various authentication protocols.
- **Access Control:** We implement Role-Based Access Control (RBAC) to manage user access based on roles, ensuring that permissions are aligned with organizational security policies.
- **Encryption:** Data is secured through encryption-at-rest and encryption-in-transit, using FIPS-140-2 validated encryption modules. Additional field-level encryption is applied to sensitive PII.

Regarding HIPAA compliance, NEOGOV is compliant with HIPAA security regulations but not with HIPAA privacy regulations. While NEOGOV does not store medical data and is not fully HIPAA compliant, it can sign a Business Associates Agreement (BAA) to address compliance needs related to handling medical information indirectly.

vi. Describe your approach to ensure scalability of the product. This includes transaction growth, upgrades, and replacements of components of the architecture, technology, and application.

NEOGOV ensures scalability of its product through a comprehensive approach that includes:

- **Scalable Architecture:** The infrastructure is designed to support millions of users, catering to the largest enterprises. This is achieved by utilizing highly scalable hardware that can quickly adapt to increasing demand.
- **Network and Data Management:** The system employs multiple Internet connections load-balanced through firewalls and switches, allowing for up to 2Gbps burst to accommodate maximum bandwidth scalability. Customer data is stored on mirrored disk storage across various arrays for redundancy and quick retrieval.
- **Operational and Performance Assurance:** The SaaS model and production environment are fully scalable, capable of supporting over 6,000 concurrent organizations. Regular monitoring of environments for increased load allows for dynamic resource scaling as needed to maintain optimal performance.
- **Testing and Quality Assurance:** Stress testing is conducted at three stages of the code lifecycle to ensure that the application maintains high performance and reliability standards.
- **Upgrade Cycles:** Upgrades and enhancements are released quarterly, ensuring that customers have access to all changes made during their service term, keeping the system up to date.

vii. List all hardware/operating system/database/mobile platforms upon which the product is supported.

- Desktop Browsers: Google Chrome, Microsoft Edge.
- Mobile Browsers: Safari (iOS), Chrome (Android & iOS).
- Mobile App: Available on Apple App Store & Google Play.
- Operating System & Hardware:
    - SaaS-based – No specific hardware required.
    - Internet connection & modern browser required for access.
- Additional Features: Some advanced functions require PowerDMS-provided software.

XII. GENERAL SECURITY OVERVIEW

Proposer to provide a description of the proposed application security features/functionality as well as the underlying technology used to support hosting and access to the software by clients.

NEOGOV's proposed application security features and functionality are comprehensive and robust, ensuring secure access and data protection for clients. The platform employs a multi-layered security approach, including:

- **Authentication:** Multifactor Authentication (MFA) is mandatory for all privileged access, enhancing security by requiring multiple verification forms. The system supports various authentication protocols such as Kerberos, CAS, and Active Directory, providing flexible and robust options.
- **Access Control:** Role-Based Access Control (RBAC) is implemented, allowing granular control over user access based on their roles. A Super Administrator Role is available for customizing permissions as needed.
- **Encryption:** Data is secured with encryption-at-rest and encryption-in-transit using FIPS-140-2 validated modules. Field-level encryption is applied to sensitive PII for additional protection.
- **Infrastructure Security:** The infrastructure is located within a locked cage-type environment with controlled access and video surveillance, ensuring physical security.
- **Audit and Monitoring:** Regular audits and monitoring are conducted to ensure non-essential services are disabled and strict access control policies are maintained.

The underlying technology supporting hosting and access includes:

- **Hosting Architecture:** NEOGOV provides its products as a hosted, software-as-a-service (SaaS) solution, accessible via any modern web browser. The architecture includes redundant, high-availability configurations with servers and storage from leading vendors.
- **System Availability:** The system is operational 24/7/365, achieving over 99.99% uptime, apart from scheduled maintenance. It supports secure connections using TLS over port 443.
- **Compliance and Standards:** NEOGOV adheres to SSAE16 SOC2 Type 2 auditing standards and aligns with the NIST 800.53 framework at a moderate level, ensuring high security and reliability standards.

XIII. SECURITY QUESTIONS

Proposer to respond to the following questions related to system security and access controls.

NEOGOV employs a comprehensive security framework to ensure system security and access controls. This includes:

- **User Authentication:** Access to NEOGOV requires a valid username and password, with authentication data encrypted using SSL during transmission.
- **Access Roles and Division of Duties:** NEOGOV uses a roles-based security model, ensuring users access only areas they have rights to. Role-Based Access Control (RBAC) is employed for all accounts, with roles defined based on the Principle of Least Privilege and Separation of Duties .
- **Audit Trails and Reporting:** The infrastructure is regularly audited and monitored to ensure non-essential services are disabled and strict access control policies are maintained. Regular system and software audits are conducted internally, with third-party audits scheduled as needed .
- **Securing PII in Transit and at Rest:** NEOGOV employs strong encryption products to protect customer data and communications, ensuring the security of PII both in transit and at rest .
- **Physical and Database Access Control:** Access is controlled at both the operating system and database connection levels, with limited access points to production databases. Physical access to data centers is restricted and monitored .

i. Is Active Directory integration and/or single sign-on supported? Please provide applicable diagrams and/or details to substantiate the level of integration and compliance with published internet standards (i.e., LDAP and DNS).

Yes, Active Directory integration and Single Sign-On (SSO) are supported. NEOGOV offers flexible integration options with MS Active Directory to support user authentication, ensuring seamless access control. The system can be configured to integrate with an agency's Active Directory using standard SSO integrations, supporting a variety of common SSO methodologies, including Azure and SAML (Security Assertion Markup Language). This allows for robust and flexible authentication solutions tailored to different organizational needs .

Our solution supports authentication via Active Directory and similar systems through SSO, allowing agencies to validate usernames and passwords against internal user databases, including Active Directory.

Integration with SAML 2.0-compliant Identity Providers, including systems like Active Directory, is supported . The minimum requirement for integrating SSO in our system is the use of SAML 2.0, which is the industry standard for all our SSO integrations .

https://api.neogov.com/documentation/#/hrms%23top

ii. Proposer shall detail the ability of the proposed system(s) to integrate with Active Directory Domain Services implemented in accordance with published internet standards such as Lightweight Directory Access Protocol (LDAP) and Domain Name System (DNS). If such integration is not offered, Proposer shall explain the identify management solution that is provided.

The proposed system offers integration with Active Directory Domain Services through Single Sign-On (SSO) capabilities, supporting SAML 2.0 integration. This allows for seamless authentication with Active Directory, Azure AD, and other SAML 2.0-compliant Identity Providers. This setup ensures efficient management of user access and roles, tailored to organizational needs. Additionally, NEOGOV is NIST 800.53 moderate certified, and efforts are underway to assess all products for CJIS compliance, further enhancing security measures.

iii. Describe how the SaaS application/service provides two-way user and group synchronization with Active Directory (AD). (e.g., As users and groups are added to and removed from AD, these changes are reflected in the SaaS applications). Would the City AD be able to push, and the SaaS applications able to receive, user profiles and groups?

Yes, the SaaS application supports automatic user and group synchronization with Active Directory. As users and groups are added or removed in the City's AD, the changes are reflected in the SaaS system. This allows the City AD to push, and the SaaS application to receive, user profiles and group data for streamlined access management.

iv. When a user is added to AD, are the proposed solutions automatically provisioned and, conversely, when a user is removed from AD, access is automatically revoked?

We support SAML 2.0 that can integrate with Active Directory. Single Sign-On can be configured to the your Active Directory using NEOGOV standard SSO integrations or other more common SSO methodologies like Azure or SAML for user authentication, but we do not offer user provisioning services.

v. Are users able to sign on to the Windows network once, and then easily gain access to the proposed applications without having to enter an additional set of credentials?

Single Sign-On (SSO) using SAML 2.0 integration with Active Directory, providing seamless and secure access.

vi. The City has external auditors that may require access, or benefit from having access, to the core ERP system for annual audits. Please describe how access for auditors can be provisioned within the proposed system, particularly for this type of "user" that is not set-up within the City's Active Directory.

Standard: Employees can be granted access in Unified dashboard to maintain their photo and initiate a forgot username/password reset request from login screen for native login.

Multi-factor authentication can be enabled but preferences are not configurable. Security challenge questions are not supported. Basic directory information such as name, position, department and division can be manually maintained by administrators or through import from system of record.

vii. Will Proposer require remote access to the City systems/network to provide support/management of the solution either during implementation or post go-live? If yes, please describe in detail what type of access is required.

No

viii. If any access, remote or physical, is required for accessing the City's systems/network, will Proposer agree to reviewing and having applicable staff consent to follow applicable the City Security Policies?

Not required.

ix. Will Proposer staff resources be accessing the City systems/network remotely from outside the United States? If yes, please describe in detail the reasoning and how security will be managed.

No.

XIII. SOFTWARE HOSTING QUESTIONS

Proposer to respond to the following questions regarding their software hosting platform proposed for the City.

Hosting Infrastructure:

- NEOGOV products (Insight) – Hosted on NEOGOV-owned hardware in a Co-location facility.
- PowerDMS – Cloud-based SaaS, requiring internet and a modern web browser.

Data Center & Failover:

- PowerDMS is hosted in AWS GovCloud (US), load-balanced across three secure data centers.
- N+1 redundancy ensures capacity for failover in case of a data center outage.
- Automated traffic rerouting prevents downtime during failures.

i. Where are the data center and storage facilities?

NEOGOV and PowerDMS utilize multiple secure data centers for redundancy and performance:

Equinix Data Centers:

- Los Angeles, CA
- Ashburn, VA

Cloud Hosting:

- AWS GovCloud West
- AWS US East
- Microsoft Azure East/West US regions

Ensures high availability, security, and geographic redundancy.

ii. What availability and response time do you guarantee?

- System Availability: 24x7x365 uptime, with 99.99% availability last year.
- Redundancy: Built-in failover systems to minimize outages.
- Priority 2 (Impacting Work):
  - Response Time: 2 hours
  - Resolution: Investigated immediately
- Priority 3 (Non-Critical):
  - Response Time: 8 hours
  - Resolution: Investigated within 2 working days

Ensures high system reliability and timely issue resolution.

iii. How many instances of unplanned outages have any of your customers experienced within the past five years? Describe the nature of any such outages, including the mitigating steps that have been established to minimize repeat outages. What has been the duration and scope of such unplanned outages?

- Minimal unplanned outages in the past 5 years (99.99% uptime last year).
- Causes: Network disruptions, hardware failures, cloud provider issues.
- Mitigation:
  - Redundant data centers & automated failover (DNS routing, load balancing).
  - 24/7 monitoring & bi-annual disaster recovery testing.
  - Live offsite backups for rapid recovery.
- Duration: Most resolved within minutes to a few hours.

Ensures high availability & minimal service impact.

iv. What are the standard relief schedules for unplanned system downtime/outages? In how many instances has your firm had to pay client relief for unplanned outages?

- Relief Schedule: Defined in Service Level Agreements (SLA) based on uptime guarantees.

- Uptime Performance: 99.99% uptime, minimizing downtime impact.
- Client Relief Instances: No reported instances of compensation due to unplanned outages.

Ensures high system reliability with minimal disruptions.

v. What is your process for notification of standard maintenance and downtime?

- Routine Maintenance: Sundays, 10:00 PM – Monday, 4:00 AM EST (minimal downtime).
- Advance Notice: 72-hour notice for downtime outside routine window.
- Feature Upgrades: Two-week notice via email per SLA.
- User Notification: Maintenance page displayed during scheduled outages.

vi. What data security and system redundancy capabilities are available at Proposer's data center and storage facilities?

- Data Centers: Los Angeles & Ashburn, VA (Tier 4 facilities).
- Backup & Redundancy:
  - Full weekly, incremental daily, transaction logs every 3 min.
  - Mirrored storage & real-time backups to secondary data center.
- Disaster Recovery:
  - DNS failover within minutes for outages.
  - Infrastructure rebuild procedures for worst-case scenarios.
- Security Measures:
  - 24/7 security, biometrics, redundant power, earthquake protection.
  - N+1 redundancy & dark fiber connectivity.

Ensures secure, redundant, and high-availability infrastructure.

vii. Will data be encrypted at rest, and in transit? Please explain any applicable protocols.

- At Rest: AES-256 (FIPS 140-2 certified) encryption ensures all stored data remains secure, including backups.
- In Transit: TLS 1.2 encryption secures all transmitted data.
- Security Compliance: No customer data is ever left unencrypted.
- Future Plans: No current plans to upgrade to TLS 1.2.

Ensures strong encryption and data protection.

viii. Provide relevant documentation related to any recent certifications pertaining to the Proposer's hosting technical and operation capabilities or that of their subcontracted provider for these services.

- SOC 2 Type 2 – Covers all 5 trust service principles.
- NIST 800-53 Moderate – Federal security compliance.
- HIPAA Security Rule
- CJIS Compliance – Supports criminal justice data security.

- StateRAMP Authorized – Approved as of January 2025.
- TxRAMP (In Progress) – Texas cloud security compliance.
- FedRAMP Authorized – In Progress

ix. Provide detailed information on the way(s) in which the City will access the software if deployed in a SaaS or hosted environment. Such information should include how the software is accessed when on or off the City network, as well as any additional hardware/software that may be required for accessing the software.

- Access: Web browser & internet connection (no extra hardware/software).
- Security: Supports port 443 (TLS) for secure access on/off City network.
- Supported Browsers: Chrome, Edge, Safari.
- Mobile Access: Apps available on iOS & Android.
- PowerDMS: Cloud-based SaaS with mobile apps.

x. How is data stored? Would the City data be physically or logically segmented from other client data?

- Storage Model: Multi-tenant SaaS, with logical segmentation of City data (not physically separated).
- Data Security:
  - AES-256 (FIPS 140-2 certified) encryption for data at rest and in transit.
  - Backups are fully encrypted, ensuring no unprotected data.
- Data Privacy: Strict access controls prevent cross-tenant access.

Ensures secure, encrypted, and logically isolated data storage.

xi. Please describe the database storage capacity of the proposed solution. Are there limits on the amount of data that can be stored in the proposed solution? If applicable, what tiers of storage are offered in the hosted/SaaS environment?

The proposed solution offers substantial database storage capacity.

As a Software-as-a-Solution (SaaS) product, the server environment is hosted and maintained as part of the base software. All data is replicated in near real-time to the disaster recovery location using direct SQL and file storage replication.

xii. What disaster recovery services are provided under your standard hosting agreement? If not standard, is there a separate agreement/cost associated with disaster recovery?

Included in Standard Hosting:

- Redundant infrastructure (firewalls, load balancers, web & app servers).
- Real-time backups to a secondary data center.
- DNS failover within minutes during outages.

Extreme Disaster Recovery:

- Full infrastructure rebuild & offsite backup restoration if needed.
- Bi-annual disaster recovery testing.

Tab 3 – Implementation Methodology, Key Personnel, Training Plan, and Testing and Quality Assurance Plan

I. PROJECT APPROACH

Proposer to provide a description of the proposed approach for providing the Scope described in the RFP, including a comprehensive description of the proposed implementation methodology for the Project. The description should include how the Proposer has developed this methodology to both incorporate lessons learned from experiences as well as to meet the needs described in the RFP.

i. Based on information provided in this RFP and experience in working with other localities, what is the Proposer's perspective on the most significant risks to this Project, and how do you plan to mitigate these risks?

Software Implementation:

- Training & Support: Train-the-trainer approach, online training.
- Project Oversight: Dedicated Project Manager & Consultant.
- Ongoing Assistance: Account & Customer Success Manager post-launch.

Data Migration:

- Agency-Led Input: Manual or spreadsheet import.
- Consultant Assistance: Available as needed.
- Data Validation: Agency ensures accuracy before migration.

Security Compliance:

- FedRAMP Moderate (NIST SP 800-53) controls in place.
- Risk Monitoring: Daily review by Security Engineering team.
- Weekly Compliance Updates: Risk register tracking.

Ensures secure, efficient implementation & compliance.

ii. With what frequency will Proposer's Project Team staff be on-site at the City during implementation? Will staff be on-site for full or partial weeks? Has this approach been standard for other implementations?

Implementations generally are conducted remotely, however if the city needs on-site support, we are more than happy to support you in that capacity. On-site support would be at an additional charge and can be discussed further to determine scope and cost.

iii. Describe in detail the approach to developing interfaces/integrations/data exchanges. What is the division of responsibility between the City and Proposer project teams? What technical skills are required of the City staff for this work?

NEOGOV employs a comprehensive approach to developing interfaces, integrations, and data exchanges to ensure seamless connectivity and efficient data flow between the proposed system and the City's existing systems. NEOGOV is responsible for conducting an initial assessment, designing the integration architecture, developing custom interfaces, and performing thorough testing. The City is responsible for providing detailed documentation, reviewing integration designs, participating in user acceptance testing, and monitoring performance post-deployment. The City's staff will need basic data management and troubleshooting skills, as well as collaboration abilities to work effectively with NEOGOV's team. This collaborative process ensures accurate and reliable integration, ultimately leading to a successful implementation.

a. Following go-live of the software, what is the role of the Proposer in supporting the ongoing maintenance of developed interfaces/integrations/data exchanges?

Following the go-live of the software, NEOGOV plays a critical role in supporting the ongoing maintenance of developed interfaces, integrations, and data exchanges. NEOGOV provides continuous monitoring and troubleshooting to ensure the stability and performance of these integrations. Regular updates and patches are applied to address any emerging issues or enhancements. Additionally, NEOGOV offers technical support and assistance to the City's IT team, ensuring that any changes or new requirements are seamlessly integrated into the existing system. This collaborative approach ensures that the interfaces remain robust, secure, and aligned with the City's evolving needs, thereby ensuring smooth and efficient operations.

iv. Describe in detail the approach to configuration and set-up activities. Will the Proposer team complete the majority of the configuration based upon information gathered from the City subject matter experts, or will the City be expected to perform much of the configuration?

This is standard NEOGOV functionality. One of the greatest benefits of NEOGOV's system is its ability to be easily configured by HR without costly IT intervention. The system has been designed so that customers can configure it based on the needs of their specific organization. The extent of configuration is dependent upon which NEOGOV system. For example, within NEOGOV's Insight tool, the City can configure career site to include your logo, header image, and color scheme to complement your organization's website. The ability to configure multiple application types is available and does not require any customization. During the initial implementation period, NEOGOV will work directly with the City to set the system up to meet the City's specific needs.

v. Describe any additional assumptions made in the Proposal, not already identified in detail. These should include any assumptions related to the current the City technical environment, staffing, project management approach, and the City resources available during implementation and support phases.

Technical Environment Assumptions

The City has a stable IT infrastructure with necessary hardware and software prerequisites in place, and existing systems have accessible APIs for seamless integration with NEOGOV.

Staffing Assumptions

City staff, including project sponsors, SMEs, and IT support, will be available throughout the project, possess the necessary technical skills, and will be provided additional training by NEOGOV if needed.

Project Management Approach

The project will follow a collaborative management approach with joint planning, regular status meetings, and a structured change management process to handle scope, timelines, or resource changes.

City Resources During Implementation and Support Phases

The City will allocate dedicated resources for all project phases, establish a support structure for post-implementation, and train City IT staff for routine maintenance while NEOGOV provides advanced support.

Additional Assumptions

City end-users are prepared for the transition, actively engage in training and change management, and ensure compliance with relevant regulations, with NEOGOV assisting in system configuration to meet these requirements.

GO-LIVE AND ONGOING SUPPORT

Proposer to describe what level of pre- and post-go-live support is available under the proposed fee structure. If varying levels of support are available, this section of the RFP response should clarify these potential support services and highlight the level of support that has been proposed. Proposer shall use Attachment C, Cost Worksheets, to clearly identify the varying fees based on the varying levels of support that are available.

NEOGOV will provide extensive support during all City testing phases, including parallel and user acceptance testing (UAT). Proposer resources will be available onsite during critical testing phases to ensure seamless communication and immediate resolution of any issues. We offer varying service levels for testing support to meet the specific needs of the City, ranging from standard remote assistance to premium onsite support. Our flexible support structure is designed to ensure that the City has the necessary resources and expertise available during each phase of testing.

i. What are the standard hours that support is offered, and through what means (telephone, web ticket submission, etc.)? Are afterhours and weekend support offered, and if so, is this part of the standard support offering or part of a different tier/offering?

Following Implementation, you will have a period of time that you will have elevated support through your assigned Implementation Consultant, after that you will use the standard support channels via phone, chat and email. You will also have a dedicated Account Manager and Customer Success Manager that can help with escalations and advocate for you when needed.

NEOGOV also offers support through the NEOGOV Community that is accessible 24/7. The NEOGOV Community houses user guides to assist with any issues. Users can also log bugs or work tickets to the Customer Success Team. The NEOGOV Community is also an online forum for customers to share knowledge or resources, as well as, ask and answer each other's questions.

ii. Describe the support that is offered to assist in potential situations where the City is unable to conduct certain mission-critical processes, such as processing payroll, due to emergency situations.

This function is out of scope of this RFP.

Is product support offered by Proposer, through the software developer/provider, or sub-contracted?

Product support is offered directly by NEOGOV, through the software developer/provider, without the use of subcontractors.

iii. Are there optional, "enhanced" support tiers or offerings above and beyond what has been proposed?

Yes, we offer additional support hours at a cost. $325 per hour with a minimum of 2hrs.

iv. How often are releases provided, how is advance notification provided to customers of upcoming releases, and what is the process to test each release? Would the City be able to test releases in a test environment prior to pushing updates to a live environment?

NEOGOV provides releases on a quarterly basis. Customers receive advance notification of upcoming releases via email and within the platform. The release notes include details about new features, improvements, and bug fixes. NEOGOV offers a test environment where customers can test each release prior to deployment in the live environment, ensuring that all updates are compatible with their existing setup and meet their requirements. This allows the City to verify and validate new updates before applying them to the production system.

v. Does the system have the ability to roll back updates should challenges or bugs be encountered?

Yes, NEOGOV's system includes the capability to roll back updates if challenges or bugs are encountered. This feature ensures that any issues arising from new updates can be swiftly addressed, minimizing disruption and maintaining system stability.

vi. Are there future costs associated with upgrade processes? For example, costs associated with purchasing licensing for upgrades, professional services costs associated with implementing upgrades, etc.? Proposer to describe the frequency of upgrades and any price ranges for anticipated upgrades.

No, upgrades and enhancements are all included within our standard annual maintenance increases.

vii. What is the role of the City in providing ongoing support and maintenance of the system proposed? How many FTE are typically required to support the system on the client-side, and what tasks are entailed?

The City will play a critical role in providing ongoing support and maintenance of the NEOGOV system. Typically, 1-2 full-time employees (FTE) are required to support the system on the client-side. These tasks include user administration, troubleshooting and resolving issues, coordinating with NEOGOV's support team, conducting regular system audits and updates, managing data integrity and backups, and providing training and support to end users within the organization.

III. STATUS REPORTING

Proposer to detail their approach to providing status reports throughout the course of the Project. This section should include an example of the recurring status report and identify the expected delivery mechanism that will be used to provide the report to the City.

To ensure that NEOGOV meets timelines and deliverables throughout the implementation process, NEOGOV uses the GuideCX program. GuideCX is a customer success platform designed to streamline and automate customer onboarding and ongoing support processes. It provides a centralized hub for managing customer interactions, tracking progress, and ensuring a seamless customer experience.

Key features of GuideCX include:

- **Customer Onboarding:** Automated onboarding workflows, personalized checklists, and document sharing.
- **Customer Success Management:** Tools for tracking customer health, analyzing usage data, and identifying potential issues.
- **Knowledge Base and Self-Service:** A centralized knowledge base for self-service support.
- **Collaboration:** Real-time collaboration tools for teams to work together efficiently.
- **Reporting and Analytics:** Detailed reporting and analytics.

Contingency timeframes are always incorporated into the project plan to allow for some project timeline fluctuation. Each of the major deliverables in the timeline incorporate roughly a 10% contingency estimate added to each activity. Based on the timeline and NEOGOV's history working with public sector and education agencies, we are confident that the project will be successfully completed on time and within budget.

Should the project fall behind schedule, the project managers will meet to identify the root cause of the delay. If the delay affects other project dependencies, both project managers will discuss the implication to the overall project timeline and make necessary modifications to the timeline. The project teams will also have an understanding that either, or both, parties will assign additional staff, as required, to ensure that the project deliverables and timeline are met according to the established timeline. Both parties should work to minimize any timeline slippage.

In addition, NEOGOV will use an approach to identify any potential project delays before they occur. The NEOGOV project manager is experienced in managing and driving implementation timelines and will communicate with the customer throughout the project during weekly project manager update sessions to identify possible issues with meeting the schedule. Both project managers will work to identify and implement timely solutions to the delays. In the event that the project timeline is modified, those changes will be reviewed with the project executive staff and the changes will be documented and signed off by both project managers.

We have found that a clear line of communication combined with structured communication tools are the keys to a successful project and implementation. NEOGOV recommends a weekly review of progress reports between both project managers to review accomplished activities, completed deliverables, upcoming deliverables, and review of issue reports. To help mitigate project risk and ensure our implementations are completed on-time and with- in budget, NEOGOV incorporates the following documentation and tools into our implementation process:

- Project implementation timeline

- Implementation activity checklist: This includes steps from contract signature through production implementation and knowledge transfer.

- Issue tracking log: This includes issue ID number, detailed issue, person raising issue, accountable resolution party, comments, and resolution status and progress

- CRM Issue Tracking Procedures: NEOGOV uses a web-based CRM package to monitor all implementation and ongoing client relations. All agencies are entered into the system, assigned a customer relations representative, and will have direct access to real-time status of their account issue resolution, requests and more.

RESOURCE HOURS

Proposer to provide a breakdown of the anticipated resource levels for the City Implementation Project Team and the Proposer Implementation Project Team based on typical project role. This section should include any comments related to phase-specific involvement, and other assumptions should be noted here.

To achieve an effective implementation for our agencies and a high level of project success, NEOGOV utilizes a dedicated professional services team and a proven project management approach. This approach has been refined since our first implementation and is designed to provide the most effective implementation while producing maximum user adoption and ongoing project success. As part of the implementation process, NEOGOV incorporates a staged implementation approach which is designed to effectively manage and streamline the process. For all implementations, NEOGOV offers a senior implementation expert to facilitate the implementation process.

Prior to the project kick off meeting, NEOGOV will deliver a set of documents to the customer project manager, including the implementation task checklist, project status tracking spreadsheets, and implementation plan and timeline. This documentation provides a checklist of each of the tasks, deliverables, responsibilities, and timeline associated with each of the deliverables. Prior to starting the project, NEOGOV and the customer will agree on the final project kick off agenda. The agenda is used to formalize the points of contact, establish project expectations, review deliverable due dates, review previous lessons learned, and establish upcoming tasks.

The NEOGOV implementation consultant will be responsible for overall project communications. It will be the responsibility of the customer's project manager to conduct similar activities involving organization resources, deliverables, activities, and tasks. NEOGOV recommends a weekly review of progress reports between both project managers to review accomplished activities, completed deliverables, upcoming deliverables, and issues.

At the kick off meeting, NEOGOV will present the customer with the project implementation timeline, deliverables, resources, and issue escalation policies and procedures. This meeting is used to clearly define the roles, responsibilities, deliverables, tasks, and tracking mechanisms which will be utilized throughout the entire project. In the event the project work plan needs to be modified, NEOGOV and the customer can identify, accommodate, and document each specific change and reason. Issue escalations will be handled according to urgency, scope, effort, and impact to timeline. Each instance will be documented, discussed, and agreed upon by both project teams. Finally, an issue tracking log is used to track issues and resolutions throughout the project.

Contingency timeframes are always incorporated into the project plan to allow for some project timeline fluctuation. Each of the major deliverables in the timeline incorporate roughly a 10% contingency estimate added to each activity. Based on the timeline and NEOGOV's history working with public sector and education agencies, we are confident that the project will be successfully completed on time and within budget.

Should the project fall behind schedule, the project managers will meet to identify the root cause of the delay. If the delay affects other project dependencies, both project managers will discuss the implication to the overall project timeline and make necessary modifications to the timeline. The project teams will also have an understanding that either, or both, parties will assign additional staff, as required, to ensure that the project deliverables and timeline are met according to the established timeline. Both parties should work to minimize any timeline slippage.

In addition, NEOGOV will use an approach to identify any potential project delays before they occur. The NEOGOV project manager is experienced in managing and driving implementation timelines and will communicate with the customer throughout the project during weekly project manager update sessions to identify possible issues with meeting the schedule. Both project managers will work to identify and implement timely solutions to the delays. In the event that the project timeline is modified, those changes will be reviewed with the project executive staff and the changes will be documented and signed off by both project managers.

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- CRM Issue Tracking Procedures: NEOGOV uses a web-based CRM package to monitor all implementation and ongoing client relations. All agencies are entered into the system, assigned a customer relations representative, and will have direct access to real-time status of their account issue resolution, requests and more.

From a high level, some of the key activities conducted by NEOGOV during installation and cut over include:

- Conduct project kick off session with project stakeholders

- Gather business rules, regulations, processes, workflow, and desired external system integrations

- Create a testing environment which is used during training

- Analyze and scope out available integration options and conversion strategies

- Design, configure, and test required NEOGOV integration points and data migration mapping scope and effort

- Perform any configuration customizations required during initial setup of the system

- Define and validate integration scope, business requirements, and timelines

- Conduct weekly implementation status meetings between the NEOGOV implementation specialist and the customer project manager (and required staff).

- Configure system capabilities and requirements

- Configure all required external-facing web sites

- Integrate your new production job opportunities, promotional opportunities, transfer opportunities, and class specifications web pages into your existing organization website

- Establish the Insight production environment

- Provide overall production planning and rollout support

- Create transition documentation

- Conduct transition activities at the end of the project

- Provide overall project support, where needed Please see the attached Implementation and Timeline Document for a more detailed explanation.

IV. IMPLEMENTATION PLAN

Proposer to provide their overall objectives and approach to the City's implementation. Discuss timing as being chronological, in parallel, etc., for all of the modules proposed.

Please refer to the implementation plan in the RFP.

Proposer shall submit a Sample Implementation Plan as an Exhibit to Tab 3.

Exhibit submitted

Yes

V. PROJECT MANAGEMENT PROCESS

Proposer to provide their overall approach for managing the City's Project, including the following areas:

Title

- Scope Management, Schedule Management, Risk Management, Quality Management, Communication Management, Organizational Change Management, System Interface Plan, Resource Management Plan.

NEOGOV approaches organizational change management for our solutions by employing a structured, collaborative strategy that emphasizes clear communication, stakeholder engagement, and comprehensive training. We start with a thorough assessment of the organization's current processes and culture to tailor our change management plan. Key stakeholders are involved early to ensure buy-in and address concerns. We develop a detailed communication plan to keep all users informed throughout the transition. Comprehensive training programs are provided to equip users with the necessary skills and knowledge. Additionally, we offer ongoing support and resources to address any issues that arise, ensuring a smooth and successful adoption of the new solution.

VI. ORGANIZATIONAL CHART

i. The City anticipates that any staff assigned to the Project will remain assigned to the Project, unless the City deems the services to not meet expectations at which point the Contractor and the City will work together to remedy such non-conforming services. Proposer to identify the approach to assignment and (as necessary) replacement/removal of vendor staff during the implementation process.

Assignment Approach

NEOGOV commits to assigning highly skilled and experienced staff to the City of Superior's HRIS project to ensure its successful implementation. Our approach to assignment includes:

1. Initial Assignment:
  - Selection Process: We carefully select team members based on their expertise, experience, and compatibility with the project requirements.
  - Introduction and Integration: Introduce the assigned team members to the City's project team during the project kickoff meeting. Ensure they understand the project scope, objectives, and their specific roles.

2. Consistent Team Membership:
  - Stability: Ensure that the assigned staff remains consistent throughout the project to maintain continuity and build a strong working relationship with the City's team.

- Communication: Regularly communicate with the City's project manager to ensure satisfaction with the performance of the assigned staff.

Replacement/Removal Approach

In the event that any assigned staff member does not meet the City's expectations, NEOGOV has a structured process in place to address and remedy such situations:

1. Performance Evaluation:
   - Regular Reviews: Conduct regular performance reviews of the assigned staff to ensure they are meeting project objectives and the City's expectations.
   - Feedback Mechanism: Establish a feedback mechanism where the City can report any concerns regarding the performance of the vendor staff.

2. Issue Resolution:
   - Immediate Action: If any concerns are raised, NEOGOV will take immediate action to address the issues. This includes discussing the concerns with the staff member and providing additional training or support if needed.
   - Collaborative Approach: Work collaboratively with the City's project manager to understand the issues and develop a plan to remedy the non-conforming services.

3. Replacement Process:
   - Identification of Replacement: If it is determined that a staff replacement is necessary, NEOGOV will promptly identify a suitable replacement with equal or higher qualifications and experience.
   - Transition Plan: Develop a detailed transition plan to ensure a smooth handover of responsibilities to the new team member. This includes knowledge transfer sessions and overlap periods to minimize any disruption to the project.
   - Introduction and Integration: Introduce the new team member to the City's project team and ensure they are fully integrated into the project as quickly as possible.

4. Monitoring and Follow-Up:
   - Continuous Monitoring: Continuously monitor the performance of the new team member to ensure they are meeting the project requirements and the City's expectations.
   - Regular Updates: Provide regular updates to the City's project manager on the progress of the new team member and any additional support provided.

NEOGOV is committed to maintaining a high standard of service throughout the project and will take all necessary steps to ensure the success of the City of Superior's HRIS project.
Proposer to submit as an Exhibit to Tab 3, an Organizational Chart including subcontractors and reporting structure of the entire team.

Exhibit submitted   Yes

VII. PROJECT TEAM RESUMES (PROPOSER)

i. As an Exhibit to Tab 3, resumes shall be provided for the implementation team, as well as additional personnel involved in the proposed project governance structure, including any partners/subcontractors. Resumes shall be specific to the actual personnel to be assigned to this Project for all primary roles (e.g., Project Manager, Conversion Lead). Resumes to include listing of past software implementation projects and certifications held for each team member.

Exhibit submitted Yes

ii. Summary of Project Team: Proposer shall complete the table on the following page listing a summary of the Project Team Members including any partners/subcontractors.

Table 3-01: Proposer Project Team Members

Proposer Project Team Members						
Title	Role on Proposed Project Team (e.g., PM)	Years of Relevant Experience	Years with firm	Number of implementations completed within past five years	Identify Scope of Services/Tasks this individual will be working on for the City	certi

IX. PROPOSED TRAINING APPROACH/STRATEGY

i. Proposer to describe the proposed approach to training users of the system, including the frequency of training, timing in the overall sequence of the implementation, as well as training resources/materials that will be provided to trainees.

Training is one of the most critical components of any new software rollout and the NEOGOV implementation includes training for your project team. During the initial implementation NEOGOV will provide online training for 'core' staffing personnel users – this is a train-the-trainer approach. If your organization would like to have NEOGOV train users outside of the train-the-trainer community such as technicians and HR support staff, we can certainly add those sessions and address that user community, as well. Most organizations opt for NEOGOV to provide comprehensive trainings for the core HR community (and in some cases organization training staff) so that they can then train the rest of the community on organization-specific practices. Utilizing a train-the-trainer approach leads to a lower price of training and delivers an equivalent result. NEOGOV will discuss the training curriculum and approach with the implementation team prior to scheduling and conducting training so that we can design and deliver training that will make the most impact for the end user community.

NEOGOV also offers the NEOGOV Community that is designed to help ensure your organization's success goes well beyond the initial go live date. The NEOGOV Community includes access to quarterly conference calls, online video tutorials, user groups and more.

NEOGOV is offered on an annual subscription basis. In addition to standard functionality, the Licenses includes unlimited access to online training, user forums and technical support.

There is no required onsite training for this project. All proposed training classes and materials (including videos, tutorials, documentation, etc.) are already available and can be accessed by customers online through the NEOGOV community.

ii. Proposer to provide their approach to the training plan and what makes their training plan successful and effective for system implementations. Include your approach to when and why you choose to use on-site training versus a webinar or a train-the-trainer format.

NEOGOV will provide detailed plans and timelines for onboarding, implementation, and training for the NEOGOV system. These plans will be presented during the project kickoff meeting and refined throughout the process.

1. Onboarding & Kickoff Plan:

- **Timeline:** Within the first week of contract award.
- **Activities:**
  - Project Kickoff Meeting: Introduction of the Project Manager, review of roles, responsibilities, and project expectations.
  - Data Consultation: Initial discussion on data needs, structure, and compatibility, including potential data migration.
  - Establishment of communication protocols and project management tools.

2. Implementation Plan:

- **Timeline:** Estimated 8-15 weeks, with a detailed schedule provided within two weeks of kickoff.
- **Phases:**
  - Discovery Phase (Weeks 1-2): Stakeholder sessions to define system requirements.
  - Scope Definition (Week 3): Finalization of project scope, configuration plans, and key milestones.
  - System Configuration (Weeks 4-8): Implementation consultants configure the system.
  - Testing & Parallel Runs (Weeks 8-10): Validation of system functionality and data accuracy.
  - Final Data Import (Week 11): Population of the system with employee data.
  - Pre-Launch Review (Week 12-14): Final system checks and validations.
  - Go-Live (week 15): System launch.
- **Deliverables:** Detailed project schedule, configuration documents, test plans, and data migration plan.

3. Training Plan:

- **Timeline:** Training will occur in parallel with implementation and continue post-launch. Specific training dates will be scheduled and communicated at least two weeks in advance.
- **Components:** Training for the system is conducted primarily through an online, train-the-trainer approach during the initial rollout. This method involves providing comprehensive online

training for your core staffing personnel, equipping them with the necessary skills and knowledge to effectively train and support other users within your organization. Following the initial setup, additional training resources are available on-demand. This includes a wide array of self-paced courses, robust user and product documentation, videos, guides, and walkthroughs, all accessible anytime to enhance learning and user competence. Furthermore, you will have access to a dynamic User Support Community, which allows you to engage with and learn from other users about their tips, tricks, and best practices. This approach ensures that training is flexible, accessible, and tailored to meet the specific needs and timelines of your organization.

iii. Proposer to detail the knowledge transfer strategy proposed to prepare the City staff to maintain the system after it is placed into production.

NEOGOV's knowledge transfer strategy to prepare City staff for maintaining the system after it is placed into production involves a comprehensive approach. This includes:

1. Initial Training: Conducting in-depth training sessions for key City personnel during the implementation phase. These sessions cover system configuration, administration, and daily operations.
2. Documentation: Providing detailed user manuals, administrative guides, and step-by-step instructions tailored to the City's specific configuration and workflows.
3. Train-the-Trainer: Implementing a "train-the-trainer" approach, where a select group of City staff receive advanced training. These individuals will then be equipped to train other staff members.
4. Hands-on Experience: Allowing City staff to work alongside NEOGOV consultants during the implementation process to gain practical, hands-on experience with the system.
5. Post-Go-Live Support: Offering continued support through a dedicated support team and help desk to address any issues or questions that arise after the system goes live.
6. Ongoing Learning: Providing access to online training resources, webinars, and periodic refresher courses to ensure City staff remain proficient in using and maintaining the system.
7. Regular Updates: Keeping City staff informed about new features and updates through regular communications and update training sessions to ensure they are prepared to leverage the latest system capabilities effectively.

Proposer to detail the approach to conducting training using webinar (e.g., GoToMeeting, Zoom, Teams, Skype), including how Proposer staff will monitor staff comprehension and, if applicable, provide assistance to trainees on navigation through the system.

NEOGOV’s approach to conducting training via webinars (e.g., GoToMeeting, Zoom, Teams, Skype) ensures effective learning and staff comprehension. Training sessions are scheduled at convenient times, with interactive, step-by-step instructions and real-time Q&A to monitor understanding. Trainers provide one-on-one assistance during and after sessions, and all training is recorded for future reference. Supplementary materials like user guides and quick reference cards are provided, and follow-up sessions address additional questions. Feedback from trainees helps continuously improve the training program, ensuring City staff are well-prepared to use the NEOGOV system effectively.

iv. Proposer to identify the requested analysis/training room environment requirements and any other requirements related to the training facility/room/equipment. Requirements may include any presentation equipment, whiteboards, seating style, number of computers, printers, and other amenities needed to support on-site implementation activities.

NEOGOV requests the following environment and equipment for effective analysis/training sessions: a training room with a projector and screen for presentations, a whiteboard for demonstrations, and flexible seating arrangements to accommodate up to 20 participants. The room should be equipped with high-speed internet, sufficient power outlets, and 20 computers with internet access and the NEOGOV software pre-installed. Additionally, a printer for handouts and materials, as well as technical support on standby, are recommended to ensure smooth on-site implementation activities.

X. TRAINING PLAN AND RESOURCE HOURS

Proposer to provide a detailed training plan and resource hours allocated for the City's project, including description of the type of delivery mechanisms (e.g., in-person/live training, recorded videos, scenario-based) that would be used to support the delivery of the training.

NEOGOV proposes a comprehensive training plan for the City's project. The training will be delivered through a combination of in-person/live training sessions, recorded videos, and scenario-based exercises to ensure a thorough understanding of the system. In-person sessions will cover core functionalities and allow for real-time interaction and Q&A. Recorded videos will provide flexible, on-demand learning opportunities. Scenario-based training will simulate real-life situations to reinforce practical application and problem-solving skills. This multi-faceted approach ensures that all users, regardless of their learning preferences, receive effective and thorough training.

Proposer to submit as an Exhibit a Sample Training Plan and insert in Tab 3.

Exhibit submitted Yes

Yes

XI. TRAINING COORDINATION

Proposer to detail the roles and responsibilities for the training effort.

XII. SYSTEM DOCUMENTATION

Proposer to provide a detailed description of system documentation and resources that will be included as part of the implementation including, but not limited to, detailed system user manuals, “Quick Reference” guides, etc. as available. Proposer to itemize optional items on Attachment C.

NEOGOV will provide comprehensive system documentation and resources as part of the implementation process. This includes detailed system user manuals that cover all aspects of the software’s functionality, “Quick Reference” guides for easy access to common tasks, and in-depth training materials. Additionally, we will provide access to an online knowledge base, which includes FAQs, troubleshooting tips, and instructional videos. Any optional documentation or resources beyond the standard offerings will be itemized in Attachment C1, ensuring transparency and clarity regarding available support materials.

XIII. APPROACH TO TESTING AND QUALITY ASSURANCE

Describe your standard approach to testing and quality assurance.

NEOGOV employs a thorough security QA testing process across various stages of application development. Key elements include:

- **Vulnerability Tests:** We perform tests on all ports for external applications and devices to identify security vulnerabilities.
- **Security Assessments:** These include static code analysis of compiled binaries, dynamic analysis of web applications, manual penetration tests, automatic perimeter and internal scans, and detailed source code reviews.
- **Update Management:** We apply all relevant security updates to protect against known vulnerabilities promptly.
- **Security Breach Protocols:** Our procedures for detecting and addressing security breaches are supported by automated antivirus and intrusion systems, complemented by manual security procedures that reinforce our overall security policy.
- **Stress Testing:** Conducted at three key stages of the code lifecycle—by developers, QA staff, and IT operations—using progressively larger sets of data to ensure robustness.
- **Quality Standards:** Each phase of testing must meet or exceed set standards; otherwise, the code is retested until it passes.

XIV. SAMPLE PLAN

Submit a Sample Testing and Quality Assurance Plan that would be very similar to the plan utilized for the City’s Project. Proposer to submit as an Exhibit a Sample Plan in Tab 3.

Exhibit submitted No

XV. PLAN DETAILS

Awarded Proposer will be responsible to provide a Testing and Quality Assurance Plan that describes all phases of testing that may be used: unit, system, interface, integration, regression, parallel, and user acceptance testing (UAT). It is the City's expectation that the Testing and Quality Assurance Plan govern all phases of the Project and that the Proposer will also provide assistance during each testing phase involving the City users. The Awarded Proposer will develop the initial UAT plan, provide templates and guidance for developing test scripts, and will provide onsite support during UAT. The Awarded Proposer will also provide a plan for stress testing the system, which will occur during or after UAT. Proposer to confirm their proposal includes providing the services identified in this Section (Item XV Plan Details) and provide any additional services that are also provided as part of your Testing and Quality Assurance Plan not listed.

XVI. LEVELS OF SUPPORT

What levels of support will be provided by the Proposer during the City testing phases (e.g., parallel and UAT)? Will Proposer resources be onsite during certain testing phases? Are varying service levels offered for testing support?

During the City's testing phases, including parallel and user acceptance testing (UAT), NEOGOV will provide full support to ensure the City has the guidance and resources necessary to validate system functionality effectively.

Dedicated implementation consultants will be available throughout testing phases to provide real-time assistance with test case development, system configuration adjustments, and issue resolution. These consultants serve as the first point of contact for troubleshooting and for ensuring that the City's testing feedback is appropriately captured and addressed.

NEOGOV's standard support model for testing includes:

- **Test planning and documentation** support (test scripts, scenarios, and expected outcomes).
- **Daily stand-ups or check-ins** during active UAT and parallel testing periods.
- **Issue tracking** and prioritization through our project management platform.
- **Hands-on guidance** for retesting resolved items.

NEOGOV does not typically provide onsite resources during testing unless mutually agreed upon during project planning. However, we maintain a flexible approach and can arrange for onsite support based on the City's needs and the complexity of the testing effort.

Service levels do not vary by tier for testing support—NEOGOV offers consistent, high-touch support throughout implementation. However, enhanced support options can be discussed during contract negotiations if the City has specific expectations for elevated SLAs or on-site presence.

XVII. PARALLEL TESTING

Describe the proposed approach to payroll parallel testing, including the number of anticipated parallel tests which would be performed for payroll processes.

NEOGOV's approach to payroll parallel testing is designed to ensure data accuracy, proper configuration, and seamless payroll processing prior to go-live. Our standard implementation methodology includes performing a minimum of two full payroll parallel tests to validate the system's readiness.

The proposed approach includes the following steps:

Test Planning & Preparation

NEOGOV collaborates with City staff to define the test population (e.g., salaried, hourly, union, seasonal employees), identify payroll cycles for comparison, and map legacy data to the NEOGOV system.

First Parallel Test

The first test will compare payroll results generated in NEOGOV with a previously completed production payroll from the City's legacy system. We will validate key outputs such as gross pay, deductions, taxes, and net pay across all employee groups.

Issue Resolution & Configuration Updates

NEOGOV consultants will analyze variances, adjust configuration settings as needed, and work closely with the City to retest resolved issues.

Second Parallel Test

The second test ensures that prior issues have been fully addressed and the system produces consistent and accurate payroll results. This test serves as a confirmation phase before final approval.

Additional rounds of testing may be added based on complexity or if the City deems it necessary to increase confidence prior to go-live. NEOGOV also supports parallel testing of fringe benefits, leave accruals, and wage allocations to ensure full end-to-end validation of payroll-related processes.

Throughout parallel testing, NEOGOV provides detailed test scripts, variance tracking tools, and direct access to implementation consultants to ensure a smooth and thorough validation process.

Tab 4 – Project Schedule

I. PROJECT SCHEDULE

i. Proposer shall submit a proposed Project Schedule with the major milestones, activities, and timing of deliverables for the Scope of Work described in the RFP. In addition, the response should reflect Project predecessors, successors, and dependencies.

- The City requests that the sample Project Schedule be in a Gantt chart format.

Please refer to Gantt chart included in our response.

- The City would expect implementation to begin in October 2025.

- Proposer to submit as an Exhibit, a sample Project Schedule and insert in Tab 4

Exhibit submitted Yes

II. PROJECT DELIVERABLES, MILESTONES, AND PAYMENT APPLICATIONS

i. Proposer to include a list of deliverables and milestones of the Project and should describe exactly how and what will be provided to meet the needs of the City.

To achieve an effective implementation for our agencies and a high level of project success, NEOGOV utilizes a dedicated professional services team and a proven project management approach. This approach has been refined since our first implementation and is designed to provide the most effective implementation while producing maximum user adoption and ongoing project success. As part of the implementation process, NEOGOV incorporates a staged implementation approach which is designed to effectively manage and streamline the process. For all implementations, NEOGOV offers a senior implementation expert to facilitate the implementation process.

Prior to the project kick off meeting, NEOGOV will deliver a set of documents to the customer project manager, including the implementation task checklist, project status tracking spreadsheets, and implementation plan and timeline. This documentation provides a checklist of each of the tasks, deliverables, responsibilities, and timeline associated with each of the deliverables. Prior to starting the project, NEOGOV and the customer will agree on the final project kick off agenda. The agenda is used to formalize the points of contact, establish project expectations, review deliverable due dates, review previous lessons learned, and establish upcoming tasks.

The NEOGOV implementation consultant will be responsible for overall project communications. It will be the responsibility of the customer's project manager to conduct similar activities involving organization resources, deliverables, activities, and tasks. NEOGOV recommends a weekly review of progress reports between both project managers to review accomplished activities, completed deliverables, upcoming deliverables, and issues.

At the kick off meeting, NEOGOV will present the customer with the project implementation timeline, deliverables, resources, and issue escalation policies and procedures. This meeting is used to clearly define the roles, responsibilities, deliverables, tasks, and tracking mechanisms which will be utilized throughout the entire project. In the event the project work plan needs to be modified, NEOGOV and the customer can identify, accommodate, and document each specific change and reason. Issue escalations will be handled according to urgency, scope, effort, and impact to timeline. Each instance will be documented, discussed, and agreed upon by both project teams. Finally, an issue tracking log is used to track issues and resolutions throughout the project.

Contingency timeframes are always incorporated into the project plan to allow for some project timeline fluctuation. Each of the major deliverables in the timeline incorporate roughly a 10% contingency estimate added to each activity. Based on the timeline and NEOGOV's history working with public sector and education agencies, we are confident that the project will be successfully completed on time and within budget.

Should the project fall behind schedule, the project managers will meet to identify the root cause of the delay. If the delay affects other project dependencies, both project managers will discuss the implication to the overall project timeline and make necessary modifications to the timeline. The project teams will also have an understanding that either, or both, parties will assign additional staff, as required, to ensure that the project deliverables and timeline are met according to the established timeline. Both parties should work to minimize any timeline slippage.

In addition, NEOGOV will use an approach to identify any potential project delays before they occur. The NEOGOV project manager is experienced in managing and driving implementation timelines and will communicate with the customer throughout the project during weekly project manager update sessions to identify possible issues with meeting the schedule. Both project managers will work to identify and implement timely solutions to the delays. In the event that the project timeline is modified, those changes will be reviewed with the project executive staff and the changes will be documented and signed off by both project managers.

We have found that a clear line of communication combined with structured communication tools are the keys to a successful project and implementation. NEOGOV recommends a weekly review of progress reports between both project managers to review accomplished activities, completed deliverables, upcoming deliverables, and review of issue reports. To help mitigate project risk and ensure our implementations are completed on-time and with- in budget, NEOGOV incorporates the following documentation and tools into our implementation process:

- Project implementation timeline
- Implementation activity checklist: This includes steps from contract signature through production implementation and knowledge transfer.
- Issue tracking log: This includes issue ID number, detailed issue, person raising issue, accountable resolution party, comments, and resolution status and progress
- CRM Issue Tracking Procedures: NEOGOV uses a web-based CRM package to monitor all implementation and ongoing client relations. All agencies are entered into the system, assigned a customer relations representative, and will have direct access to real-time status of their account issue resolution, requests and more.

From a high level, some of the key activities conducted by NEOGOV during installation and cut over include:

- Conduct project kick off session with project stakeholders
- Gather business rules, regulations, processes, workflow, and desired external system integrations
- Create a testing environment which is used during training
- Analyze and scope out available integration options and conversion strategies
- Design, configure, and test required NEOGOV integration points and data migration mapping scope and effort
- Perform any configuration customizations required during initial setup of the system
- Define and validate integration scope, business requirements, and timelines
- Conduct weekly implementation status meetings between the NEOGOV implementation specialist and the customer project manager (and required staff).
- Configure system capabilities and requirements
- Configure all required external-facing web sites
- Integrate your new production job opportunities, promotional opportunities, transfer opportunities, and class specifications web pages into your existing organization website
- Establish the Insight production environment
- Provide overall production planning and rollout support
- Create transition documentation
- Conduct transition activities at the end of the project
- Provide overall project support, where needed Please see the attached Implementation and Timeline Document for a more detailed explanation.

ii. Proposer to submit their payment schedule, tied to the listed deliverables and milestones for review by the City. This schedule shall be consistent with the terms provided in Cost Narrative below and should not include the dollar amounts for payments, but rather the events that would trigger payments.

Exhibit submitted Yes No

Please refer to Price Narrative included in the RFP response.

III. PROJECT SCHEDULE QUESTIONS

Table 4-01: Project Schedule Questions

1. Based on current obligations, what is the earliest you can begin implementation after contract signing?	
2. What activities would the Proposer expect to occur within the first 60 days of contract signing?	Contract Finalization & Administrative Setup (Days 1–10) • Contract Review and Confirmation – Conduct an internal review of all finalized contract terms, performance metrics, and service levels. – Establish internal teams and points of contact for project oversight. • Documentation and Access – Obtain or set up necessary credentials, secure file sharing portals, and communication channels. – Confirm instructions for any required background checks, non-disclosure agreements, and compliance requirements. • Resource Assignment and Work Planning – Assign key personnel to the project, including project managers, technical leads, and support staff. – Review workload, project scope, and timeline to ensure availability of staff and resources. 2. Project Kickoff & Stakeholder Alignment (Days 10–20) • Kickoff Meeting – Host a formal kickoff meeting with the Client's designated project team and stakeholders. – Clarify roles, responsibilities, and escalation paths; confirm project governance structures. • Project Scope Review – Confirm all objectives, success criteria, deliverables, and acceptance criteria. – Gain documented agreement on the project timeline and milestones. • Communication & Reporting Protocol – Align on a communication plan, including meeting schedules, reporting frequency, and communication channels.

	– Document and share any templates (e.g., status reports, risk logs) for ongoing project tracking. 3. Detailed Planning & Baseline Establishment (Days 20–30) • Detailed Work Plan Development – Break down the project into executable tasks, sub-tasks, and allocate timelines. – Identify dependencies between tasks and any constraints or assumptions. • Risk Assessment and Mitigation Strategy – Conduct a preliminary risk assessment, focusing on potential project delays, resource constraints, or technical challenges. – Propose and document strategies for mitigating identified high-impact risks. • Quality Assurance Plan – Define quality control measures, checkpoints, and review processes. – Establish metrics and KPIs for measuring progress and ensuring service levels are met. 4. Initial Implementation & Technical Configuration (Days 30–45) • System Setup and Configuration – Begin provisioning hardware, software, or cloud environments required for project execution. – Integrate initial systems or platforms in alignment with project requirements. • Data Collection & Analysis (If Applicable) – Initiate data gathering from relevant sources. – Complete preliminary data validation, cleansing, and feasibility checks. • Pilot or Proof-of-Concept Activities – Where applicable, run a small-scale pilot to validate assumptions or test core functionalities. – Use feedback from pilot results to refine approach, adjust processes, and validate resource needs. 5. Orientation, Training & Knowledge Transfer (Days 45–60) • Staff Training & Onboarding – Conduct training sessions or workshops for Client and end-user teams on any newly implemented systems or processes.

	– Provide user manuals, quick reference guides, or additional training resources. • Refined Documentation & Internal Sign-Off – Finalize and distribute all standard operating procedures (SOPs), updated process flows, and user guidelines. – Secure internal approvals and sign-offs for any necessary next steps or budget requests. • Performance and Progress Review – Hold progress review sessions with the Client and stakeholders to discuss achievements, outstanding deliverables, and adjustments needed in the next project phase. – Realign project milestones (if necessary) based on initial findings and feedback. 6. Next-Phase Planning & Handoff (By Day 60) • Transition to Steady State or Next Project Milestone – Confirm whether the project transitions directly to the next phase or shifts into a maintenance/support phase. – Update the project plan to reflect lessons learned and newly identified requirements. • Executive Reporting & Sign-Off – Present a comprehensive progress report to executive sponsors or the oversight committee. – Obtain sign-off on deliverables completed within the first 60 days and verify that the project is on track. • Lessons Learned and Continuous Improvement – Document lessons learned throughout the initial phase. – Refine processes, training material, and resource allocation as part of continuous improvement efforts.
3. How long does the typical implementation of the product being proposed take for an organization of similar size to the City?	Implementation for CoreHR is on average 6 weeks, TMS components are on average 8-10 weeks, but due to the full suite scope of the project this will be dependent on how many components you implement at a time. Please refer to the attached Proposed Implementation and Deliverables document for details.
4. What special considerations are there related to the timing of go-live activities? Does it vary based on functionality (e.g., benefits go-live being aligned with open enrollment, payroll with calendar year or quarter)?	Identifying Key Functional Milestones • Benefits & Open Enrollment – For any benefits functionality, aligning go-live with open enrollment periods is often critical. This ensures real-time access for employees to make benefit elections or changes without relying on legacy systems. – If open enrollment must coincide with a certain fiscal or

	calendar window, the project plan should include buffer time for testing, training, and communication to employees. • Payroll Cycles & Fiscal Calendars – Payroll go-lives often align with quarter- or year-end periods to simplify payroll tax reporting and ensure appropriate year-to-date balances. – Tying implementation to a new quarter or fiscal year can minimize the complexity of mid-cycle data conversions, reduce employee paycheck disruption, and facilitate cleaner financial reporting. • Parallel Testing & Phased Rollouts – For high-impact modules like payroll and benefits, a phased rollout or parallel testing approach can help validate calculations (e.g., payroll deductions, benefits eligibility) in a controlled environment, reducing risk before full go-live. 2. Seasonal & Organizational Constraints • Seasonal Workforce & High-Volume Processing – If your organization has seasonal employment peaks (e.g., summer hires, holiday staffing), plan go-live to avoid those high-volume periods, ensuring the system performs reliably on launch day. – Schedule key tasks, such as data migration or system cutover, during lower transaction periods to limit disruptions and support a smooth transition. • Corporate Calendar & Industry Events – Aligning with fiscal year starts or other corporate initiative timelines (e.g., organization-wide performance review cycles, mergers, or acquisitions) can help maximize executive attention and resource availability. – Industry events (e.g., major conventions or product launches) may also influence staffing and stakeholder availability, potentially necessitating a go-live either well before or after such busy intervals. 3. Data Migration & Validation Timelines • Coordinating Data Refreshes – For modules like payroll and benefits, data accuracy is paramount. The timing of data extraction from legacy systems should be carefully managed to ensure up-to-date information during cutover. – It may be advantageous to schedule final data refreshes immediately before go-live to capture the most accurate position, salary, and benefits data.

	• Parallel Runs & Reconciliation – A best practice for payroll, in particular, is to complete at least one to two pay cycles in a test or parallel environment. This requires dedicated time to reconcile results before finalizing the go-live date. – For benefits, it's often useful to run a pilot group or test enrollment cycle to confirm that eligibility rules, plan selections, and coverage options perform as expected. 4. Training & Communication Requirements • End-User Training Scheduling – Conduct solution training (e.g., for HR, payroll administrators, benefits administrators) well in advance of the scheduled go-live window to avoid last-minute complications. – For features that align with a specific seasonal milestone, ensure employees have clear instructions and training materials for benefits enrollment or payroll inquiries. • Employee Awareness Campaigns – Communicate go-live timelines and changes in processes so employees can prepare—for example, adjusting how they view or modify benefits or understanding new pay slip formats. – Provide support resources (help desks, FAQs, job aids) especially during critical phases like open enrollment. 5. Managing Risk & Contingencies • Go-Live Freeze Periods – Once you enter final testing and cutover, establish a freeze period in which no new changes or enhancements are introduced, helping stabilize the environment for a predictable launch. – Establish a contingency window to revert to legacy processes if unforeseen errors arise, or maintain an extended parallel run for extra assurance. • Continuous Feedback & Monitoring – Leverage real-time monitoring and feedback loops, especially during high-stakes windows. Quickly address system or data issues to minimize employee impact. – Consider "soft" launches or pilot groups in safer windows (e.g., a non-critical pay cycle) before scaling to the entire organization. 6. Conclusion & Best-Practice Recommendations

	• Tailored Timelines for Each Functional Area – Because different functional modules (benefits, payroll, time and attendance, etc.) have unique dependencies and user bases, each go-live may have its own ideal rollout window. – Coordinating with the Client's operational calendars and regulatory deadlines ensures on-time and effective implementations. • Stakeholder Collaboration – Early co-planning with stakeholders from HR, Payroll, Finance, and IT helps shape realistic timelines and prevents missed opportunities (e.g., using open enrollment or the fiscal year boundary as natural checkpoints). – Frequent communication and a structured governance model enable all parties to adjust and confirm timing considerations for each functional go-live segment. By integrating these special timing considerations into the overall project plan, the Proposer can mitigate risk, align better with organizational rhythms, and ensure each functional go-live is executed with minimal disruption and maximum user adoption.

IV. PROJECTED GO-LIVE DATES

The City anticipates that implementation activities would begin in October 2025. The City would like to target January 2027 as a potential go-live date for financial modules, July 2027 as a go-live date for human resources and payroll modules. The City follows a January 1 – December 31 fiscal year.

We can Comply with this.

Proposers are encouraged propose phasing and timelines that best align with the Proposers implementation approach.

We understand the City's target implementation timeline, with activities beginning in October 2025 . We are able to meet this time frame, but to ensure we meet these timelines, the actual schedule will depend on when the contract is finalized. Once the contract is signed, we will work closely with the City's project team to develop a detailed implementation plan that aligns with your fiscal year and meets your project goals. Our approach is flexible and designed to accommodate the City's needs and readiness, ensuring a smooth and successful implementation.

Proposed HRIS Implementation

To achieve project success and to ensure both effective and timely implementation of your system, NEOGOV utilizes a dedicated professional services team and a tested and proven implementation approach. This approach is designed to provide the most efficient and effective implementation while producing maximum user adoption and ongoing project success.

As part of the implementation process, NEOGOV utilizes a pod implementation approach that effectively manages and streamlines the implementation. For all implementations, NEOGOV is proud to offer implementation experts who will be specifically tasked with working on your project for the duration of your system implementation experience.

HRIS Full Suite Team (3-4 Modules)

- Project Manager
- CoreHR Implementation Consultant
- Benefits Implementation Consultant
- Time & Attendance Implementation Consultant
- Payroll Implementation Consultant
- Data/EDI Specialist

Adhoc Team (1-2 Modules)

- Project Manager
- Implementation Consultant(s)
- Data/EDI Specialist

Kickoff

During the project kickoff you will meet your assigned Project Manager to review roles, responsibilities, and expectations of the project partnership. Your Project Manager will begin to gather some initial information about your organizational priorities, needs and expected outcomes.

Data Consultation/ Education

Prior to beginning your implementation it's important to understand the data needs of the HRIS system and the implementation in general. To ensure that you are prepared to make decisions around your data and data gathering a data consultation will take place. During this consultation we will review the organizational model requirements of HRIS and how these data attributes drive in cross-functional modules. If you are already active with a NEOGOV product, we will assess this data to advise on any possible adjustments needed to make your data compatible with HRIS. Key decision makers and internal data representatives should be present for this discussion. At the conclusion of this discussion your internal teams may begin to work through data extraction from legacy systems.

Discovery

The Discovery phase of the project is the most critical phase of the project as it is during this phase that your system requirements are defined. It is important that key stakeholders from your organization are present to ensure that clear and accurate details are captured.

Examples of key stakeholders who should be involved are Human Resources, Payroll, Finance, Benefits Admin and IT. Discovery sessions will take place 2x weekly until all aspects of the purchased products have been thoroughly vetted.

Data

At the conclusion of the Discovery phase, you will move into the Data phase of the project. During this phase your assigned Data Specialist will begin to work with your organization to collect the initial seed data needed to support your implementation. It is important that clean accurate data is provided as the data sent to your system sets the stage for the subsequent configuration. Active implementation cannot begin until the seed data has been loaded and validated by your organization.

Scope

Now that requirements and data gathering have been completed, your implementation team can define the project scope and finalize the project timeline. Your project scope will outline the configuration plan for each product and the expected timeline to complete the configuration, testing and launch of the system. Upon sign off of the Scope and Timeline you will move into Active Implementation.

Active Implementation

Your implementation team will now be focused on executing your system requirements. Active Implementation is all about system configuration, IC level testing and admin training. During this stage of the implementation, you will continue to meet with your team weekly for status updates, set up review and training to prepare for Testing/Parallels.

Additionally, the remaining required data needed to send the system must be delivered for importing. It is important to note that it is not uncommon that during this phase of the project additional clarification and/or details may be requested.

Testing/ Parallels

We have now reached the exciting step of seeing our work come together. It's time for your organization to begin to test the configuration and functionality of the purchased products. During this phase of the project, we will complete parallels against legacy system to ensure that all aspects of the system are calculating and operating as expected. This phase of the project is an extremely hands-on phase for your organization. Key stakeholders for your Human Resources, Payroll, Finance, Benefits and IT should be included in the testing and parallels process. It is at the conclusion of this stage that a Go - No Go Decision is made.

Pre-Launch

If we have made it to Pre-Launch, we have cleared our success criteria and we are ready to deploy your system build to your production environment. It is at this point that you will most likely need to generate and provide refreshed employee-related data files to seed your production system with the most up to date data from your legacy systems. Rapid turnaround of this data will reduce gaps in your data and delays in your launch. Black out for data process will begin and all changes to TMS and/or HRIS will be held for post black out processing. Any final setup refinements may be completed.

Launch

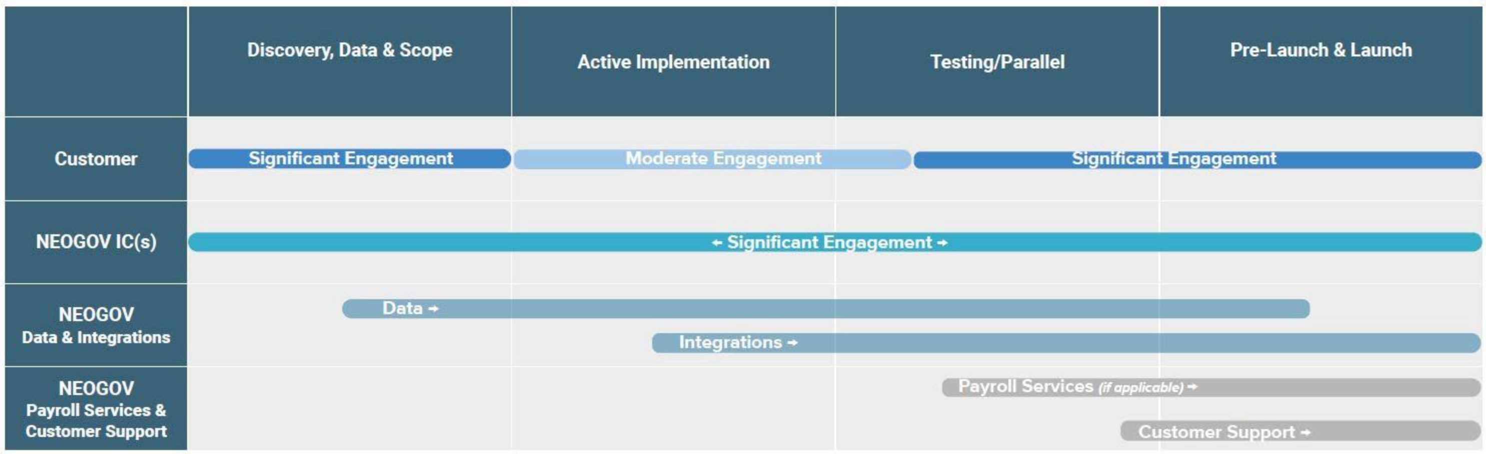
We are now positioned for LAUNCH! Your build will be deployed to your production environment and your refreshed data files will be loaded to your production environment. Your implementation team will complete some final production level setup tasks, production level testing and HRIS/TMS integration. Once complete you will process your held changes, and your internal rollout process may begin. Shortly after launch you will start using NEOGOV to capture Time activity and process your 1st payroll. You will remain w/your implementation team for appx. 30-days post Go Live.

Customer Support

After your implementation has been completed and you have successfully processed appx 2-3 active payrolls you will now be ready to transition to NEOGOV Customer Support. NEOGOV Support will become your day-to-day contact and aid as needed.

Project Commitment

Implementation of any software is a significant and sensitive commitment for all parties. It's important to ensure that all key stakeholders and subject matter experts can be fully invested during the project. Avoiding competing initiatives, significant absences of key resources and timely delivery of information and decisions will ensure project milestones are met and overall project timeline integrity is maintained. NEOGOV provides you with a dedicated team during your assigned project period and significant delays to the project can affect the availability of these resources outside the planned project period. As illustrated below, NEOGOV resources remain fully dedicated to the project during the project period. Customer engagement during the project period, while constant, is significantly higher during the beginning and end phase



Who We Will Bring

Account Executive (AE)

- Ensure alignment with contractual agreements
- Future product and integration contracts
- Ensure overall satisfaction it is met in your product purchase.

Project Manager

- Manage project scope, risks, and timelines
- Schedule and leads project meetings
- Serve as the primary contact throughout implementation

Implementation Consultant(s)

- Data Specialist & Product Subject Matter Expert for each purchased product
- Support working sessions, validates configuration and supports training throughout implementation
- Provide guidance on HRIS product implementation & best practices for implementing products
- Serve as the secondary contact throughout implementation

Who You Should Bring

Project Sponsor

- Responsible for overall success of the project
- High-level engagement throughout project
- Authority to drive internal prioritization to maintain project timeline integrity
- Internal and external resource for project risks

Project Lead/Owner

- Facilitate internal discussion and fact gathering to support requirements gathering
- Ensure accountability for on-time deliverables for all members of your project team
- Manage deliverables to ensure overall project timeline integrity is being met
- Coordinate project team and ensures tasks are completed on time
- Attend all scheduled meetings

Project Team

- Project Team should include a SME from each area of your operation
- Human Resources/Benefits Administration/Payroll/Finance/IT/Data
- Provide requested details on all operational processes and functional needs of the system
- Participate in all project calls

Proposed TMS Project Implementation

Overview

To achieve a high level of project success, and to ensure both an effective and timely implementation for our agencies, NEOGOV utilizes a dedicated professional services team and a tested and proven implementation approach. This approach has been continually refined and is designed to provide the most efficient and effective implementation while producing maximum user adoption and ongoing project success.

As part of the implementation process, NEOGOV incorporates a staged implementation approach which is designed to effectively manage and streamline the process. This staged implementation approach is in the style of train the trainer. For all implementations, NEOGOV is proud to offer an implementation expert to facilitate the process.

Agency Staffing Requirements

Per implementation, customers are responsible for organizing a team consisting of at least one project manager and one system administrator who will work with agency staff and NEOGOV during the project. The project manager should be familiar with project plans and understand the tasks associated with managing a team, working with a timeline, and interacting with an external vendor. The system administrator is typically a Human Resources staff member who is familiar with internal processes (recruitment, training and development, new hire orientation, etc.).

NEOGOV recommends **1-3** primary system administrators, with **1-2** back-ups in the event of vacation, leave, etc. The system administrator(s) should attend all status check-ins with the NEOGOV implementation consultant. You may include IT in these meetings, but this is optional.

The system administrator(s) should be familiar with using a computer and Google Chrome. Within the team there should be an understanding of the existing processes as the team will be responsible for reviewing and revising, where necessary, the existing processes to incorporate NEOGOV

Before You Begin

Prior to the scheduled project kick-off meeting, the NEOGOV Implementation Consultant will deliver a series of documents to the customer Project Manager, including the Implementation Workbook, access to GuideCX (project management platform) and the Pre- Implementation Questionnaire. These provide a checklist of each of the tasks, responsibilities, and timelines associated with each of the deliverables.

NEOGOV recommends a weekly status check-in between the Implementation Consultant and customer Project Manager and System Administrator(s) to review accomplished activities, completed deliverables, upcoming deliverables, and functionality questions.

At the kick-off meeting, NEOGOV will review the project implementation timeline with the customer and both parties will agree upon a Go-Live date. This meeting is used to clearly define the roles, responsibilities, deliverables, and tasks as laid out in this proposal, in addition to presenting a high- level overview of the system.

Contingency timeframes are always incorporated into the project plan to allow for some project timeline fluctuation. Each of the major deliverables in the timeline incorporates roughly a **10%** contingency estimate added to each activity. Based on the overall timeline requirements and NEOGOV's extensive history working with public sector and education agencies delivering this type of solution, we are confident that the timeline (including safe contingency planning estimates) will be successfully completed on time and within budget.

Depending on the product being implemented, the implementation process can take anywhere from **8-15** weeks, depending on how many varying processes the organization utilizes as well as time commitment from the system administrator(s).

A NEOGOV implementation consultant is assigned to your implementation and will serve as your point of contact to answer any of your questions and provide guidance. Your consultant will serve as your subject matter expert and is available to help and provide best practice advice on system functionality throughout the project.

Internal Process Analysis

Before the project kick-off, it is important to consider your processes. Having your processes defined will help determine how you will configure your system, as well as help your NEOGOV implementation consultant know which features to utilize to achieve your process goals. General questions to consider:

- Are you centralized or decentralized?
- Do managers play any part of the process?
- Are you looking to re-do any or all parts of your processes?
- Do you have buy in from your unions, end-users, executive teams, etc?
- How are you currently processing employees?
- What is your end goal with implementing NEOGOV?
- How are you planning on managing your data?
- Do you have a system or records?

NEOGOV has included the implementation timeline and deliverables in the Sample Implementation timeline below. Please note that the steps may vary per product. This proven installation approach is as follows:

Stage I Project Kick- Off

This stage consists of the project kick-off call that should be attended by the customer project manager, system administrators, and any other stakeholders responsible for configuring the system.

During this stage you will review your findings from the Internal Process Analysis step (see above) as well as system goals with your dedicated NEOGOV Implementation Consultant.

This will assist your NEOGOV implementation consultant to be equipped with details about your process to advise you on the best, most relevant configuration options for your system. In addition, this allows us the opportunity to work with you to identify areas of workflow improvements that we can suggest to ensure you get the most possible out of the project.

Meeting Agenda

- Introductions
- Overview of System
- Discussion of Project Timeline and GuideCX
- Discussion of System Administration Training and Train the Trainer sessions
- Discussion of Project Roles and Assignments
- Discussion of Community (online training center)
- Review Pre-Implementation Questionnaire

- Question and Answer

After the kick-off meeting, your NEOGOV implementation consultant will send you your login credentials.

Data Gathering

To further set your team up for success, NEOGOV recommends a data gathering phase after your kick-off call. Use this time to gather all forms and materials needed for the implementation.

Stage II System Configuration

During this stage the customer system administrators are responsible for dedicating time to learn and configure the product, with the guidance of your NEOGOV Implementation Consultant. With our train the trainer approach, it is vital for the system administrator(s) to commit to learning the system, which will ultimately set your team up for success. With this approach, our customers become Subject Matter Experts themselves and will be self- sufficient after Go-Live.

Self-Paced System Training

In addition to the guidance provided by our in-house Implementation Consultant, NEOGOV also provides online user guides and tutorials to assist you in the set-up of the system and management of the project. Additional training includes:

- <u>Online User Guides</u> – The online user guides cover in-detail the capability, functionality, and linking throughout the system. The user guides are broken down by topic for ease of use. The user guides are available on any NEOGOV screen by clicking the 'Help and Feedback' link. The online user guides function much like standard help guides wherein the help documentation is available online and interactive including text and topic searching, indexes throughout the document.
- <u>Tutorials</u> – NEOGOV offers a series of video tutorials that progress sequentially for an intuitive learning experience. It is recommended to watch all modules to learn the full functionality of the system. Your NEOGOV implementation consultant will direct you to specific tutorials throughout the system configuration phase. Each of these series include multiple modules covering a range of common actions.

Configuration

With the assistance of your NEOGOV Implementation Consultant and using the tutorials and online user guide as a reference, you will configure the system. Depending on which product you are implementing, you will configure various features.

Your NEOGOV implementation consultant will advise you with best practices to create streamlined and automated processes.

Stage III System Validation

Upon completion of configuration, you will begin system validation, during which your system administrator(s) will test all aspects of your system. This stage is vital to the success of your deployment of NEOGOV.

Test System

A thorough system validation ensures that the system is configured and ready to support the needs of your organization. Your Implementation Consultant will review the system validation process with you once you have completed configuration.

We encourage you to be intensely engaged and creative. As you test, consider various scenarios that might arise. Once testing is complete, your Implementation Consultant will review the test results with you and help advise on how to adjust any necessary settings before moving on.

Employee Data Import (Optional)

Part of the system validation stage is the Employee Data Import. This step is to upload your existing employee population into the NEOGOV system. Depending on which product you implement, this is an optional step as it is not required to have all existing employees in the system.

Your NEOGOV implementation consultant will provide you with an Employee Workbook with the following fields:

- Employee Name
- Employee Number
- Email Address
- Start Date
- Department Code and Title
- Division Code and Title
- Class Code and Title
- Position Code and Title
- Direct Manager Employee Number

Once received, your NEOGOV implementation consultant will import your data into NEOGOV.

Stage IV - Deployment

During this stage you will attend the production review call to wrap up the implementation, activate your users, conduct end-user training for managers and HR staff that will be involved in your processes. Please use the Production Review Checklist (found in the Implementation Workbook) to ensure system readiness before moving through the rest of this stage.

Production Review Call

You will attend the production review call once your system is configured, tested, and if you choose, all employee data has been uploaded. The purpose of the production review call is to have your consultant review your set-up to ensure everything is configured to work exactly as you intend for it to work. The first part of the call is to review the Production Review Checklist. The checklist contains the required as well as optional features in the system that will be reviewed with your NEOGOV Implementation consultant. This acts as a final check-through of your system before Go- Live.

The second part of the production review call consists of the Customer-Led demo. The system administrators will conduct a demo to ensure the administrators are comfortable with using the system and know where to navigate to use key features and functions. This is by no means a test.

Upon completion of the production review call, you are marked as **Live**: meaning you have finished the implementation and are ready to use the system.

End-User Training

This step is optional, but NEOGOV highly encourages customer system administrator(s) to conduct end-user training for any employees, managers, department heads, IT, HR staff, or others that will be utilizing the system. NEOGOV recommends that the system administrator(s) customize the NEOGOV employee and manager user guides (found in our online help center) to your specific process.

In addition, NEOGOV recommends the system administrator(s) create PowerPoint presentations and conduct several **2**-hour sessions for end users to learn how to use the system. You have the option of having a NEOGOV trainer create the training PowerPoints as well as lead the session at an additional cost.

Launch NEOGOV (Go-Live)

Once all users are trained, and the production review call is complete, you may begin using NEOGOV. Your NEOGOV implementation consultant will be your main point of contact post- go-live for **30** days to ensure a smooth rollout.

At that point, you will be transferred to our Customer Support Team. NEOGOV has a team of experienced professionals ready to help answer your questions by phone, email, or by logging in a case with our Help Desk. Our live Customer Care Team is available from **6:00 AM** to **6:00 PM** (Mountain), Monday through Friday (excluding NEOGOV holidays). During these phone support hours, you have an unlimited number of calls available. If you call outside of these hours, or if all our representatives are busy, simply leave a message and your call will be returned once a team member is available. You can expect a response in 24 hours or less.

There is no charge for calling into the Customer Support Team for help. Additional fees may apply if you choose to purchase additional onsite training in the future or decide to attend the annual User Conference.

Key Proposed Personnel and Team Organization

Resumes

- Shane Evangelist, Chief Executive Officer
- Matt Redden, Chief Revenue Officer
- Aaron Coleman, Chief Operating Officer
- Denise Hemke, Chief Product Officer
- Krystyna Mishler, Sr. Director of TMS Implementation
- Sandy Miranda, Chief Customer Success Officer
- Heath Hensley, Head of Innovation

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CONTACT

https://www.linkedin.com/in/shane-evangelist-a72354/?jobid=1234/

EDUCATION

Southern Methodist University – Cox School of Business MBA, Finance

1999 - 2000

UNM Anderson School of Management

BBA, Marketing

1992 - 1997

Shane Evangelist

CEO at NEOGOV

Los Angeles, CA

EXPERIENCE

NEOGOV | El Segundo, CA
CEO
April 2017 - Present

US Water Filters | Minneapolis, MI
Board of Directors
April 2012 – Present

Tourneau | New York, New York
Advisory Board Member
September 2016 – February 2018

US Auto Parts | Carson, CA
CEO
October 2007 – March 2017

Board of Directors
October 2007 – March 2017

PS I Love You |Los Angeles, CA Board Member
February 2011 – June 2015

Blockbuster | Dallas, TX
SVP & GM, Blockbuster Online
January 2004 – October 2007

Vice President of Strategic Planning
April 2000 – January 2004

IBM | New York, NY
Business Unit Executive
1997 – 2001

CONTACT

https://www.linkedin.com/in/mattredden/

EDUCATION

Brigham Young University

Bachelor of Science, Exercise Physiology

1990 - 1995

Matt Redden

Chief Revenue Officer (CRO) at NEOGOV

San Clemente, CA

EXPERIENCE

NEOGOV | El Segundo, CA
Chief Revenue Officer
October 2018 - Present

Model Match, Inc. (Model Match Software) | San Clemente, CA
Board of Directors
August 2014 – Present

Dealer Socket| San Clemente, CA
Advisor
April 2018 – Present

CMSO
January 2011 – April 2018

Executive VP, Sales and Marketing
January 2007 – January 2011

Sanofi-Aventis
Area Business Director
2005 – 2006

Merk & Co. Inc (MSD)
Health Sciences Manager, Marketing Manager, Specialty Business Manager
1997 – 2005

Parke-Davis
Territory Manager, Regional Account Exec, Trainer
1995 - 1997

CONTACT

https://www.linkedin.com/in/aaronecoleman/

EDUCATION

Gonzaga University
Bachelors of Business Administration
1992 - 1997

Aaron Coleman

Chief Operating Officer at NEOGOV
California

EXPERIENCE

NEOGOV
Chief Operating Officer
September 2021 - Present

US Water Filters | Minnesota
CEO
January 2021 – January 2022

Self Employed | Dallas, TX
Consultant
May 2019 – February 2021

US Auto Parts | California
CEO
March 2017 – January 2019

US Auto Parts | California
COO
2008 – October 2016

CONTACT

dhemke@neogov.net
https://www.linkedin.com/in/denisehemke/

EDUCATION

University of South Florida
BS, Marketing and MIS
1996-2001

Denise Hemke

Chief Product Officer at NEOGOV
Novato, CA

EXPERIENCE

NEOGOV
Chief Product Officer
01/2024 - Present
Leads the NEOGOV product strategy across all markets, driving innovation, customer satisfaction, and excellence.

Checkr | San Francisco, CA
Chief Product Officer
01/2022 - 10/2023

Workday | Pleasanton, CA
General Manager, Analytics
01/2021 - 01/2022

Workday | Pleasanton, CA
Vice President, Analytics Product Management & Strategy
05/2019 - 01/2021

Workday | Pleasanton, CA
Senior Director of Product Management, Analytics
06/2017 – 05/2019

Workday | Pleasanton, CA
Director of Product Management, Analytics
08/2016 – 06/2017

Platfora (acquired by Workday) | San Mateo, CA
Director of Engineering & Director of Product Management
01/2013 – 08/2016

Salesforce.com | San Francisco, CA
Senior Manager & Director of Engineering
03/2008 – 01/2013

HSBC | Tampa, FL
Technical Project Management & SRE
06/2006 – 03/2008

AT&T | Tampa, FL
Web Applications & ETL Developer
2001 - 2006

CONTACT

kmishler@neogov.net

https://www.linkedin.com/in/krystyna-faillace-bb488935/?jobid=1234

EDUCATION

University of Southern California
Bachelor of Arts, Communication

Universitat Autònoma de Barcelona

Krystyna Mishler

Director of Professional Services at NEOGOV

Atlanta, GA

EXPERIENCE

NEOGOV | El Segundo, CA

Director of Professional Services
March 2020 - Present

Director of Customer Engagement
February 2019 – March 2020

Implementation Consultant Manager
March 2018 – January 2019

Customer Success Manager / Implementation Consultant / Solutions Engineer
September 2015 – March 2018

Customer Support Lead / Applicant Support Manager
March 2013 – September 2015

Recruiter
May 2012 – March 2013

Prime Public Relations | Culver City, CA

Administrative Assistant
May 2011 - February 2012

AssetSmart | Westlake Village, CA

Marketing/Advertising Intern
May 2009 - August 2009

Prototypes | Los Angeles, CA

Intern
December 2007 - January 2008

Cielo Unlimited

Administrative Assistant
June 2006 - August 2006

CONTACT

https://www.linkedin.com/in/sandymiranda/

EDUCATION

University of Phoenix
BA, Management

Liberty University
MA, Mental Health Counseling/Counselor

Sandy Miranda

Chief Customer Success Officer at NEOGOV
Orlando, FL

EXPERIENCE

NEOGOV
Chief Customer Success Officer
April 2017 - Present

PowerDMS | Orlando, FL
VP of Customer Success
July 2015 – April 2017

PowerDMS | Orlando, FL
Director of Customer Success
March 2012 – July 2015

PowerDMS | Orlando, FL
Customer Care Manager
June 2011 – March 2012

The Revere Group | Orlando, FL
Service Delivery Manager
May 2007 – June 2011

Hughes Supply | Orlando, FL
System Support
1999 - 2007

Heath Hensley

Head of Product Innovation at NEOGOV

Winter Park, FL

CONTACT

hhensley@neogov.net
linkedin.com/in/heathhensley/

CERTIFICATIONS

Scrum Master Certification
3Back Scrum Pathways
Issued Mar 2009

EDUCATION

University of Central Florida
BS in Computer Engineering
2004 - 2009

EXPERIENCE

NEOGOV | El Segundo, CA
Head of Product Innovation at NEOGOV
Jan 2021 - Present
Helping NEOGOV build and buy new products for our portfolio and assisting with innovation throughout the portfolio of existing products.

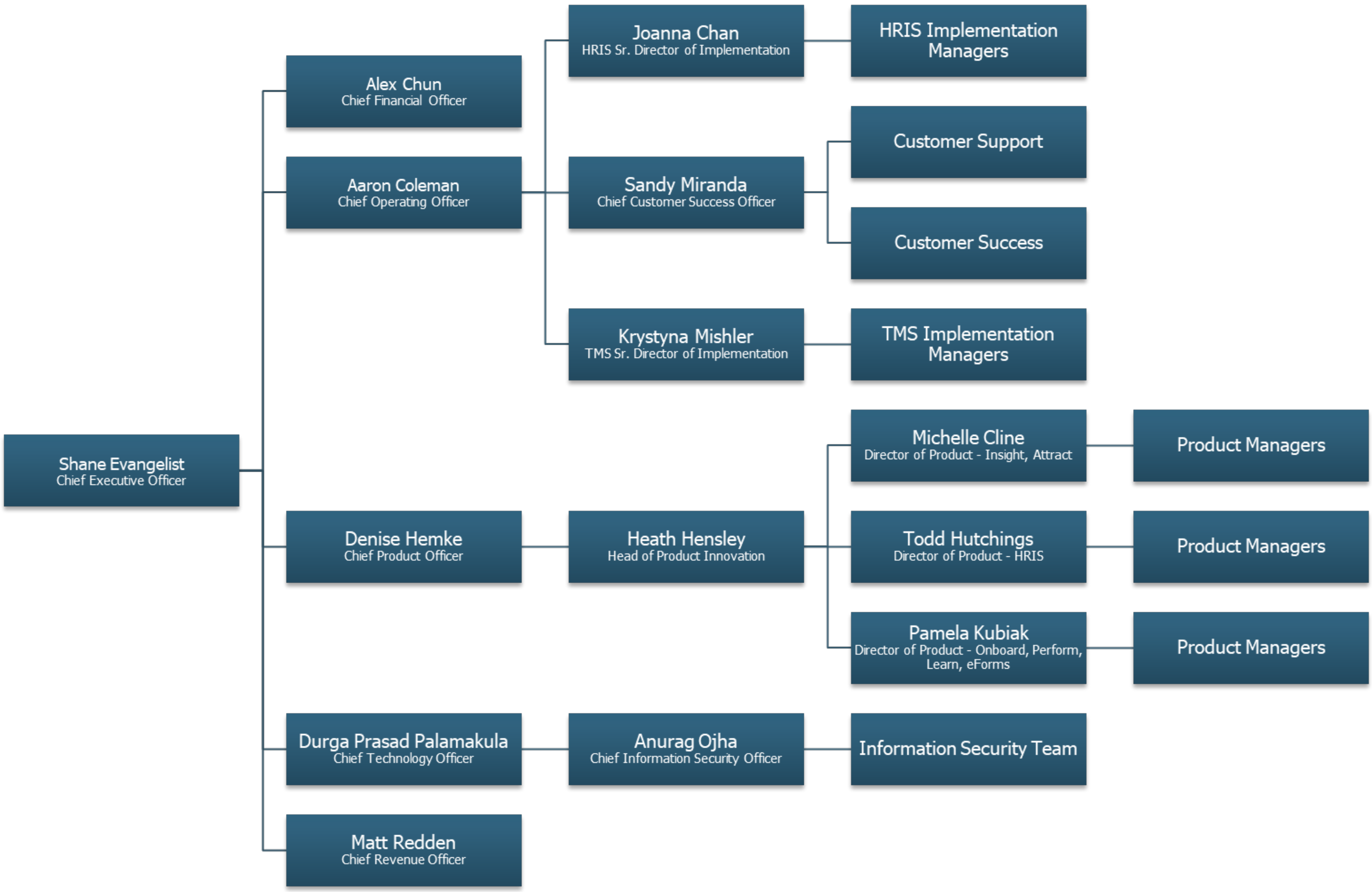
PowerDMS | Orlando, FL
Co-founder and Chief Technology Officer
September 2004 - January 2021

University of Central Florida | Orlando, FL Adjunct Professor - Technology Entrepreneurship August 2017 - May 2018

PowerDetails | Orlando, FL
Co-founder and Director
Sep 2004 - Present

NEOGOV

Organization Chart



IMPLEMENTATION GUIDE

Welcome to your Policy implementation. This guide outlines what to expect during your implementation process so that you can plan appropriately and stay on schedule. It also shares how your organization can successfully launch Insight. Use this guide when helpful, but know that all project-specific information is stored in GuideCX, our tool for easy communication and seamless project management. Customers receive GuideCX access after contracts are executed.

OVERALL IMPLEMENTATION DURATION: 13 Weeks

TABLE OF CONTENTS

IMPLEMENTATION DECISIONS (PRE-WORK)

The following list contains many of the decisions you will make prior to implementing Policy. Read through these questions and work with your stakeholders to ensure you make informed decisions.

1. **Who will be the Policy Administrator(s) within your organization?**
   These are typically HR staff members/ Recruiters. Depending on organization size, 1 – 3 primary administrators and 1 – 2 back-ups are appropriate.

2. **Who will conduct your team's end user training?**
   We work with your project team to get your Policy system set up and ready to use. Since we take the train-the-trainer approach, it would be your responsibility to train the users on how to use Policy once the implementation is complete. We recommend you plan ahead on who would be best to train your end users so that person attends all sessions with the Implementation Consultant to learn about the system and ask questions throughout the implementation.

3. **What are the goals for the organization with Policy?**
   Think about what are the goals that the organization would like to accomplish with Policy. What are the reasons you decided to purchase Policy? What do you wish Policy would do for your hiring needs? Set some realistic goals and bring these to the kickoff call to share with your NEOGOV team to work on together.

IMPLEMENTATION TIMELINE

Policy

PRE-IMPLEMENTATION	IMPLEMENTATION	POST-IMPLEMENTATION
1 WEEK	13 WEEKS	ONGOING
• HR assigns Project Lead • HR assembles Project Team • Guide CX Access • HR sets agency goals • IC/PM assigned to project • IC/PM emails HR to schedule kick-off call	• Kickoff call with IC/PM • Review scope • Clarify roles / responsibilities • Agree on milestones • HR system training and configuration • Weekly check-in meetings with IC/PM to provide support and guidance • HR system validation/testing	• HR trains internal users • Transition to Customer Support

Key:
HR: Customer
IC: Implementation Consultant
PM: Project Manager

MILESTONE 1: KICKOFF

Average Milestone Duration: 1 Week

Average Time Commitment: 3 – 5 hours per week

Key Focus Area:

 #1 Complete Kickoff Tasks

The goal of Kickoff is to set the stage for the implementation by collecting relevant information, establishing timeline, and setting expectations. You will:

- Get access to GuideCX, our project management platform, and setup your team
- Meet your implementation team during the Kickoff call
- Get your Policy environment turned on

MILESTONE 2: TECHNICAL CONFIGURATION

Average Milestone Duration: 3 weeks

Average Time Commitment: 3 – 5 hours per week (includes weekly meetings)

Key Focus Areas

 #2 Technical Configuration

You will begin to meet weekly with your implementation consultant (IC) who will help get your Policy system set up based on how you manage your policies and procedures.

MILESTONE 3: IMPLEMENT USE CASES

Average Milestone Duration: 8 weeks

Key Focus Areas:

 #3 Implement Use Cases

Your IC will train you on how to operate the system and set up various structures (groups, folders, etc.) and workflows.

MILESTONE 4: GO LIVE + FINALIZATION

Average Milestone Duration: 1 Week

Key Focus Areas:

 #4 Go Live + Finalization

In this milestone of implementation, you will complete your site configuration with the support of your IC. You will also discuss the roll-out resources available to you. At Go Live, you will be introduced to your Customer Success Manager who will be your main point of contact going forward. For technical support and system-related issues, your first point of contact will be NEOGOV Customer Support (CS). CS can be reached at (877) 204-4442 (Monday – Friday, 6am – 6pm PST).

REFERENCES

Reference Table
Reference Number: 1
Governmental Entity Name: Sacramento Housing and Redevelopment Agency, (CA) What is the approximate staff count of the Entity? 230 What is the approximate population served by the Entity? 50,000
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system):
Contact Information Address: 801 12th Street City, State, Zip: Sacramento, CA 95814 Reference Contact Name: Tracy Knighton Title: HR Manager Phone No.: 916-440-1359 Email Address: tknighton@shra.org Start Date of Project: 9/30/2007 Go-Live Date: 2/1/2008 **Project Information** Vendor Project Manager/Lead for this Client: Matthew Kohler Name and Version of software system installed: Insight (applicant tracking) SaaS Legacy software system replaced: Unknown Scope of Modules installed: Insight (applicant tracking) was the first module installed for the agency. They have implemented other modules since then over the years such as Onboard, eForms, Learn, Perform, Attract, background check integration, Candidate Text Messaging, governmentjobs.com, Biddle, CoreHR, Payroll, Payroll Services, T&A, Benefits Model used (Hosted, On-Premises, SaaS, etc.): SaaS Is this reference still using the software? YES Total Project Cost: Current annual subscription fees are around $164,000
Comments Insight (Applicant Tracking): Implemented in 2008 Background Check Integration: Implemented in 2019 Attract: Implemented in 2023 Onboard: Implemented in 2016 eForms: Implemented in 2020 Perform: Implemented in 2017 Learn: Implemented in 2020 CoreHR: Implemented in 2023 Payroll: Implemented in 2024 Payroll Services: Implemented in 2024 Time & Attendance: Implemented in 2023 Benefits: Implemented in 2023

REFERENCES

Reference Table
Reference Number: 2
Governmental Entity Name: Mohave Community College, AZ What is the approximate staff count of the Entity? 500 What is the approximate population served by the Entity? 200,000
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system):
Contact Information Address: 1971 Jagerson Ave City, State, Zip: Kingman, AZ 86409 Reference Contact Name: Echo Tooker Title: Payroll Manager Phone No.: 970-369-6412 Email Address: etooker@mohave.edu Start Date of Project: 9/14/2009 Go-Live Date: 1/22/2010 **Project Information** Vendor Project Manager/Lead for this Client: Ed Ro Name and Version of software system installed: Insight (applicant tracking) SaaS Legacy software system replaced: Jenzabar EX Scope of Modules installed: Insight (applicant tracking) was the first module implemented through NEOGOV. Onboard, eForms, Learn, Perform, Single Sign On, background check integration, CoreHR, Payroll, Payroll Services, Benefits, T&A Model used (Hosted, On-Premises, SaaS, etc.): SaaS Is this reference still using the software? YES Total Project Cost: Current annual subscription fees are around $187,000
Comments Onboard, eForms, Perform, Learn, Single Sign On, Background Check Integration, CoreHR, Payroll, Payroll Services, Time & Attendance, Benefits were all products implemented between 2022 - 20023

REFERENCES

Reference Table
Reference Number: 3
Governmental Entity Name: League of Minnesota Cities, MN What is the approximate staff count of the Entity? 115 What is the approximate population served by the Entity? Serving over 800 MN cities
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system):
Contact Information Address: 145 University Ave West City, State, Zip: St Paul, MN 55103 Reference Contact Name: Donyelle Mikacevich Title: HR Manager Phone No.: 651-281-1202 Email Address: dmikacevich@lmc.org Start Date of Project: 11/8/2007 Go-Live Date: 2/5/2008 **Project Information** Vendor Project Manager/Lead for this Client: Joanne Hilty Name and Version of software system installed: Insight (applicant tracking) SaaS Legacy software system replaced: Uknown for some products. Microsoft D365 for payroll but still have for Finance, GHG for T&A Scope of Modules installed: Insight, Governmentjobs.com, Onboard, Perform, SSO, Learn, Candidate Text Messaging, CoreHR, Payroll, Payroll Services, T&A, Benefits Model used (Hosted, On-Premises, SaaS, etc.): SaaS Is this reference still using the software? Yes Total Project Cost: Total project costs for 5 year contract (CoreHR, Payroll, Payroll Services, Benefits, T&A was $288,000), Year 5 annual license fees are $59,000 and one time implementation fees were $94,000 (current annual license fees for Insight, SSO, Candidate Text Messaging, Onboard, Perform are around $35,000)
Comments The first module the client purchased was Insight (applicant tracking) back in 2007. From there they added Onboard in 2022, CoreHR/Payroll/Payroll Services/T&A/Benefits back in December of 2022. Purchased Perform and SSO in August of 2023. They also have our Learn module and direct contract through NEOGOV where most of their members have access to a version of our Learn system.

REFERENCES

Reference Table
Reference Number: 4
Governmental Entity Name: City of Cedar Rapids, IA What is the approximate staff count of the Entity? 1,400 What is the approximate population served by the Entity? 150,000
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system):
Contact Information Address: 101 First Street SE City, State, Zip: Cedar Rapids, IA 52401 Reference Contact Name: Nathan Stucky Title: Assistant HRD Phone No.: 319-286-5019 Email Address: n.stucky@cedar-rapids.org Start Date of Project: 9/29/2016 Go-Live Date: 12/12/2016 **Project Information** Vendor Project Manager/Lead for this Client: Tammy Mixen & Ashley Garduno Name and Version of software system installed: CoreHR & Benefits Legacy software system replaced: Onboase, still have PeopleSoft but managing employee data and demographics through CoreHR, evals were manual/paper, used PeopleSoft for tracking/reporting training, in person trainings and risk group for OSHA training. Scope of Modules installed: Insight (Applicant Tracking), Governmentjobs.com, SSO, Candidate Text Messaging, API integration, Onboard, Perform, Learn, eForms, CoreHR, Benefits Model used (Hosted, On-Premises, SaaS, etc.): SaaS Is this reference still using the software? YES Total Project Cost: Contract total for CoreHR, Benefits, Learn, Perform, eForms, Candidate Text Messaging, API integration was $390,000 (3 Year Term). Current Insight license fees $17,000….Current Onboard license fees $13,500….Governmentjobs.com current license fees $3,350
Comments Client implemented Insight (Applicant Tracking) back in 2016, Onboard implemented back in 2017. CoreHR, Benefits, eForms, Perform, Learn implemented between 2024 and 2025. SSO implemented in 2025

REFERENCES

Reference Table
Reference Number: 5
Governmental Entity Name: City of Savage, MN What is the approximate staff count of the Entity? 165 What is the approximate population served by the Entity? 33,000
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system):
Contact Information Address: 6000 McColl Dr City, State, Zip: Savage, MN 53378 Reference Contact Name: Miranda Harrison Title: HR Manager Phone No.: 952-882-2663 Email Address: mharrison@savagemn.gov Start Date of Project: 3/17/2020 Go-Live Date: 4/28/2020 **Project Information** Vendor Project Manager/Lead for this Client: Karen Ross Name and Version of software system installed: Insight (applicant tracking) Legacy software system replaced: manual/paper Scope of Modules installed: Insight (applicant tracking) Model used (Hosted, On-Premises, SaaS, etc.): SaaS Is this reference still using the software? YES Total Project Cost: Current Cost for annual license fees Insight is $6,730, Governmentjobs.com is $2,086, Onboard is $5,889. Contract total for eForms/Learn/Perform = $88,673 (3 Year Term). Contract total for CoreHR/Attract = $53,781.50 (3 Year Term).
Comments Client implemented Insight (applicant tracking) back in 2020, Onboard implemented back in 2020, eForms implemented back in 2023, Learn implemented back in 2023, Perform implemented back in 2023, Attract implemented in 2025, CoreHR target go live date in April 2025. Miranda is a big user of the NEOGOV system and implemented eForms, Perform, Learn, Attract and is implementing CoreHR. Insight/Onboard/Governmentjobs.com was implemented by the previous HRD, but Miranda is super user of all the NEOGOV systems

REFERENCES

Reference Table
Reference Number: 6
Governmental Entity Name: City of The Colony, TX What is the approximate staff count of the Entity? 400 What is the approximate population served by the Entity? 47,000
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system):
Contact Information Address: 6800 Main Street City, State, Zip: The Colony, TX 75056 Reference Contact Name: Rodney Wallican Title: HRD Phone No.: 972-624-3135 Email Address: rwallican@thecolontytx.gov Start Date of Project: 10/27/2021 Go-Live Date: 2/8/2022 **Project Information** Vendor Project Manager/Lead for this Client: Jinny Kim (Project Manager) & Keiyana Jackson (IC) Name and Version of software system installed: Insight (applicant tracking) Legacy software system replaced: Civic HR Scope of Modules installed: Insight (applicant tracking) Model used (Hosted, On-Premises, SaaS, etc.): SaaS Is this reference still using the software? YES Total Project Cost: Total Project Cost for CoreHR, Benefits, Insight, Governmentjobs.com, Onboard, eForms, background check integration was a total of $216,418.40 (5 Year Term)
Comments Client implemented Insight back in 2021, Onboard was implemented back in 2022, eForms implemented in 2022, CoreHR and benefits implemented in 2024

Vendor Hosted Cost Worksheet

Cost Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a Vendor-hosted (e.g., "Managed Services") application. The pricing should be based on the detailed functionality that the City requires for each functional area. All additional costs should be captured in the respective areas.

Vendors are responsible for completing all fields highlighted yellow where applicable, and reviewing totals prior to submission.

One-Time Costs
Professional Services and Hardware Costs

	Costs	Vendor Notes (recommended)
Professional Service Costs	$64,164.00	Our One Time Implementation fees included professional service costs, project management
Project Management Costs		
Training Costs		
Software Customization Costs *(Detail to be contained in responses to applicable requirements in Attachment B)*		
Data Conversion Costs *(Detail to be contained in Attachment B - Data Conversion Tab)*		
Interface Costs *(Detail to be contained in Attachment B - Interfaces Tab)*		
Third-Party Hardware Costs		
Third-Party Services Costs (including training, etc.)		
Expenses (miscellaneous)		
Other (Specify in Vendor Notes)		
Other (Specify in Vendor Notes)		
Other (Specify in Vendor Notes)		
Total One-Time Costs (Before Discounts)	$64,164.00	
Amount Discounted ($)	$31,560.00	
Server and other Hardware Costs		
Server/database licenses (OS, SQL licensing, etc.)		
Additional Environments		
Additional Databases		
Total Discounted One-Time Costs	$32,604.00	

	Costs	Vendor Notes (optional)
Estimated Travel Costs (not to exceed basis)		

One-Time Licensing Costs

Vendor Comments on Licensing Costs	We just have our annual license fees moving forward for the products/modules

	Costs	Vendor Notes (optional)
One-Time Licensing Costs (Primary Software)		
One-Time Licensing Costs (Third-Party Software)		
One-Time Licensing Costs (Third-Party Software)		
Total One-Time Licensing Costs	$0.00	
Amount Discounted ($)		
Total Discounted One-Time Costs	$0.00	

Recurring Hosting/Managed Services Costs

Vendor Comments on Hosting and Managed Services Costs	We just have our annual license fees moving forward for the products/modules

Year 1 Hosting Costs
(Year 1 = Commences at the date of contract signing. The City requests that Year 1 hosting fees be waived until go-live of the system. If Year 1 fees are waived, please include the actual costs in rows 46-48, and discount at 100% in row 50)

	Costs	Vendor Comments
Annual Hosting/Services		We just have our annual license fees moving forward
Third-party Hosting Costs		
Other Annual Services/Hosting Costs		
Total Hosting Cost (annual)	$0.00	
Amount Discounted ($)		
Total Discounted Hosting Amount - Year 1 Hosting Fees	$0.00	

Recurring Hosting Fees - Years 2 - 10

Vendor Hosted Cost Worksheet

Cost Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a Vendor-hosted (e.g., "Managed Services") application. The pricing should be based on the detailed functionality that the City requires for each functional area. All additional costs should be captured in the respective areas.

Vendors are responsible for completing all fields highlighted yellow where applicable, and reviewing totals prior to submission.

	Rate of Increase over Prior Year (as a percentage)	Hosting Costs (as a dollar amount)	Third-Party Hosting Costs (as a dollar amount)	Vendor Comments
Year 2				We just have our annual license fees moving forward
Year 3				
Year 4				
Year 5				
Year 6				
Year 7				
Year 8				
Year 9				
Year 10				
Ten Year Hosting Cost		$0.00		

Other In-Scope Costs
(please specify the nature of these costs including whether they are one-time or recurring)

	Cost	Notes
Anticipated Future Upgrade Costs and Frequency Over 10-year Horizon (Licensing)		We just have our annual license fees moving forward for the products/modules
Anticipated Future Upgrade Costs and Frequency Over 10-year Horizon (Services)		
Anticipated Future Upgrade Costs and Frequency Over 10-year Horizon (Other)		
Other: (Please describe)		
Other: (Please describe)		
Other: (Please describe)		
Other: (Please describe)		
Other: (Please describe)		

Recurring Software Maintenance Costs

Vendor Comments on Software Maintenance Costs	NEOGOV chages for annual license fees for all products/modules in scope. There is an uplift YOY typically for license fees. Outlined in the Recurring maintenance fees section. There is potentially the opportunity to reduce YOY % cap increase on annual license fees with C-Suite approval.

Year 1 Maintenance Costs
(Year 1 = Commences at the date of contract signing. The City requests that Year 1 maintenance fees be waived until go-live of the system. If Year 1 fees are waived, please include the actual costs in rows 80-85, and discount at 100% in row 87)

	Costs	Vendor Comments
Annual Maintenance - Year 1	$175,586.00	rd starting on 1/1/26 for Insight, Onboard, Learn. They w
Custom Modification Maintenance - Year 1 *(if applicable)*		
Additional Maintenance Fees - Year 1		
Third-Party Maintenance Fees - Year 1		
Ongoing Disaster Recovery Costs (if applicable)		
Ongoing Infrastructure/Hardware Upgrade Costs		
Total Recurring Maintenance Costs - Year 1	$175,586.00	
Amount Discounted ($)	$122,961.60	contract through NEOGOV. Year 2 annual license fees
Total Discounted Maintenance Costs - Year 1	$52,624.40	

Recurring Maintenance Fees - Years 2 - 10

	Rate of Increase over Prior Year (as a percentage)	Maintenance Costs (as a dollar amount)	Third-Party Maintenance Costs (as a dollar amount)	Disaster Recovery Costs (if applicable)	Ongoing Infrastructure/Hardware Upgrade Costs (if applicable)
Year 2	20%	$78,936.60			Year 2 license fees discounted at 20% off for all modules outside of CVMIC contract with NEOGOV. Insight/Onboard/GJ/Learn are discounted at 100%
Year 3	45%	$138,139.05			Year 3 license fees have a 5% uplift from 2025 standard pricing of all products outside of CVMIC contract with NEOGOV. 100% off on products that are offered through CVMIC (Insight, Onboard, GJ, Learn)
Year 4	5%	$145,046.00			
Year 5	5%	$152,298.30			
Year 6	5%	$159,913.22			

Vendor Hosted Cost Worksheet

Cost Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a Vendor-hosted (e.g., "Managed Services") application. The pricing should be based on the detailed functionality that the City requires for each functional area. All additional costs should be captured in the respective areas.

Vendors are responsible for completing all fields highlighted yellow where applicable, and reviewing totals prior to submission.

Year 7	5%	$167,908.88			
Year 8	5%	$176,304.32			
Year 9	5%	$185,119.54			
Year 10	5%	$194,375.52			
Ten Year Maintenance Cost	$1,450,665.83				

TOTAL TEN YEAR INVESTMENT

Total Discounted One-Time Costs (Cell B23)	$32,604.00
Total Estimated Travel Costs (Cell B26)	$0.00
One-Time Licensing Costs (Cell B38)	$0.00
Other In-Scope Costs (Cells B68:B75)	$0.00
Recurring Hosting Years 1-10 (Cell B64)	$0.00
Recurring Maintenance Years 1-10 (Cell B103)	$1,450,665.83
TOTAL TEN YEAR INVESTMENT	$1,483,269.83

Optional Costs (Not in scope)

Hourly Rates for Professional Services

Hourly Rate for Training Services	$325.00
Hourly Rate for Project Management Services	
Hourly Rate for Custom Programming (Customizations, Integrations, etc.)	

Optional/Complementary Services

Description of Services	Costs
We include 3 EDI feeds at no charge. If client needs more than 3 EDI feeds we charge between $500 - $1,500 per EDI based on	$500 - $1,500
We have physical time clocks through CMI, who we partner with and costs vary on what type of clocks are needed	

Optional/Complementary Module Costs
(please specify the nature of these costs including whether they are one-time or recurring)

Module Name	Recurring Maintenance/Subscription Costs	Implementation Costs	Licensing Costs (if applicable)
The City already has the Analytics & Reporting module at no cost			
The City already has the Salary Study module at no cost			

t 800.749.5104
2120 Park Pl. Suite 100
El Segundo, CA 90245

THIS IS NOT AN INVOICE

Contract Records		Order Details	
Account Number:	A-618310	**Order #:**	Q-371557
Customer:	Superior, City of (WI)	**Valid Until:**	12/31/2025
Effective Employee Count:	299		
Sales Rep:	Thomas Cook		

Customer Contact			
Billing Contact:	Superior, City of (WI)	**Shipping Contact :**	Superior, City of (WI) Cammi Janigo
Billing Address:	1313 Belknap St Superior, WI 54880-2781	**Shipping Address:**	1313 Belknap St Superior, WI 54880-2781
Billing Contact Email:		**Shipping Contact Email:**	janigoc@superiorwi.gov
Billing Phone:		**Shipping Phone:**	715-395-7210

Payment Terms			
Payment Term:	Net 30	**Notes:**	
PO Number:			

Subscription Service

Year 1

Item	Type	Start Date	End Date	License Type	Total (USD)
Insight Subscription	Recurring	1/1/2026	12/31/2026	Employee Based	$0.00
Insight Setup	Services			Employee Based	$0.00
Governmentjobs.com Subscription	Recurring	1/1/2026	12/31/2026	Employee Based	$0.00
Core HR Subscription	Recurring	1/1/2026	12/31/2026	Employee Based	$5,216.80
Core HR Setup	Services			Employee Based	$5,625.00
Payroll Subscription	Recurring	1/1/2026	12/31/2026	Employee Based	$9,082.80
Payroll Setup	Services			Employee Based	$5,625.00
Payroll Services Subscription	Recurring	1/1/2026	12/31/2026	Quantity Based	$6,219.20
Payroll Services Setup	Services			Quantity Based	$0.00
Time & Attendance Subscription	Recurring	1/1/2026	12/31/2026	Employee Based	$9,082.80
Time & Attendance Setup	Services			Employee Based	$5,625.00

PowerDMS by NEOGOV

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El Segundo, CA 90245

NEOGOV

Item	Type	Start Date	End Date	License Type	Total (USD)
Benefits Subscription	Recurring	1/1/2026	12/31/2026	Employee Based	$4,155.60
Benefits Setup	Services			Employee Based	$5,625.00
Single Sign On Subscription	Recurring	1/1/2026	12/31/2026	Employee Based	$583.60
Single Sign On Setup	Services			Employee Based	$0.00
Candidate Text Messaging Subscription	Recurring	1/1/2026	12/31/2026	Employee Based	$448.40
Candidate Text Messaging Setup	Setup			Employee Based	$0.00
eForms Subscription	Recurring	1/1/2026	12/31/2026	Employee Based	$5,085.20
eForms Setup	Services			Employee Based	$1,980.00
Perform Subscription	Recurring	1/1/2026	12/31/2026	Employee Based	$6,600.00
Perform Setup	Services			Employee Based	$3,399.00
Onboard Subscription	Recurring	1/1/2026	12/31/2026	Employee Based	$0.00
Onboard Setup	Services			Employee Based	$0.00
Learn Subscription	Recurring	1/1/2026	12/31/2026	Employee Based	$0.00
Learn Setup	Services			Employee Based	$0.00
Background Check Integration Subscription - Sterling	Recurring	1/1/2026	12/31/2026	Quantity Based	$630.00
Schedule EA Subscription	Recurring	1/1/2026	12/31/2026	Employee Based	$5,520.00
Subscription for staff scheduling. Includes calendar view/editor, rotations, trade board, time off, notifications, custom reporting, OT forms, shift bids, and payroll exports.					
Schedule EA Setup	Services			Employee Based	$4,725.00
Services to set up Schedule for an agency includes building org structure, importing employees, configuring key settings, and sessions for requirements gathering, admin training, and Q&A.					
				Year 1 TOTAL:	$85,228.40

t 800.749.5104
2120 Park Pl. Suite 100
El Segundo, CA 90245

Year 2

Item	Type	Start Date	End Date	License Type	Total (USD)
Insight Subscription	Recurring	1/1/2027	12/31/2027	Employee Based	$0.00
Governmentjobs.com Subscription	Recurring	1/1/2027	12/31/2027	Employee Based	$0.00
Core HR Subscription	Recurring	1/1/2027	12/31/2027	Employee Based	$7,825.20
Payroll Subscription	Recurring	1/1/2027	12/31/2027	Employee Based	$13,624.20
Payroll Services Subscription	Recurring	1/1/2027	12/31/2027	Quantity Based	$9,328.80
Time & Attendance Subscription	Recurring	1/1/2027	12/31/2027	Employee Based	$13,624.20
Benefits Subscription	Recurring	1/1/2027	12/31/2027	Employee Based	$6,233.40
Single Sign On Subscription	Recurring	1/1/2027	12/31/2027	Employee Based	$875.40
Candidate Text Messaging Subscription	Recurring	1/1/2027	12/31/2027	Employee Based	$672.60
eForms Subscription	Recurring	1/1/2027	12/31/2027	Employee Based	$7,627.80
Perform Subscription	Recurring	1/1/2027	12/31/2027	Employee Based	$9,900.00
Onboard Subscription	Recurring	1/1/2027	12/31/2027	Employee Based	$0.00
Learn Subscription	Recurring	1/1/2027	12/31/2027	Employee Based	$0.00
Background Check Integration Subscription - Sterling	Recurring	1/1/2027	12/31/2027	Quantity Based	$945.00
Schedule EA Subscription	Recurring	1/1/2027	12/31/2027	Employee Based	$8,280.00
Subscription for staff scheduling. Includes calendar view/editor, rotations, trade board, time off, notifications, custom reporting, OT forms, shift bids, and payroll exports.					
				Year 2 TOTAL:	$78,936.60

Year 3

Item	Type	Start Date	End Date	License Type	Total (USD)
Insight Subscription	Recurring	1/1/2028	12/31/2028	Employee Based	$0.00
Governmentjobs.com Subscription	Recurring	1/1/2028	12/31/2028	Employee Based	$0.00

Item	Type	Start Date	End Date	License Type	Total (USD)
Core HR Subscription	Recurring	1/1/2028	12/31/2028	Employee Based	$13,694.10
Payroll Subscription	Recurring	1/1/2028	12/31/2028	Employee Based	$23,842.35
Payroll Services Subscription	Recurring	1/1/2028	12/31/2028	Quantity Based	$16,325.40
Time & Attendance Subscription	Recurring	1/1/2028	12/31/2028	Employee Based	$23,842.35
Benefits Subscription	Recurring	1/1/2028	12/31/2028	Employee Based	$10,908.45
Single Sign On Subscription	Recurring	1/1/2028	12/31/2028	Employee Based	$1,531.95
Candidate Text Messaging Subscription	Recurring	1/1/2028	12/31/2028	Employee Based	$1,177.05
eForms Subscription	Recurring	1/1/2028	12/31/2028	Employee Based	$13,348.65
Perform Subscription	Recurring	1/1/2028	12/31/2028	Employee Based	$17,325.00
Onboard Subscription	Recurring	1/1/2028	12/31/2028	Employee Based	$0.00
Learn Subscription	Recurring	1/1/2028	12/31/2028	Employee Based	$0.00
Background Check Integration Subscription - Sterling	Recurring	1/1/2028	12/31/2028	Quantity Based	$1,653.75
Schedule EA Subscription	Recurring	1/1/2028	12/31/2028	Employee Based	$14,490.00
Subscription for staff scheduling. Includes calendar view/editor, rotations, trade board, time off, notifications, custom reporting, OT forms, shift bids, and payroll exports.					
				Year 3 TOTAL:	$138,139.05

Total: | $302,304.05

This price does NOT include any sales tax. Total in USD

Additional Terms and Conditions

License Terms: Enterprise license denotes that Customer has purchased an enterprise wide license up to the employee count specified above. User based license denotes that Customer has purchased the number of licenses set forth in the quantity column. Item count denotes the number of items that Customer has licensed as set forth in the quantity column.

Payment Terms: All invoices issued hereunder are **due upon the invoice due date**. If the Order is for a period longer than one year, the fees for the first period shown shall be invoiced immediately and the fees for future years/periods shall be invoiced annually in advance of each 12 month period shown on the Order, but regardless of the billing cycle, Customer is responsible for the fees for the entire Order. The fees set forth in this Service Order are exclusive of all applicable taxes, levies, or duties imposed by taxing authorities and Customer shall be responsible for payment of any such applicable taxes, levies, or duties. All payment obligations are non-cancellable, and all fees paid are non-refundable. Payment for services ordered hereunder shall be made to Governmentjobs.com, Inc., (D/B/A NEOGOV).

Terms & Conditions: This Order Form creates a legally binding contract on the parties. Unless otherwise agreed in a written agreement between GovernmentJobs.com, Inc. (D/B/A/ NEOGOV), parent company of PowerDMS, Inc., Cuehit, Inc., Ragnasoft LLC (D/B/A/ PlanIT Schedule), and Design PD, LLC (D/B/A Agency360) (collectively, "**NEOGOV**") and Customer, this Order Form and the services to be furnished pursuant to this Order Form are subject to the terms and conditions set forth here: https://www.neogov.com/service-specifications. The Effective Date (as defined in the terms and conditions) shall be the Subscription Start Date.

Special Condition:

Pricing for Insight, Governmentjobs.com, Onboard, Learn is contingent on CVMIC membership and the client continuing their membership with CVMIC

Year 4-10 Annual License Fees will have a 5% uplift YOY

If this Order Form is executed and/or returned to NEOGOV by the Customer after the Subscription Start Date stated in this Order Form, NEOGOV may adjust the Subscription Start Date and the corresponding Subscription End Date, without increasing the total fees, based on the date NEOGOV activates the subscription, provided the total length of the subscription term does not change. Following activation, any adjustments to such Subscription Start Date and Subscription End Date may be confirmed by reference to the invoice sent by NEOGOV.

THIS ORDER FORM HAS NOT BEEN APPROVED

NEOGOV™

PowerDMS
Digital Management Software
A NEOGOV Company

SERVICES AGREEMENT

V011025

You agree that by placing an order through a NEOGOV standard ordering document such as an "Order Form", "Service Order," "Ordering Document," "SOW" or other document mutually agreed by the parties detailing the services, pricing and subscription term (each, an "Order Form" for purposes of this Agreement), you agree to follow and be bound by the terms and conditions set forth herein. "Governmentjobs.com", "NEOGOV", "we", and "our" means Governmentjobs.com, Inc. (D/B/A/ NEOGOV), for and on behalf of itself and its subsidiaries PowerDMS, Inc., Cuehit, Inc., Ragnasoft LLC (D/B/A/ PlanIT Schedule), and Design PD, LLC (D/B/A Agency360) (collectively, "NEOGOV" and, where applicable, its other affiliates; "Customer", "you", "your" means the NEOGOV client, customer, and/or the subscriber identified in the Order Form).

"Services Agreement" or the "Agreement" shall be used to collectively refer to this NEOGOV Services Agreement, documents incorporated herein including the applicable Order Form, each Addendum (as applicable), and Special Conditions (if any). "Addendum" means each Addendum set forth either as an Exhibit hereto or otherwise made available at https://www.neogov.com/service-specifications (the "NEOGOV Site") and, as applicable, made a part of this Agreement. "Special Conditions" means individually negotiated variations, amendments and/or additions to this Service Agreement of which are either drafted, or incorporated by reference, into the Order Form.

1. <u>Provision of Services</u>. Subject to the terms of this Agreement NEOGOV hereby agrees to provide Customer with access to its SaaS Applications and Professional Services (each defined below) included or ordered by Customer in the applicable Order Form (collectively referred to as the "Services"). In addition, to the extent NEOGOV provides Customer with access to additional NEOGOV software in order to access Customer Data (as defined below) or otherwise enhance product implementation or functionality, Customer's use of such software will be deemed to be part of the Services and the terms and conditions of this Agreement shall apply. Customer hereby acknowledges and agrees that NEOGOV's provision and performance of, and Customer's access to, the Services is dependent and conditioned upon Customer's full performance of its duties, obligations and responsibilities hereunder. This Agreement entered into as of the earlier of: (i) date of your signature on an applicable Order Form; or (ii) use of the Services commences (the "Effective Date"). The Agreement supersedes any prior and contemporaneous discussions, agreements or representations and warranties.

2. <u>SaaS Subscription</u>.

   a) <u>Subscription Grant</u>. "SaaS Applications" means each proprietary NEOGOV web-based software-as-a-service application that may be set forth on an Order Form and subsequently made available by NEOGOV to Customer, and associated components as described in any written service specifications made available to Customer by NEOGOV (the "Service Specifications"). Subject to and conditioned on Customer's and its Authorized Users' compliance with the terms and conditions of this Agreement, NEOGOV hereby grants to Customer a limited, non-exclusive, non-transferable, and non-sublicensable right to (i) onboard, access and use, and to permit Authorized Users to onboard, access and use, the SaaS Applications specified in the Order Form solely for Customer's internal, non-commercial purposes; (ii) generate, print, and download Customer Data as may result from any access to or use of the SaaS Applications; and (iii) train Authorized Users in uses of the SaaS Applications permitted hereunder (these rights shall collectively be referred to as the "SaaS Subscription"). "Authorized Users" means (1) Customer employees, agents, contractors, consultants ("Personnel") who are authorized by Customer to access and use the Services under the rights granted to Customer pursuant to this Services Agreement and (2) for whom access to the Services has been purchased hereunder. You shall not exceed the usage limits (if any) as detailed in the user tier in the applicable Order Form. You may not access the SaaS Applications if you are a direct competitor of NEOGOV or its affiliates. In addition, you may not access the SaaS Applications for purposes of monitoring their availability, performance, or functionality, or for any other benchmarking or competitive purposes. You shall be responsible for each Authorized User's access to and use of the SaaS Applications and compliance with applicable terms and conditions of this Agreement.

   b) <u>Subscription Term</u>. Unless otherwise specified in an applicable Order Form, SaaS Subscriptions shall commence on the Effective Date and remain in effect for twelve (12) consecutive months, unless terminated earlier in accordance with this Agreement (the "Initial Term"). Thereafter, SaaS Subscriptions shall automatically renew for successive twelve (12) month terms (each a "Renewal Term" and together with the Initial Term, collectively, the "Term") unless a party delivers to the other party, at least thirty (30) days prior to the expiration of the Initial Term or the applicable Renewal Term, written notice of such party's intention to not renew the SaaS Subscriptions, or unless terminated earlier in accordance with this Agreement. The Term for the Services is a continuous and non-divisible commitment for the full duration regardless of any invoice schedule. The purchase of any Service is separate from any other order for any other Service. Customer may purchase certain Services independently of other Services. Your obligation to pay for any Service is not contingent on performance of any other Service or delivery of any other Service.

3. Customer Responsibilities.

a) Managing the Subscription. Customer may use the Service in a manner consistent with the terms of this Agreement. Customer will provide NEOGOV all information needed to process the Order Form to activate the subscription and provision the Service to the Customer.

b) Managing Authorized Users. Customer is responsible for managing the Authorized Users on its account on the Service.

i) Invitations and Permissions. Customer is responsible for determining which persons to invite to join the Customer's account on the Service and for all actions by Authorized Users on Customer's account on the Service. Customer is solely in control of the individual permissions on the Customer's account.

ii) Customer Obligations. Customer must: (A) obtain any rights, permissions, or consents that are necessary for the Authorized User's lawful use of Customer Data and the operation of the Service; (B) ensure that the transfer and processing of Customer Data under the Agreement is lawful; and (C) respond to and resolve any dispute with an Authorized User relating to or based on Customer Data, the Service, or Customer's failure to fulfill its obligations under the Agreement or applicable law. Customer will not, and will ensure its Authorized Users do not (a) make any of the Services available to anyone other than Authorized Users or use any Services for the benefit of anyone other than Customer and its Authorized Users, unless otherwise agreed in writing by the parties, (b) sell, resell, license, sublicense, distribute, make available, rent or lease any of the Services, or include any of the Services in a service bureau or outsourcing offering, unless otherwise agreed in writing by the parties, (c) use the Services to store or transmit infringing, libelous, or otherwise unlawful or tortious material, or to store or transmit material in violation of the privacy rights, publicity rights, copyright rights, or other rights of any person or entity, (d) use the Services to store or transmit code, files, scripts, agents or programs intended to do harm, including, for example, viruses, worms, time bombs and Trojan horses, (e) interfere with or disrupt the integrity or performance of the Services (including, without limitation, activities such as security penetration tests, stress tests, and spamming activity), (f) attempt to gain unauthorized access to the Services or its related systems or networks, (g) disassemble, reverse engineer, or decompile the Services, or modify, copy, or create derivative works based on the Services or any part, feature, function or user interface thereof, (h) remove the copyright, trademark, or any other proprietary rights or notices included within NEOGOV Intellectual Property and on and in any documentation or training materials, or (i) use the Services in a manner which violates the terms of this Agreement, any Order Form or any applicable laws.

4. Professional Services. "Professional Services" shall mean professional services purchased by Customer as detailed in an applicable Order Form or NEOGOV Scope of Work (SOW) describing the work to be performed, fees, and any applicable milestones, dependencies, and other technical specifications or related information. Professional Services include training, set-up, implementation, and best practices of and concerning the SaaS Applications. Professional Services are subject to the terms of the Professional Services Addendum made available on the NEOGOV Site and made a part hereof and may be subject to additional terms pursuant to an SOW and Service Specifications describing, if applicable, the work to be performed, fees, and any applicable milestones, dependencies, and other technical specifications or related information. Order Forms or SOWs must be signed by Customer before NEOGOV shall commence work. If Customer executes a separate SOW, this Agreement and documents incorporated herein (including but not limited to the Professional Services Addendum) shall control in the event of a conflict with the terms of the SOW.

5. Payment Terms.

a) Fees. Customer shall pay all Subscription, Onboarding and Set-Up fees ("Subscription Fees") and Professional Service fees ("Professional Service Fees", collectively the "Fees") as set forth in an Order Form within thirty (30) days of the date of NEOGOV's invoice. Fees shall be invoiced annually in advance and in a single invoice for each Term. Unless explicitly stated otherwise in an Order Form, all payments due under an Order Form are expressed in and shall be paid in U.S. dollars. Invoices shall be delivered to the stated "Bill To" party on the Order Form. Unless explicitly provided otherwise, once placed the Order Form is non-cancellable and sums paid nonrefundable. Any invoiced amount that is not received by NEOGOV when due as set forth in an Order Form will be subject to a late payment fee of 1.5% per month or the maximum rate permitted by law, whichever is lower. If any amount owing by Customer is more than 30 days overdue, NEOGOV may, without limiting its other rights and remedies, suspend the Services until such amounts are paid in full. If Subscription Fees are based upon the Authorized User or employee count as may be specified in an Order Form, Customer shall owe NEOGOV supplemental Subscription Fees to the extent Customer exceeds the number of Authorized Users or employees set forth in the Order Form. Except as otherwise specifically stated in the Order Form, NEOGOV may change the charges for the Services with effect from the start of each Renewal Term by providing Customer with new pricing at least thirty (30) day notice prior to commencement of a Renewal Term. The new pricing shall be deemed to be effective if Customer (a) returns an executed Order Form to NEOGOV, (b) remits payment to NEOGOV of the fees set forth in the invoice referencing the new pricing, or (c) the Customer or any of its Authorized Users access or use the Services after the expiration of the previous Term.

b) Taxes. Customer will pay all taxes, duties and levies imposed by all federal, state, and local authorities (including, without limitation, export, sales, use, excise, and value-added taxes) based on the transactions or payments under this Agreement, except those taxes imposed or based on NEOGOV's net income or those exempt by applicable state law. Customer shall provide NEOGOV with a certificate or other evidence of such exemption within ten (10) days after the Effective Date of this Agreement and thereafter upon NEOGOV's request therefor.

c) Purchase Orders. Any reference to a purchase order in an Order Form or any associated invoice is solely for the Customer's convenience in record keeping, and no such reference or any delivery of services to Customer following receipt of any purchase order shall be deemed an acknowledgement of or an agreement to any terms or conditions referenced or included in any such purchase order. If a purchase order is delivered by Customer in connection with the purchase of Services, none of the terms and conditions contained in such purchase order shall have any effect or modify or supersede the terms and conditions of this Agreement. NEOGOV's failure to object to terms contained in any such purchase order shall not be a waiver of the terms set forth in this provision or in this Agreement.

6. Term and Termination.

a) Term. This Agreement shall commence on the Effective Date and shall remain in effect until all SaaS Subscriptions have expired and/or both parties have achieved full performance of Professional Services, unless it is terminated earlier in accordance with this Agreement.

b) Termination for Cause; Effect of Termination. Either Party may terminate this Agreement immediately if the other is in material breach of this Agreement and such breach is not cured within thirty (30) days following non-breaching party's written specification of the breach. NEOGOV may suspend the Services or terminate this Agreement immediately in the event the Services or Customer's use of the Services provided hereunder pose a security risk to the Services, NEOGOV or any third party, or become illegal or contrary to any applicable law, rule, regulation, or public policy. Upon expiration or any termination of this Agreement, Customer shall cease all use and refrain from all further use of the Services and other NEOGOV Intellectual Property. Additionally, Customer shall be obligated to pay, as of the effective date of such expiration or termination, all amounts due and unpaid to NEOGOV under this Agreement. Unless otherwise specified, following 90 days after expiration or termination of the Agreement NEOGOV may remove Customer Data from NEOGOV Services and without Customer consent or notice.

7. Audit Rights. Upon reasonable notice, NEOGOV or its agent shall have the right to audit Customer's records relating to its compliance with this Agreement. Customer shall cooperate fully with this audit. If any audit conducted under this Section indicates that any amount due to NEOGOV was underpaid, Customer shall within three (3) business days pay to NEOGOV the amount due. All expenses associated with any such audit shall be paid by NEOGOV unless the audit reveals underpayment in excess of five percent (5%), in which case Customer shall pay such expenses as well as any amount due to NEOGOV.

8. Maintenance; Modifications; Support Services.

a) Maintenance, Updates, Upgrades. NEOGOV maintains NEOGOV's hardware and software infrastructure for the Services and is responsible for maintaining the NEOGOV server operation and NEOGOV database security. NEOGOV may in its sole discretion, periodically modify, Update, and Upgrade the features, components, and functionality of the Services during the Term. "Update" means any update, bug fix, patch or correction of the Services or underlying NEOGOV software that NEOGOV makes generally available to its customers of the same module, excluding Upgrades. Updates are automatic and available upon Customer's next login to the Services following an Update at no additional cost to Customer. "Upgrade" means any update of the Services or underlying NEOGOV software such as platform updates, and major product enhancements and/or new features that NEOGOV makes commercially available. NEOGOV shall have no obligation to provide Upgrades to customers and retains the right to offer Upgrades free of cost or on a per customer basis at additional cost. NEOGOV shall have no liability for, or any obligations to, investments in, or modifications to Customer's hardware, systems or other software which may be necessary to use or access the Services due to a modification, Update, or Upgrade of the Services.

b) Program Documentation; Training Materials. "Program Documentation" shall mean all user guides, training, and implementation material, and Service descriptions provided by NEOGOV to Customer in connection with the Services. NEOGOV hereby grants to Customer a non-exclusive, non-sublicensable, non-transferable license to use, print, and distribute internally via non-public platforms, the Program Documentation during the Term solely for Customer's internal business purposes in connection with its use of the Services. Primary training of NEOGOV Services is conducted by self-review of online materials. NEOGOV's pre-built, online training consists of a series of tutorials to introduce the standard features and functions (the "Training Materials"). The Training Materials may be used as reference material by Customer Personnel conducting day-to-day activities.

c) Implementation. For Services requiring implementation, NEOGOV implementation supplements the Training Materials and is conducted off-site unless otherwise agreed in the Order Form. For an additional fee as detailed on an applicable Order Form, NEOGOV personnel will provide consultation on best practices for setting up the Services, answer Customer questions during the implementation period, and use commercially reasonable efforts to ensure Authorized User Admins grasp the system. The length of the implementation time is dependent on the type of Service and the Customer's responsiveness. NEOGOV is not responsible or liable for any delay or failure to perform implementation caused in whole or in part by Customer's delay in performing its obligations hereunder and, in the event of any such delay, NEOGOV may, in its sole discretion, extend all performance dates as NEOGOV deems reasonably necessary.

d) Support. Phone support for the Services is available to Customer Monday through Friday, excluding NEOGOV holidays. Customer may submit a request for online support for the Services 24 hours a day, seven days a week, and the NEOGOV support desk will acknowledge receipt of the request within a reasonable time. The length of time for a resolution of any problem is dependent on the type of case.

e) Limitations. Unless otherwise specified in the Order Form, this Agreement does not obligate NEOGOV to render any maintenance or support services that are not expressly provided herein, including, but not limited to data uploads, manual data entry, migration services, data conversion, refinement, purification, reformatting, SQL dump, or process consultation.

9. NEOGOV Intellectual Property Rights.

a) NEOGOV shall exclusively own all right, title and interest in and to all pre-existing and future intellectual property developed or delivered by NEOGOV including all Services, products, systems, software (including any source code or object code) or Service Specifications related thereto, Updates or Upgrades, trademarks, service marks, logos and other distinctive brand features of NEOGOV and all proprietary rights embodied therein (collectively, the "NEOGOV Intellectual Property"). This Agreement does not convey or transfer title or ownership of the NEOGOV Intellectual Property to Customer or any of its users. All rights not expressly granted herein are reserved by NEOGOV. Other than recommendation use or as required by law, all use of NEOGOV trademarks must be pre-approved by NEOGOV prior to use. Trademarks shall include any word, name, symbol, color, designation or device, or any combination thereof that functions as a source identifier, including any trademark, trade dress, service mark, trade name, logo, design mark, or domain name, whether or not registered.

b) Customer may, but is not obligated to, provide NEOGOV with suggestions, ideas, enhancement requests, or other feedback ("Feedback"). If Customer provides any such Feedback to NEOGOV, Customer hereby grants NEOGOV a nonexclusive, perpetual, irrevocable, royalty-free license to use all Feedback for any purpose. Feedback is provided to NEOGOV on an "as-is" basis without warranties of any kind.

10. Data Processing and Privacy.

a) Customer Data. "Customer Data" shall mean all data that is owned or developed by Customer, whether provided to NEOGOV by Customer or provided by a third party to NEOGOV in connection with NEOGOV's provision of Services to Customer, including Personnel data collected, loaded into, or located in Customer data files maintained by NEOGOV. NEOGOV Intellectual Property, including but not limited to the Services and all derivative works thereof, NEOGOV Confidential Information, and Platform Data do not fall within the meaning of the term "Customer Data". Customer exclusively owns all right, title, and interest in and to all Customer Data. Customer grants NEOGOV a license to host, use, process, display, create non-personal derivative works of, and transmit Customer Data to provide the Services. NEOGOV reserves the right to delete or disable Customer Data stored, transmitted or published by Customer using the Services upon receipt of a bona fide notification that such content infringes upon the intellectual property rights of others, or if NEOGOV otherwise reasonably believes any such content is in violation of this Agreement.

b) Platform Data. "Platform Data" shall mean any anonymized data reflecting the access to or use of the Services by or on behalf of Customer or any user, including statistical or other analysis and performance information related to the provision and operation of the Services including any end user visit, session, impression, clickthrough or click stream data, as well as log, device, transaction data, or other analysis, information, or data based on or derived from any of the foregoing. NEOGOV shall exclusively own all right, title and interest in and to all Platform Data. Customer acknowledges NEOGOV may compile Platform Data based on Customer Data input into the Services. Customer agrees that NEOGOV may use Platform Data to the extent and in the manner permitted under applicable law. Such anonymized data neither identifies Customer or its users, nor can Customer or any its users can be derived from such data.

c) Data Processing Agreement. The parties agree that the terms of the NEOGOV Data Processing Addendum ("DPA") made available on the NEOGOV Site is hereby incorporated herein by reference and made part of this Agreement and governs NEOGOV's processing of Personal Data.

d) Data Responsibilities.

i) NEOGOV will maintain commercially reasonable administrative, physical, and technical safeguards for protection of the security, confidentiality and integrity of the Customer Data. Those safeguards will include, but will not be limited to, measures for preventing access, use, modification or disclosure of Customer Data by NEOGOV personnel except (a) to provide the Services and prevent or address service or technical problems, (b) as compelled by applicable law, or (c) as Customer expressly permits in writing. Customer acknowledges and agrees that it is commercially reasonable for NEOGOV to rely upon the security processes and measures utilized by NEOGOV's cloud infrastructure providers.

ii) Customer is solely responsible for the development, content, operation, maintenance, and use of Customer Data, including but not limited to compliance with applicable laws. NEOGOV will have no responsibility or liability for the accuracy of the Customer Data prior to receipt of such data into the Services. Without limiting the foregoing, Customer shall be solely responsible for and shall comply with all applicable laws and regulations relating to (a) the accuracy and completeness of all information input, submitted, or uploaded to the Services, (b) the privacy of users of the Services, including, without limitation, providing appropriate notices to and obtaining appropriate consents from any individuals to whom Customer Data relates; and (c) the collection, use, modification, alteration, extraction, retention, copying, external storage, disclosure, transfer, disposal, and other processing of any Customer Data. NEOGOV is not responsible for lost data caused by the action or inaction of Customer or Authorized Users. Unless otherwise mutually agreed in writing, Customer shall not maintain any financial, health, payment card, or similarly sensitive data that imposes specific data security or data protection obligations within the Services. Customer shall provide and institute all appropriate tools and procedures required to ensure the security of its own information system and, more specifically, to prevent, detect and destroy the occurrence of any viruses.

e) Breach Notice. NEOGOV will notify Customer of unauthorized access to, or unauthorized use, loss or disclosure of Customer Data within its custody and control (a "Security Breach") within 72 hours of NEOGOV's confirmation of the nature and extent of the same or when required by applicable law, whichever is earlier. Each party will reasonably cooperate with the other with respect to the investigation and resolution of any Security Breach. If applicable law or Customer's policies require notification of its Authorized Users or others of the Security Breach, Customer shall be responsible for such notification.

f) Data Export, Retention and Destruction. Customer may export or delete Customer Data from the Services at any time during a Subscription Term, using the existing features and functionality of the Services. Customer is solely responsible for its data retention obligations with respect to Customer Data. If and to the extent Customer cannot export or delete Customer Data stored on NEOGOV's systems using the then existing features and functionality of the Services, NEOGOV will, upon Customer's written request, make the Customer Data available for export by Customer or destroy the Customer Data. If Customer requires the Customer Data to be exported in a different format than provided by NEOGOV, such additional services will be subject to a separate agreement on a time and materials basis. Except as otherwise required by applicable law, NEOGOV will have no obligation to maintain or provide any Customer Data more than ninety (90) days after the expiration or termination of this Agreement. Customer acknowledges that it is solely responsible for determining any retention requirements with respect to the Customer Data as required by applicable law and NEOGOV disclaims all liability in connection with such determination. In addition, to the extent Customer requests that NEOGOV retain Customer Data beyond the expiration of the retention period required by applicable law, rule or regulation, NEOGOV disclaims all liability in connection with retaining such Customer Data including but not limited to any claims related to loss or destruction of such Customer Data.

11. Third Party Services. The Services may permit Customer and its Authorized Users to access services or content provided by third parties through the Services ("Third Party Services"). Customer agrees that NEOGOV is not the original source and shall not be liable for any inaccuracies contained in any content provided in any of the Third Party Services. NEOGOV makes no representations, warranties or guarantees with respect to the Third Party Services or any content contained therein. NEOGOV may discontinue access to any Third Party Services through the Services if the relevant agreement with the applicable third party no longer permits NEOGOV to provide such access. If loss of access to any Third Party Services (to which Customer has a subscription under this Agreement) occurs during a Subscription Term, NEOGOV will refund to Customer any prepaid fees for such Third Party Services covering the remainder of the Subscription Term.

12. Nondisclosure.

a) Definition of Confidential Information. "Confidential Information" means all information disclosed by a party ("Disclosing Party") to the other party ("Receiving Party"), whether orally or in writing, that is designated as confidential or that reasonably should be understood to be confidential given the nature of the information and the circumstances of disclosure. Customer's Confidential Information includes its Customer Data. NEOGOV Confidential Information includes the NEOGOV Intellectual Property and the Services. The Confidential Information of each party includes the terms and conditions of this Agreement and all Order Forms (including pricing), as well as business and marketing plans, technology and technical information, product plans and designs, and business processes disclosed by such party. However, Confidential Information does not include any information that (a) is or becomes generally known to the public without breach of any obligation owed to the Disclosing Party, (b) was known to the Receiving Party prior to its disclosure by the Disclosing Party without breach of any obligation owed to the Disclosing Party, (c) is received from a third party without breach of any obligation owed to the Disclosing Party, or (d) was independently developed by the Receiving Party.

b) Obligations. The Receiving Party will: (i) use the same degree of care it uses to protect the confidentiality of its own confidential information of like kind (but not less than reasonable care); (ii) not use any Confidential Information of the Disclosing Party for any purpose outside the scope of this Agreement and (iii) except as otherwise authorized by the Disclosing Party in writing, limit access to Confidential Information of the Disclosing Party to those of its employees and contractors who need access for purposes consistent with this Agreement and who have signed confidentiality agreements with the Receiving Party containing protections not less protective of the Confidential Information than those herein.

c) Exceptions. The Receiving Party may disclose Confidential Information of the Disclosing Party to the extent compelled by law to do so, provided the Receiving Party gives the Disclosing Party prior notice of the compelled disclosure (to the extent legally permitted) and reasonable assistance, at the Disclosing Party's cost, if the Disclosing Party wishes to contest the disclosure.

d) Equitable Relief. The parties recognize and agree there may be no adequate remedy at law for breach of the provisions of the confidentiality obligations set forth in this Section 12, that such a breach may irreparably harm the Disclosing Party and the Disclosing Party is entitled to seek equitable relief (including, without limitation, an injunction) with respect to any such breach or potential breach in addition to any other remedies available to it at law or in equity.

13. Representations, Warranties, and Disclaimers.

a) Mutual Representations. Each party represents and warrants to the other party that (i) it has full power and authority under all relevant laws and regulations and is duly authorized to enter into this Agreement; and (ii) to its knowledge, the execution, delivery and performance of this Agreement by such party does not conflict with any agreement, instrument or understanding, oral or written, to which it is a party or by which it may be bound, nor violate any law or regulation of any court, governmental body or administrative or other agency having jurisdiction over it.

b) Additional Customer Representations and Warranties. Customer hereby represents and warrants to NEOGOV that: (1) Customer and Authorized Users have all necessary rights and authority to upload Customer Data to the Service without violating any third party's proprietary or privacy rights, including intellectual property rights; (2) Customer Data does not contain any viruses, worms, Trojan horses, or other harmful or destructive code or content; and (3) Customer will use the Service in compliance with all laws, rules, regulations, and this Agreement.

c) Service Performance Warranty. NEOGOV warrants that it provides the Services using a commercially reasonable level of care and skill and in a professional manner in accordance with generally recognized industry standards for similar services.

d) No Other Warranty. EXCEPT FOR THE EXPRESS WARRANTIES SET FORTH IN THIS WARRANTY SECTION, THE SERVICES AND ANY OTHER INFORMATION ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS, AND CUSTOMER'S USE OF THE SERVICES IS AT ITS OWN RISK. NEOGOV DOES NOT MAKE, AND HEREBY DISCLAIMS, ANY AND ALL OTHER EXPRESS AND/OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT AND TITLE, AND ANY WARRANTIES ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE. NEOGOV DOES NOT WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED, ERROR-FREE, OR COMPLETELY SECURE, OR THAT ANY ERROR WILL BE CORRECTED.

e) Disclaimer of Actions Caused by and/or Under the Control of Third Parties. NEOGOV DOES NOT AND CANNOT CONTROL THE FLOW OF DATA TO OR FROM THE NEOGOV SYSTEM AND OTHER PORTIONS OF THE

INTERNET. SUCH FLOW DEPENDS IN LARGE PART ON THE PERFORMANCE OF INTERNET SERVICES PROVIDED OR CONTROLLED BY THIRD PARTIES. AT TIMES, ACTIONS OR INACTIONS OF SUCH THIRD PARTIES CAN IMPAIR OR DISRUPT CUSTOMER'S CONNECTIONS TO THE INTERNET (OR PORTIONS THEREOF). ALTHOUGH NEOGOV WILL USE COMMERCIALLY REASONABLE EFFORTS TO TAKE ALL ACTIONS IT DEEMS APPROPRIATE TO REMEDY AND AVOID SUCH EVENTS, NEOGOV CANNOT GUARANTEE THAT SUCH EVENTS WILL NOT OCCUR. ACCORDINGLY, NEOGOV DISCLAIMS ANY AND ALL LIABILITY RESULTING FROM OR RELATED TO SUCH EVENTS OR WITH RESPECT TO ANY THIRD PARTY SERVICES.

f) No Medical Advice. Through certain Services, NEOGOV may make certain telehealth related information available to Customer and/or facilitate user access to telemedicine, expert medical services, and/or emergency medical services. NEOGOV is independent from healthcare providers who provide telemedicine services and is not responsible for such healthcare providers' acts, omissions or for any content or communications made by them. The Services do not provide medical advice and do not create a healthcare provider/patient relationship between Customer and NEOGOV or otherwise. Any Services, or content accessed from the Services, are for informational purposes only and do not constitute medical advice. Customer should seek professional medical advice, diagnosis, and/or treatment for any and all medical conditions, whether as a result of using Services or otherwise. NEOGOV IS NOT RESPONSIBLE OR LIABLE FOR ANY ADVICE, COURSE OF TREATMENT, DIAGNOSIS OR ANY OTHER TREATMENT OR INFORMATION THAT CUSTOMER OR ITS USERS MAY OBTAIN THROUGH THE USE OF THE SERVICES.

14. Indemnification.

a) Customer Indemnity. To the extent permitted by applicable law, Customer will defend and indemnify NEOGOV from and against any claim, demand, suit or proceeding made or brought against NEOGOV (i) by a third party alleging that any Customer Data infringes or misappropriates such third party's intellectual property rights, (ii) in connection with Customer's violation of any applicable laws, or (iii) any claim or allegation by any third party resulting from or related to Customer's or any of its Authorized User's breach of Section 3 of this Agreement.

b) NEOGOV Indemnity. Subject to subsections 14(b)(i) through 14(b)(iii) and 14(c) of this Section, if a third party makes a claim against Customer that any NEOGOV intellectual property furnished by NEOGOV and used by Customer infringes a third party's intellectual property rights, NEOGOV will defend the Customer against the claim and indemnify the Customer from the damages and liabilities awarded by the court to the third-party claiming infringement or the settlement agreed to by NEOGOV.

i) Alternative Resolution. If NEOGOV believes or it is determined that any of the Services may have violated a third party's intellectual property rights, NEOGOV may choose to either modify the Services to be non-infringing or obtain a license to allow for continued use. If these alternatives are not commercially reasonable, NEOGOV may end the subscription or license for the Services and refund a pro-rata portion of any fees covering the whole months that would have remained, absent such early termination, following the effective date of such early termination.

ii) No Duty to Indemnify. NEOGOV will not indemnify Customer if Customer alters the Service or Service Specifications, or uses it outside the scope of use or if Customer uses a version of the Service or Service Specifications which has been superseded, if the infringement claim could have been avoided by using an unaltered current version of the Services or Service Specifications which was provided to Customer, or if the Customer continues to use the infringing material after the subscription expires. NEOGOV will not indemnify the Customer to the extent that an infringement claim is based upon any information, design, specification, instruction, software, data, or material not furnished by NEOGOV. NEOGOV will not indemnify Customer for any portion of an infringement claim that is based upon the combination of Service or Service Specifications with any products or services not provided by NEOGOV. NEOGOV will not indemnify Customer for infringement caused by Customer's actions against any third party if the Services as delivered to Customer and used in accordance with the terms of the Agreement would not otherwise infringe any third-party intellectual property rights.

iii) Exclusive Remedy. This Section provides the exclusive remedy for any intellectual property infringement claims or damages against NEOGOV.

c) Indemnification Procedures. In order to receive the indemnities described hereunder, the indemnified party must: (i) promptly notify the indemnifying party, in writing, of any claim; (ii) cooperate reasonably with indemnifying party, at the indemnifying party's expense, in the defense and/or settlement thereof; and (iii) allow the indemnifying party to control the defense and/or settlement thereof except that the indemnifying party may not, without the indemnified party's prior written consent, enter into any settlement that does not unconditionally release the indemnified party from liability. The indemnified party shall have the right to participate in any defense of a claim and/or to be represented by counsel of its own choosing at its own expense, provided that ultimate control of such defense shall remain solely with the indemnifying party.

15. Limitations of Liability.

a) EXCLUSION OF DAMAGES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL EITHER PARTY BE LIABLE UNDER OR IN CONNECTION WITH THIS AGREEMENT OR ITS SUBJECT MATTER UNDER ANY LEGAL OR EQUITABLE THEORY, INCLUDING BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, AND OTHERWISE, INCLUDING FOR ANY: (a) LOSS OF PRODUCTION, USE, BUSINESS, REVENUE, OR PROFIT OR DIMINUTION IN VALUE; (b) IMPAIRMENT, INABILITY TO USE OR LOSS, INTERRUPTION OR DELAY OF THE SERVICES; (c) LOSS, DAMAGE, CORRUPTION OR RECOVERY OF DATA, OR BREACH OF DATA OR SYSTEM SECURITY; (d) COST OF REPLACEMENT GOODS OR SERVICES; (e) LOSS OF GOODWILL, LOSS OF BUSINESS OPPORTUNITY OR PROFIT, OR LOSS OF REPUTATION; OR (f) CONSEQUENTIAL, INCIDENTAL, INDIRECT, EXEMPLARY, SPECIAL, ENHANCED, OR PUNITIVE DAMAGES, REGARDLESS OF WHETHER SUCH PERSONS WERE ADVISED OF THE POSSIBILITY OF SUCH LOSSES OR DAMAGES OR SUCH LOSSES OR DAMAGES WERE OTHERWISE FORESEEABLE, AND NOTWITHSTANDING THE FAILURE OF ANY AGREED OR OTHER REMEDY OF ITS ESSENTIAL PURPOSE.

b) CAP ON MONETARY LIABILITY. EXCEPT FOR DAMAGES ARISING OUT OF LIABILITY WHICH CANNOT BE LAWFULLY EXCLUDED OR LIMITED, OR CUSTOMER'S OBLIGATIONS TO MAKE PAYMENT UNDER THIS AGREEMENT, THE TOTAL AGGREGATE LIABILITY OF EITHER PARTY FOR ANY AND ALL CLAIMS AGAINST THE OTHER PARTY UNDER THIS AGREEMENT, WHETHER ARISING UNDER OR RELATED TO BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, OR ANY OTHER LEGAL OR EQUITABLE THEORY, SHALL NOT EXCEED THE AMOUNT OF ALL PAYMENTS ACTUALLY RECEIVED BY NEOGOV FROM CUSTOMER IN CONNECTION WITH THIS AGREEMENT IN THE 12 MONTH PERIOD PRECEDING THE DATE OF THE FIRST EVENT INITIALLY GIVING RISE TO SUCH LIABILITY. THE EXISTENCE OF ONE OR MORE CLAIMS WILL NOT ENLARGE THE LIMIT.

16. Reimbursement of Costs in Third Party Litigation. With respect to any litigation or other court proceeding involving Customer and a third party, if any subpoena or other legally binding request related to such litigation or court proceeding is served to NEOGOV requesting copies of documents maintained by NEOGOV or otherwise requesting NEOGOV to appear as a witness in any capacity or provide testimony with respect to Customer's documentation, Customer shall reimburse NEOGOV for its out-of-pocket costs associated with compliance with such request, including but not limited to NEOGOV's reasonable attorneys' fees.

17. EOL Products. NEOGOV may, in its discretion, at certain times elect to discontinue development, distribution and/or support of any Service or any elements or versions of any Service, and thereby designate such Service or elements or versions as end of life ("EOL"). In the event that NEOGOV elects to announce EOL for any Service, NEOGOV will provide six (6) months prior notice. Customer will have a period of six (6) months after receipt of such notice to upgrade to the last commercially available (non-EOL) version of the Service, if applicable, or otherwise following the expiration of such six (6) month period, the Service shall be deemed terminated without penalty and a pro rata refund shall be provided to Customer for the remaining term of the Service. During the 6-month notice period, Customer may continue exercising all of the rights set forth in this Agreement with respect to such EOL Service.

18. Text Message Communications. NEOGOV may offer Personnel the opportunity to receive text messages regarding job application or hiring process reminders, applicant status updates, or other human resource related notices. Since these text message services depend on the functionality of third-party providers, there may be technical delays on the part of those providers. NEOGOV may make commercially reasonable efforts to provide alerts in a timely manner with accurate information, but cannot guarantee the delivery, timeliness, or accuracy of the content of any alert. NEOGOV shall not be liable for any delays, failure to deliver, or misdirected delivery of any alert; for any errors in the content of an alert; or for any actions taken or not taken by you or any third party in reliance on an alert. NEOGOV cannot vouch for the technical capabilities of any third parties to receive such text messages. To the extent you utilize text messaging features, NEOGOV shall not be responsible for your use of such features, and you shall indemnify NEOGOV with respect to any damages resulting from your use including but not limited any violations of applicable law. NEOGOV MAKES NO WARRANTIES OR REPRESENTATIONS OF ANY KIND, EXPRESS, STATUTORY, OR IMPLIED AS TO: (a) THE AVAILABILITY OF TELECOMMUNICATION SERVICES; (b) ANY LOSS, DAMAGE, OR OTHER SECURITY INTRUSION OF THE TELECOMMUNICATION SERVICES; AND (c) ANY DISCLOSURE OF INFORMATION TO THIRD PARTIES OR FAILURE TO TRANSMIT ANY DATA, COMMUNICATIONS, OR SETTINGS CONNECTED WITH THE SERVICES.

19. Publicity. Unless otherwise provided in the applicable Order Form, NEOGOV may identify Customer as one of its customers and use Customer's logo for such purposes, subject to any trademark usage requirements specified by Customer.

20. Force Majeure. Except for Customer's payment obligations to NEOGOV, neither party shall be liable for any damages, costs, expenses or other consequences incurred by the other party or by any other person or entity for any act, circumstance, event, impediment or occurrence beyond such party's reasonable control, including, without limitation: (a) acts of God; (b) changes in or in the interpretation of any law, rule, regulation or ordinance; (c) strikes, lockouts or other labor problems; (d) transportation delays; (e) unavailability of supplies or materials; (f) fire or explosion; (g) riot, pandemic, military action or usurped power; (h) actions or failures to act on the part of a governmental authority; (i) internet service interruptions or slowdowns, vandalism or cyber-attacks, or (j) any other cause beyond the reasonable control of such party.

21. Independent Contractor; No Third Party Beneficiary; Fulfillment Partners. The relationship of the parties shall be deemed to be that of an independent contractor and nothing contained herein shall be deemed to constitute a partnership between or a joint venture by the parties hereto or constitute either party the employee or agent of the other. Customer acknowledges that nothing in this Agreement gives Customer the right to bind or commit NEOGOV to any agreements with any third parties. This Agreement is not for the benefit of any third party and shall not be deemed to give any right or remedy to any such party whether referred to herein or not. NEOGOV may designate any third-party affiliate, or other agent or subcontractor (each a "Fulfillment Partner"), without notice to, or the consent of, Customer, to perform such tasks and functions to complete any Services.

22. Entire Agreement; Amendment; Addendum. This Services Agreement, the Exhibits hereto, each Addendum (as may be applicable pursuant to the terms therein) and documents incorporated herein, the applicable Order Form, and Special Conditions (if any) constitute the entire agreement between the parties with respect to the subject matter hereof and supersede all prior or contemporaneous oral and written statements of any kind whatsoever made by the parties with respect to such subject matter. It is expressly agreed that the terms of this Agreement and any NEOGOV Order Form shall supersede the terms in any non-NEOGOV purchase order or other ordering document. Notwithstanding the foregoing, any conflict of terms shall be resolved by giving priority in accordance with the following order: 1) Special Conditions (if any), 2) NEOGOV Order Form, 3) the NEOGOV Services Agreement, and 4) incorporated documents (including the Exhibits and each applicable Addendum). This Agreement supersedes the terms and conditions of any clickthrough agreement associated with the Services. This Agreement may not be modified or amended (and no rights hereunder may be waived) except through a written instrument signed by the parties to be bound. If you are subscribing for the HRIS, Vetted, or PowerEngage Platform, you hereby specifically agree to the terms of the applicable Addendum set forth on the NEOGOV Site. In addition, certain Services may disclose the use of artificial intelligence, in which case, Customer hereby agrees to the terms of the AI Addendum set forth on the NEOGOV Site.

23. General.

a) Governing Law and Venue. This Agreement shall be governed by and construed in accordance with the laws of the state of California, without giving effect to conflict of law rules. Any legal action or proceeding relating to this Agreement shall be instituted only in any state or federal court in Los Angeles, California.

b) Severability. If any provision of this Agreement is held to be illegal or unenforceable, such provision shall be limited or eliminated to the minimum extent necessary so that the remainder of this Agreement will continue in full force and effect. Provisions that survive termination or expiration are those relating to, without limitation, accrued rights to payment, acknowledgements and reservations of proprietary rights, confidentiality obligations, warranty disclaimers, and limitations of liability, and others which by their nature are intended to survive.

c) Notices. All notices or other communications required or permitted hereunder shall be in writing and shall be deemed to have been duly given either when personally delivered, one (1) business day following delivery by recognized overnight courier or electronic mail, or three (3) business days following deposit in the U.S. mail, registered or certified, postage prepaid, return receipt requested. All such communications shall be sent to (i) Customer at the address set forth in the Order Form and (ii) NEOGOV at the address specified in the applicable Order Form.

d) Waiver. The waiver, express or implied, by either party of any breach of this Agreement by the other party will not waive any subsequent breach by such party of the same or a different kind. This Agreement may be executed in two or more counterparts, each of which will be deemed an original, but all of which taken together shall constitute one and the same instrument.

e) Electronic Delivery. Delivery of a copy of this Agreement or an Order Form bearing an original signature by electronic mail or by any other electronic means will have the same effect as physical delivery of the paper document bearing the original signature.

f) Assignment. Customer may not assign this Agreement without the express written approval of NEOGOV Any attempt at assignment in violation of this Section shall be null and void.

g) Construction. The parties intend this Agreement to be construed without regard to any presumption or rule requiring construction or interpretation against the party drafting an instrument or causing any instrument to be drafted. The exhibits, addendum, schedules, attachments, and appendices referred to herein are an integral part of this Agreement to the same extent as if they were set forth verbatim herein.

h) Subcontractors. For purposes of this Agreement, including any subsequent documentation requested by Customer pursuant to this Agreement, the term "subcontractors" shall exclude subcontractors (i) who perform routine software development and maintenance services which are not specific to the Customer, (ii) subcontractors who will not have any access to Customer Data, and (iii) subcontractors who have access to Customer Data solely within NEOGOV's or Customer's systems.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed by their respective duly authorized officers as of the date set forth below, and consent to the Agreement.

Customer	**GovernmentJobs.com, Inc. (D/B/A/ NEOGOV), on behalf of itself and its subsidiaries PowerDMS, Inc., Cuehit, Inc., Ragnasoft LLC (D/B/A/ PlanIT Schedule), and Design PD, LLC (D/B/A Agency360)**
Entity Name:	
Signature:	Signature:
Print Name:	Print Name:
Date:	Date:

Exhibit A
Government Customer Addendum

If Customer is a Government Customer, the following Government Customer Addendum ("Government Addendum") forms part of the Services Agreement, and in the case of any conflict or inconsistency between the terms and provisions of this Addendum and any other provision of the Services Agreement, the terms of this Government Addendum shall control. For purposes hereof, a "Government Customer" means a Customer which is a (a) U.S. Federal agency, (b) state government, agency, department, or political subdivision (including a city, county or municipal corporation), or (c) instrumentality of any of the foregoing (including a municipal hospital or municipal hospital district, police or fire department, public library, park district, state college or university, Indian tribal economic development organization, or port authority).

1. **Applicability**. The provisions of this Addendum shall apply only if Customer is a Government Customer under the Services Agreement.

2. **Termination for Non-Appropriation of Funds on Multi-Year Deals**. Customer represents that it has received sufficient appropriation of funds by the applicable legislature (or other appropriate governmental body) ("Governmental Appropriation") for the first year of the term of any Order Form executed by Customer (the "First Year" and all such years following the First Year which are included in the term of an Order Form, the "Future Years"). If Customer is subject to federal, state or local law which makes Customer's financial obligations under this Services Agreement contingent upon Governmental Appropriation, and if such funds are not forthcoming or are insufficient due to failure of such Governmental Appropriation, then Customer will have the right to terminate the then remaining portion of any Future Years under the Services Agreement at no additional cost and with no penalty by giving prior written notice documenting the lack of funding. Customer will provide at least thirty (30) days advance written notice of such termination. Customer will use reasonable efforts to ensure appropriated funds are available. It is expressly agreed that Customer shall not activate this non-appropriation provision for its convenience or to circumvent the requirements of this Agreement, but only as an emergency fiscal measure during a substantial fiscal crisis, which affects generally its fiscal operations. If Customer terminates the Services Agreement under this Section 2, Customer agrees not to replace the Services with functionally similar products or services for a period of one year after the termination of the Services Agreement.

3. **Indemnification**. If Customer is prohibited by federal, state or local law from agreeing to hold harmless or indemnify third parties, Section 14(a) and the indemnification provision included in Section 18 of the Services Agreement shall not apply to Customer, to the extent disallowed by applicable law.

4. **Open Records**. If the Customer is subject to federal or state public records laws, including laws styled as open records, freedom of information, or sunshine laws ("Open Records Laws") the confidentiality requirements of Section 12 of the Services Agreement apply only to the extent permitted by Open Records Laws applicable to the Customer. This Section is not intended to be a waiver of any of the provisions of the applicable Open Records Laws, including, without limitation, the requirement for the Customer to provide notice and opportunity for NEOGOV to assert an exception to disclosure requirements in accordance with the applicable Open Records laws.

5. **Cooperative Purchasing**. As permitted by law, it is understood and agreed by Customer and NEOGOV that any (i) federal, state, local, tribal, or other municipal government (including all administrative agencies, departments, and offices thereof); (ii) any business enterprise in which a federal, state, local, tribal or other municipal entity has a full, majority, or other controlling interest; and/or (iii) any public school (including without limitation K-12 schools, colleges, universities, and vocational schools) (collectively referred to as the "New Entity") may purchase the Services specified herein in accordance with the terms and conditions of this Agreement. It is also understood and agreed that each New Entity will establish its own contract with NEOGOV, be invoiced therefrom and make its own payments to NEOGOV in accordance with the terms of the contract established between the New Entity and NEOGOV. With respect to any purchases by a New Entity pursuant to this Section, Customer: (i) shall not be construed as a dealer, re-marketer, representative, partner or agent of any type of NEOGOV, or such New Entity; (ii) shall not be obligated, liable or responsible for any order made by New Entities or any employee thereof under the agreement or for any payment required to be made with respect to such order; and (iii) shall not be obliged, liable or responsible for any failure by any New Entity to comply with procedures or requirements of applicable law or to obtain the due authorization and approval necessary to purchase under the agreement. Termination of this Agreement shall in no way limit NEOGOV from soliciting, entering into, or continuing a contractual relationship with any New Entity. Any New Entity who purchases Services under this Section hereby represents that is has the authority to use this Services Agreement for the purchase and that the use of the Services Agreement for the purchase is not prohibited by law or procurement regulations applicable to the New Entity.

NEOGOV™

PowerDMS
Digital Management Software
A NEOGOV Company

Exhibit B
Integration Terms Addendum

NEOGOV offers integrations and platform APIs for integrations to third party systems ("Integration Services"). Customer may use only those Integration Services purchased or subscribed to as listed within the NEOGOV Order Form. The following terms (the "Integration Terms Addendum") shall apply to the extent that Customer utilizes a system integration between the Services and either: (a) an affiliated integrated service, including those found at https://api.neogov.com/connect/marketplace.html ("Affiliated API") or to the extent that Customer utilizes a system integration between the Services and an unaffiliated third-party service ("Customer Application") integrated using NEOGOV's open API ("Open API"). Integration Services are not available for HRIS Services and this Exhibit B shall not apply to HRIS Services.

1. Provision of Integrations. Subject to and conditioned on compliance with all terms and conditions set forth in this Agreement, NEOGOV hereby grants Customer a limited, revocable, non-exclusive, non-transferable, non-sublicensable license during the applicable Term to use and/or access the Affiliated API as described in this Agreement, or the Open API for communication between Customer's human resource related third application(s) that will interoperate with NEOGOV Services (collectively these uses shall be referred to as the "API" or "Integration"). Customer acknowledges there are no implied licenses granted under this Agreement. NEOGOV reserves all rights that are not expressly granted. Customer may not use the API for any other purpose without our prior written consent. Customer may not share the API with any third party, must keep the API and all log-in information secure, and must use the API key as Customer sole means of accessing the API.

2. Integration Intellectual Property. All right, title, and interest in the API and any and all information, data, documents, materials, inventions, technologies, know-how, descriptions, requirements, plans, reports, works, intellectual property, software, hardware, systems, methods, processes, and inventions, customizations, enhancements, improvements and other modifications based on or derived from the API are and will remain, as appropriate, with NEOGOV. All right, title, and interest in and to the third-party materials, includingall intellectual property rights therein, are and will remain with their respective third-party rights holders subject to the terms and conditions of the applicable third-party license agreements. Customer has no right or license with respect to any third-party materials except as expressly licensed under such third-party license agreements.

3. Integration Terms of Use. Except as expressly authorized under this Agreement, you may not remove any proprietary notices from the API; use the API in any manner or for any purpose that infringes, misappropriates, or otherwise violates any intellectual property rightor other right of any person, or that violates any applicable law; combine or integrate the API with any software, technology, services, or materials not authorized by NEOGOV; design or permit Customer Application(s) to disable, override, or otherwise interfere with any NEOGOV-implemented communications to end users, consent screens, user settings, alerts, warning, or the like; use the API in any of Customer Application(s) to replicate or attempt to replace the user experience of the Services; or attempt to cloak or conceal Customer identity or the identity of Customer Application(s) when requesting authorization to use the API.

4. Customer Integration Responsibilities. Customer, Customer developed web or other software services or applications, and Customer third-party vendors that integrate with the API (collectively the "Customer Applications"), shall comply with all terms and conditions of this Agreement, all applicable laws, rules, and regulations, and all guidelines, standards, and requirements that may be posted on https://api.neogov.com/connect/index.html from time to time. In addition, Customer will not use the API in connection with or to promote any products, services, or materials that constitute, promote, or are used primarily for the purpose of dealing in spyware, adware,or other malicious programs or code, counterfeit goods, items subject to U.S. embargo, unsolicited mass distribution of email ("spam"),multi-level marketing proposals, hate materials, hacking, surveillance, interception, or descrambling equipment, libelous, defamatory, obscene, pornographic, abusive, or otherwise offensive content, stolen products, and items used for theft, hazardous materials, or any illegal activities.

5. Cooperation. If applicable, Customer shall timely provide such cooperation, assistance, and information as NEOGOV reasonably requests to enable the API. NEOGOV is not responsible or liable for any late delivery or delay or failure of performance caused in wholeor in part by Customer's delay in performing, or failure to perform, any of its obligations under this Agreement. NEOGOV will provide Customer maintenance and support services for API issues arising from the information technology designed, developed, and under then current control of NEOGOV. NEOGOV shall have no obligation to provide maintenance or support for issues arising from the inaction or action of Customer or third parties of which are outside NEOGOV control.

6. Provision of Open API. In the event license fees or other payments are not due in exchange for the right to use and access the Open API, you acknowledge and agree that this arrangement is made in consideration of the mutual covenants set forth

in this Agreement, including, without limitation, the disclaimers, exclusions, and limitations of liability set forth herein. Notwithstanding the foregoing, NEOGOV reserves the right to charge for access with effect from the start of each Renewal Term by giving Customer at least ninety (90) day notice prior to commencement of a Renewal Term.

7. API Key. In order to use and access the Open API, you must obtain an Open API key through the registration process. Customer agreesto monitor Customer Applications for any activity that violates applicable laws, rules and regulation, or any terms and conditions of this Agreement, including any fraudulent, inappropriate, or potentially harmful behavior. This Agreement does not entitle Customer to any support for the Open API. You acknowledge that NEOGOV may update or modify the Open API from time to time and at our sole discretion and may require you to obtain and use the most recent version(s). You are required to make any such changes to Customer Applications that are required for integration as a result of such Update at Customer sole cost and expense. Updates may adversely affect how Customer Applications communicate with the Services.

8. Efficient Processing. You must use efficient programming, which will not cause an overwhelming number of requests to be made in too short a period of time, as-determined solely by NEOGOV. If this occurs, NEOGOV reserves the right to throttle your API connections,or suspend or terminate your access to the Open API. NEOGOV shall use reasonable efforts to provide Customer notice and reasonable time to cure prior to taking such actions.

9. Open API Limitations. TO THE FULLEST EXTENT PERMITTED UNDER APPLICABLE LAW, IN NO EVENT WILL NEOGOVBE LIABLE TO CUSTOMER OR TO ANY THIRD PARTY UNDER ANY TORT, CONTRACT, NEGLIGENCE, STRICTLIABILITY, OR OTHER LEGAL OR EQUITABLE THEORY FOR ANY DIRECT, LOST PROFITS, LOST OR CORRUPTED DATA, COMPUTER FAILURE OR MALFUNCTION, INTERRUPTION OF BUSINESS, OR OTHER SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND ARISING OUT OF THE USE OR INABILITY TO USE THE OPEN API; OR ANY DAMAGES, IN THE AGGREGATE, IN EXCESS OF FIFTY DOLLARS, EVEN IF NEOGOV HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGES AND WHETHER OR NOT SUCH LOSS OR DAMAGES ARE FORESEEABLE OR NEOGOV WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. ANY CLAIM YOU MAY HAVE ARISING OUT OF OR RELATING TO THIS AGREEMENT MUST BE BROUGHT WITHIN ONE YEAR AFTER THE OCCURRENCE OF THE EVENT GIVING RISE TO SUCH CLAIM.

10. Open API Termination. Notwithstanding the additional Termination rights herein, NEOGOV may immediately terminate or suspend Customer access to Open APIs in our sole discretion at any time and for any reason, with or without notice or cause. In addition, your Open API subscription will terminate immediately and automatically without any notice if you violate any of the terms and conditions of this Agreement.

<u>NEOGOV Service Level Warranties</u>

1. Definitions. For purposes of this Contract, the following definitions shall apply:

   a) “Non-excluded Downtime” means a period of downtime that is not Excluded Downtime.

   b) “Excluded Downtime” means (i) Scheduled Downtime; (ii) any period of unavailability lasting less than 10 minutes, not to occur more than once per month; (iii) issues arising from components controlled by the Customer (or its vendors, contractors or service providers) and their performance or failure to perform which impair or disrupt Customer’s connections to the Internet and the transmission of data as reasonably determined by NEOGOV after an investigation into the issue; (iv) that resulted from any actions or inactions of Customer or any third parties; and (v) unavailability of features or functions which would be considered a Level 1 or Level 2 severity level under the table in Section 2 below.

   c) “SaaS Application” means each proprietary NEOGOV web-based software-as-a-service application subscribed to by Customer.

   d) “Scheduled Maintenance” shall mean a period of time where the System is unavailable to Customer, and/or any third party, in order for NEOGOV to perform maintenance of the System. System maintenance includes, but shall not be limited to (i) adding, modifying, or upgrading equipment software and/or System source code, and; (ii) adding, modifying, or upgrading equipment.

   e) “Service Credit” shall means a percentage of Service Fees to be credited to Customer if NEOGOV fails to meet a Service Level, as set forth in this SLA. Once Service Credit equals 1/365 of the total fees paid for the SaaS Application

   f) "Service Level" means a performance standard NEOGOV is required to meet in providing the Services, as set forth in this SLA.

   g) “Uptime” means the percentage of total time in a calendar month that the hosted environment is available. Uptime is calculated as the sum of available time minus Non-excluded Downtime minus Excluded Downtime divided by total time minus Excluded Downtime, expressed as a percentage.

$$\left[\left(\frac{\text{Total -- Non-excluded -- Excluded}}{\text{Total -- Excluded}}\right)\right]$$

2. Customer Obligations. The Customer’s responsibilities and obligations in support of this SLA include the following:

   a) Providing information and authorizations as required by NEOGOV for performing the Services.

   b) Adhering to policies and processes established by NEOGOV for reporting service failures and incidents and prioritizing service requests.

   c) Paying fees and costs as required by any master agreement or scope of work.

   d) In order to receive any of the Service Credits described herein, Customer must notify NEOGOV within thirty (30) days from the time Customer becomes eligible to receive a Service Credit. Failure to comply with this requirement will forfeit Customer’s right to receive a Service Credit.

3. NEOGOV Obligations; Service Levels; Service Credits.

   a) Customer Service Response. NEOGOV will provide telephone customer support Monday through Friday excluding NEOGOV holidays. If the NEOGOV support desk is unable to resolve the issue within the time limits specified herein, the case shall be escalated to the appropriate teams.

	Target Response and Resolution Times	
Severity	**Issues/Factors Determining Severity**	**Initial Acknowledgment**[1]
Level 1	• Functionality, system use questions. • Enhancement requests • Data Privacy inquiry	< 72 hours
Level 2	• Problem does not impact or has low impact to customer operations. • Can conduct daily work. • No error messages. • There is a work around.	< 24 hours
Level 3	• No work around solution. • Moderate system impact. • Moderate data security, availability, or integrity impact. • Hot-fix required	< 4 hours
Level 4	• Critical error that leads to work stoppage or significant error in processing candidates • System outage due to NEOGOV software or hardware • Problem puts user or customer information at risk. • Multiple Customers reporting a safety issue. • Unauthorized access to customer or job seeker data.	< 2 hour

a) Standard Service Levels/Warranty. The SaaS Application, Resolution Times and Acknowledgment Times (the "Service Levels") must meet the standards described in this section. If Service Levels degrade to a level of non-compliance during the periods specified, Customer may request a Service Credit and NEOGOV must take the necessary steps to bring the system back to the required level unless Customer determines that factors outside NEOGOV's control are the cause. Only one Service Credit can be applied within a twenty-four (24) hour period. Any and all customer credits shall be attributed to the month period subsequent to the month in which the credit is requested by Customer. The aggregate maximum number of Service Credits to be issued by NEOGOV to Customer for any and all Downtime periods that occur in a single calendar month shall not exceed five (5) Service Credits. A Service Credit shall be issued in NEOGOV's invoice in the year following the Downtime, unless the Service Credit is due in Customer's final year of service. In such case, a refund for the dollar value of the Service Credit will be mailed to Customer. In no case will the Service Credits due to Customer for a month exceed the amounts paid by Customer to NEOGOV. In the event Customer terminates this contract with Service Credits still owed to Customer, NEOGOV shall compensate Customer for the monetary value of these Service Credits.

Examples: If Customer experiences one Downtime period, it shall be eligible to receive one Service Credit. If Customer experiences two Downtime periods, from multiple events at least twenty-four (24) hours apart, it shall be eligible to receive two Service Credits.

Service Level Warranties			
Service	**Measurement**	**Service Level**	**Service Credit**
SaaS Application	SaaS Application Uptime	99.8% in three (3) months during consecutive six (6) month period.	In addition to all other remedies available to Customer, Customer shall be entitled to terminate this Agreement for a material breach upon written notice to NEOGOV with no further liability, expense, or obligation to NEOGOV, provided that Customer notifies NEOGOV within thirty (30) days of the conclusion of the third (3rd month in which the Services were not available 99.8% of the time). Customer is entitled to prorate refund from date of termination within 30 days of the termination date.
SaaS Application	SaaS Application Uptime	99.8%	10% of monthly SaaS Application Fees

[1] During standard business hours.

Target Resolution Level 4	Target Resolution Time	100%	8% of monthly SaaS Application Fees
Level 3 Severity Resolution	Target Resolution Time	100%	5% of monthly SaaS Application Fees
Customer Support	Initial Acknowledgment	95% in calendar month	.5% of monthly SaaS Application Fees

Legal Exceptions

NEOGOV

	Exceptions to City of Superior (WI) RFP
Section/ Subsection #	Specified Exceptions and Explanations Below:
General Legal Notice	Legal Notice: The contractual terms and conditions under which NEOGOV proposes to provide the software and services identified in this proposal are those set forth in the current NEOGOV Services Agreement (the "Agreement"), a current copy of which is enclosed herewith, along with additional, mutually acceptable terms and conditions to be negotiated in good-faith. The Agreement is tailored to the specific products and services provided by NEOGOV and contains provisions necessary to protect the Customer as well as our company. If additional provisions or modifications are necessary, we have every confidence that NEOGOV will be able to address all terms to the satisfaction of the Customer. Type text here
Section 5.1 - Indemnification	Request to delete in its entirety and defer to Section 14 (Indemnification) and Exhibit A Section 3 (Indemnification) of NEOGOV's Services Agreement, copied below. We offer a hosted "cloud" software solution, so the critical area of concern to customers is the validity of our intellectual property which is why we can agree to indemnify for any claims related to intellectual property infringement. 14. Indemnification. a) Customer Indemnity. To the extent permitted by applicable law, Customer will defend and indemnify NEOGOV from and against any claim, demand, suit or proceeding made or brought against NEOGOV (i) by a third party alleging that any Customer Data infringes or misappropriates such third party's intellectual property rights, (ii) in connection with Customer's violation of any applicable laws, or (iii) any claim or allegation by any third party resulting from or related to Customer's or any of its Authorized User's breach of Section 3 of this Agreement. b) NEOGOV Indemnity. Subject to subsections 14(b)(i) through 14(b)(iii) and 14(c) of this Section, if a third party makes a claim against Customer that any NEOGOV intellectual property furnished by NEOGOV and used by Customer infringes a third party's intellectual property rights, NEOGOV will defend the Customer against the claim and indemnify the Customer from the damages and liabilities awarded by the court to the third-party claiming infringement or the settlement agreed to by NEOGOV.

Legal Exceptions

	i) Alternative Resolution. If NEOGOV believes or it is determined that any of the Services may have violated a third party's intellectual property rights, NEOGOV may choose to either modify the Services to be non-infringing or obtain a license to allow for continued use. If these alternatives are not commercially reasonable, NEOGOV may end the subscription or license for the Services and refund a pro-rata portion of any fees covering the whole months that would have remained, absent such early termination, following the effective date of such early termination. ii) No Duty to Indemnify. NEOGOV will not indemnify Customer if Customer alters the Service or Service Specifications, or uses it outside the scope of use or if Customer uses a version of the Service or Service Specifications which has been superseded, if the infringement claim could have been avoided by using an unaltered current version of the Services or Service Specifications which was provided to Customer, or if the Customer continues to use the infringing material after the subscription expires. NEOGOV will not indemnify the Customer to the extent that an infringement claim is based upon any information, design, specification, instruction, software, data, or material not furnished by NEOGOV. NEOGOV will not indemnify Customer for any portion of an infringement claim that is based upon the combination of Service or Service Specifications with any products or services not provided by NEOGOV. NEOGOV will not indemnify Customer for infringement caused by Customer's actions against any third party if the Services as delivered to Customer and used in accordance with the terms of the Agreement would not otherwise infringe any third-party intellectual property rights. iii) Exclusive Remedy. This Section provides the exclusive remedy for any intellectual property infringement claims or damages against NEOGOV. c) Indemnification Procedures. In order to receive the indemnities described hereunder, the indemnified party must: (i) promptly notify the indemnifying party, in writing, of any claim; (ii) cooperate reasonably with indemnifying party, at the indemnifying party's expense, in the defense and/or settlement thereof; and (iii) allow the indemnifying party to control the defense and/or settlement thereof except that the indemnifying party may not, without the indemnified party's prior written consent, enter into any settlement that does not unconditionally release the indemnified party from liability. The indemnified party shall have the right to participate in any defense of a claim and/or to be represented by counsel of its own choosing at its own expense, provided that ultimate control of such defense shall remain solely with the indemnifying party. 3. Indemnification. If Customer is prohibited by federal, state or local law from agreeing to hold harmless or indemnify third parties, Section 14(a) and the indemnification provision included in Section 18 of the Services Agreement shall not apply to Customer, to the extent disallowed by applicable law.

Legal Exceptions

Section 5.6 – Confidential Information	Request to defer to Section 12 (Nondisclosure) of NEOGOV's Services Agreement, copied below. Please note, all Customer data can be accessed, downloaded and/or exported by the Customer at any time for the term of the contract and for 90 days post contract termination. 12. Nondisclosure. a) Definition of Confidential Information. "Confidential Information" means all information disclosed by a party ("Disclosing Party") to the other party ("Receiving Party"), whether orally or in writing, that is designated as confidential or that reasonably should be understood to be confidential given the nature of the information and the circumstances of disclosure. Customer's Confidential Information includes its Customer Data. NEOGOV Confidential Information includes the NEOGOV Intellectual Property and the Services. The Confidential Information of each party includes the terms and conditions of this Agreement and all Order Forms (including pricing), as well as business and marketing plans, technology and technical information, product plans and designs, and business processes disclosed by such party. However, Confidential Information does not include any information that (a) is or becomes generally known to the public without breach of any obligation owed to the Disclosing Party, (b) was known to the Receiving Party prior to its disclosure by the Disclosing Party without breach of any obligation owed to the Disclosing Party, (c) is received from a third party without breach of any obligation owed to the Disclosing Party, or (d) was independently developed by the Receiving Party. b) Obligations. The Receiving Party will: (i) use the same degree of care it uses to protect the confidentiality of its own confidential information of like kind (but not less than reasonable care); (ii) not use any Confidential Information of the Disclosing Party for any purpose outside the scope of this Agreement and (iii) except as otherwise authorized by the Disclosing Party in writing, limit access to Confidential Information of the Disclosing Party to those of its employees and contractors who need access for purposes consistent with this Agreement and who have signed confidentiality agreements with the Receiving Party containing protections not less protective of the Confidential Information than those herein. c) Exceptions. The Receiving Party may disclose Confidential Information of the Disclosing Party to the extent compelled by law to do so, provided the Receiving Party gives the Disclosing Party prior notice of the compelled disclosure (to the extent legally permitted) and reasonable assistance, at the Disclosing Party's cost, if the Disclosing Party wishes to contest the disclosure. d) Equitable Relief. The parties recognize and agree there may be no adequate remedy at law for breach of the provisions of the confidentiality obligations set forth in this Section 12, that such a breach may irreparably harm

Legal Exceptions

	the Disclosing Party and the Disclosing Party is entitled to seek equitable relief (including, without limitation, an injunction) with respect to any such breach or potential breach in addition to any other remedies available to it at law or in equity.
Section 5.16 – Rights of Use	As stated above, the City will always retain ownership of its data. NEOGOV provides predeveloped off the shelf SaaS subscription. Request to defer to Section 9 (NEOGOV Intellectual Property) of NEOGOV's Services Agreement, copied below: 9. NEOGOV Intellectual Property Rights. a) NEOGOV shall exclusively own all right, title and interest in and to all pre-existing and future intellectual property developed or delivered by NEOGOV including all Services, products, systems, software (including any source code or object code) or Service Specifications related thereto, Updates or Upgrades, trademarks, service marks, logos and other distinctive brand features of NEOGOV and all proprietary rights embodied therein (collectively, the "NEOGOV Intellectual Property"). This Agreement does not convey or transfer title or ownership of the NEOGOV Intellectual Property to Customer or any of its users. All rights not expressly granted herein are reserved by NEOGOV. Other than recommendation use or as required by law, all use of NEOGOV trademarks must be pre-approved by NEOGOV prior to use. Trademarks shall include any word, name, symbol, color, designation or device, or any combination thereof that functions as a source identifier, including any trademark, trade dress, service mark, trade name, logo, design mark, or domain name, whether or not registered. b) Customer may, but is not obligated to, provide NEOGOV with suggestions, ideas, enhancement requests, or other feedback ("Feedback"). If Customer provides any such Feedback to NEOGOV, Customer hereby grants NEOGOV a nonexclusive, perpetual, irrevocable, royalty-free license to use all Feedback for any purpose. Feedback is provided to NEOGOV on an "as-is" basis without warranties of any kind.

Legal Exceptions

Section 5.17 – Ownership of Data and Transition	NEOGOV processes all Customer data the same, request to defer to Section 10 (Data Processing and Privacy) of NEOGOV's Services Agreement, copied below: 10. Data Processing and Privacy. a) Customer Data. "Customer Data" shall mean all data that is owned or developed by Customer, whether provided to NEOGOV by Customer or provided by a third party to NEOGOV in connection with NEOGOV's provision of Services to Customer, including Personnel data collected, loaded into, or located in Customer data files maintained by NEOGOV. NEOGOV Intellectual Property, including but not limited to the Services and all derivative works thereof, NEOGOV Confidential Information, and Platform Data do not fall within the meaning of the term "Customer Data". Customer exclusively owns all right, title, and interest in and to all Customer Data. Customer grants NEOGOV a license to host, use, process, display, create non-personal derivative works of, and transmit Customer Data to provide the Services. NEOGOV reserves the right to delete or disable Customer Data stored, transmitted or published by Customer using the Services upon receipt of a bona fide notification that such content infringes upon the intellectual property rights of others, or if NEOGOV otherwise reasonably believes any such content is in violation of this Agreement. b) Platform Data. "Platform Data" shall mean any anonymized data reflecting the access to or use of the Services by or on behalf of Customer or any user, including statistical or other analysis and performance information related to the provision and operation of the Services including any end user visit, session, impression, clickthrough or click stream data, as well as log, device, transaction data, or other analysis, information, or data based on or derived from any of the foregoing. NEOGOV shall exclusively own all right, title and interest in and to all Platform Data. Customer acknowledges NEOGOV may compile Platform Data based on Customer Data input into the Services. Customer agrees that NEOGOV may use Platform Data to the extent and in the manner permitted under applicable law. Such anonymized data neither identifies Customer or its users, nor can Customer or any its users can be derived from such data. c) Data Processing Agreement. The parties agree that the terms of the NEOGOV Data Processing Addendum ("DPA") made available on the NEOGOV Site is hereby incorporated herein by reference and made part of this Agreement and governs NEOGOV's processing of Personal Data. d) Data Responsibilities. i) NEOGOV will maintain commercially reasonable administrative, physical, and technical safeguards for protection of the security, confidentiality and integrity of the Customer Data. Those safeguards will include, but will not

Legal Exceptions

	be limited to, measures for preventing access, use, modification or disclosure of Customer Data by NEOGOV personnel except (a) to provide the Services and prevent or address service or technical problems, (b) as compelled by applicable law, or (c) as Customer expressly permits in writing. Customer acknowledges and agrees that it is commercially reasonable for NEOGOV to rely upon the security processes and measures utilized by NEOGOV's cloud infrastructure providers. ii) Customer is solely responsible for the development, content, operation, maintenance, and use of Customer Data, including but not limited to compliance with applicable laws. NEOGOV will have no responsibility or liability for the accuracy of the Customer Data prior to receipt of such data into the Services. Without limiting the foregoing, Customer shall be solely responsible for and shall comply with all applicable laws and regulations relating to (a) the accuracy and completeness of all information input, submitted, or uploaded to the Services, (b) the privacy of users of the Services, including, without limitation, providing appropriate notices to and obtaining appropriate consents from any individuals to whom Customer Data relates; and (c) the collection, use, modification, alteration, extraction, retention, copying, external storage, disclosure, transfer, disposal, and other processing of any Customer Data. NEOGOV is not responsible for lost data caused by the action or inaction of Customer or Authorized Users. Unless otherwise mutually agreed in writing, Customer shall not maintain any financial, health, payment card, or similarly sensitive data that imposes specific data security or data protection obligations within the Services. Customer shall provide and institute all appropriate tools and procedures required to ensure the security of its own information system and, more specifically, to prevent, detect and destroy the occurrence of any viruses. e) Breach Notice. NEOGOV will notify Customer of unauthorized access to, or unauthorized use, loss or disclosure of Customer Data within its custody and control (a "Security Breach") within 72 hours of NEOGOV's confirmation of the nature and extent of the same or when required by applicable law, whichever is earlier. Each party will reasonably cooperate with the other with respect to the investigation and resolution of any Security Breach. If applicable law or Customer's policies require notification of its Authorized Users or others of the Security Breach, Customer shall be responsible for such notification. f) Data Export, Retention and Destruction. Customer may export or delete Customer Data from the Services at any time during a Subscription Term, using the existing features and functionality of the Services. Customer is solely responsible for its data retention obligations with respect to Customer Data. If and to the extent Customer cannot export or delete Customer Data stored on NEOGOV's systems using the then existing features and functionality of the Services, NEOGOV will, upon Customer's written request, make the Customer Data available for export by Customer or destroy the Customer Data. If Customer requires the Customer Data to be exported in a different format than provided by NEOGOV, such additional services will be subject to a separate

Legal Exceptions

	agreement on a time and materials basis. Except as otherwise required by applicable law, NEOGOV will have no obligation to maintain or provide any Customer Data more than ninety (90) days after the expiration or termination of this Agreement. Customer acknowledges that it is solely responsible for determining any retention requirements with respect to the Customer Data as required by applicable law and NEOGOV disclaims all liability in connection with such determination. In addition, to the extent Customer requests that NEOGOV retain Customer Data beyond the expiration of the retention period required by applicable law, rule or regulation, NEOGOV disclaims all liability in connection with retaining such Customer Data including but not limited to any claims related to loss or destruction of such Customer Data.

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 04/02/2025

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
Newfront Insurance Services, LLC
777 Mariners Island Blvd
Suite 250
San Mateo CA 94404

CONTACT NAME: Certificate Department
PHONE (A/C, No, Ext): (415) 754-3635 FAX (A/C, No):
E-MAIL ADDRESS: techcertrequest@newfront.com

INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A :	Berkley National Insurance Company	38911
INSURER B :	Steadfast Insurance Company	26387
INSURER C :		
INSURER D :		
INSURER E :		
INSURER F :		

INSURED
GovernmnetJobs.com DBA NEOGOV
2120 Park Pl, Suite 100
El Segundo CA 90245

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

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	X COMMERCIAL GENERAL LIABILITY; CLAIMS-MADE; X OCCUR; GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY; PRO-JECT; LOC; OTHER:			TCP7011473	09/25/2024	09/25/2025	EACH OCCURRENCE	$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
							MED EXP (Any one person)	$ 15,000
							PERSONAL & ADV INJURY	$ 1,000,000
							GENERAL AGGREGATE	$ 3,000,000
							PRODUCTS - COMP/OP AGG	$ 3,000,000
								$
	AUTOMOBILE LIABILITY; ANY AUTO; OWNED AUTOS ONLY; SCHEDULED AUTOS; HIRED AUTOS ONLY; NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident)	$
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
	UMBRELLA LIAB; OCCUR; EXCESS LIAB; CLAIMS-MADE; DED; RETENTION $						EACH OCCURRENCE	$
							AGGREGATE	$
								$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N; ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH); If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		TWC7011475	09/25/2024	09/25/2025	X 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
B	Technology - E&O including Cyber Liability (Claims-Made)			EOC 6219893 - 05	09/25/2024	09/25/2025	Occurrence	$5,000,000
							Aggregate	$5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Evidence of Coverage

CERTIFICATE HOLDER

City of Superior
1316 N 14th St Ste 200
Superior WI 54880

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

NEOGOV

Req #	Description of Capability	Criticality	Vendor Response	Comments
General and Technical				
Technical Environment				
GT.1	The system shall flow all changes made in the system throughout all proposed system modules without the need for duplicate data entry.	**Critical**	**S**	
GT.2	The system shall support import and export data with web services formats.	**Critical**	**S**	
GT.3	The system shall integrate with third-party signature validation systems (e.g., DocuSign).	**Desired**	**S**	Digital signatures or electronic approvals are supported within products in scope without external software.
GT.4	The system shall support APIs (Application Programming Interface) for third-party system integration, including both data entry and extraction, as well as execute workflows or initiate processes.	**Critical**	**S**	Imports and exports established available in multiple ways; typically done through SFTP or API. More information needed to align with products in scope.
The system shall import and export data from (or to) standard file formats including but				
GT.5	.html;	**Critical**	**N**	
GT.6	PDFs that are text based and searchable;	**Critical**	**N**	
GT.7	.txt;	**Critical**	**S**	
GT.8	.csv;	**Critical**	**S**	
GT.9	.xlsx (MS Excel version 2016 or later, including MS 365);	**Critical**	**S**	
GT.10	.docx (MS Word version 2016 or later, including MS 365);	**Desired**	**S**	
GT.11	.ics (MS Outlook version 2016 or later, including MS 365, for calendaring);	**Desired**	**S**	Insight notices for self-scheduled interviews contain a calendar invite. Learn enrollment emails contains a link to add to Gmail or Outlook calendars. Enrolled courses/classes are also viewable via Calendar in the Unified Dashboard. ics for import and export of data is not supported.
GT.12	.xml; and	**Critical**	**S**	
GT.13	Other City-defined desktop productivity applications.	**Critical**	**S**	More information is needed
GT.14	The system has the ability to provide a toolkit to create and manage API's, in an easy user-friendly interface.	**Critical**	**S**	Customer resources are required to build and maintain these NEOGOV HRIS Product APIs: https://api.neogov.com/documentation/hrisapi/index.html
GT.15	The system has the ability to support API's (Application Programming Interface) for third-party system integration.	**Critical**	**S**	NEOGOV supports OT submissions using the Schedule product. Employees can submit OT requests for future or current dates which can be reviewed and approved by a manager before working the OT.
GT.16	The system has its own API keys and connectors for third-party and in-house system integration.	**Desired**	**S**	NEOGOV supports OT submissions using the Schedule product. Employees can submit OT requests for future or current dates which can be reviewed and approved by a manager before working the OT.
GT.17	The system shall support scheduled data feeds for exchanging file import/exports with third-party systems.	**Desired**	**S**	More information is needed - Our customer report builder supports scheduled exports and we offer APIs but more information needed to understand what types of data feeds you need support for.
GT.18	The system shall provide a centralized data dictionary that fully describes table structure, interdependencies, and appropriate levels of metadata.	**Critical**	**N**	NEOGOV does not provide access to our data dictionary.
GT.19	The system shall store and apply digital copies of signatures to documents (e.g., checks, notification letters) with appropriate security permissions.	**Critical**	**S**	For some products in scope but others use 'electronic approvals' not signatures.
GT.20	The system shall support application of certificate verified internal electronic signatures providing assurance of authenticity, integrity, and non-repudiation.	**Critical**	**S**	Varies by products in scope between electronic signatures or electronic approvals.
GT.21	The system shall operate on mobile devices (e.g., tablets, smart phones) and size-render appropriately.	**Desired**	**S**	The NEOGOV mobile app is available for download on Apple and Android devices where mobile access can be available to all, restricted from all or restricted by Department. The system can be accessed on a mobile phone using one of our supported browsers (Google Chrome or Microsoft Edge with Chromium).
GT.22	The system shall be device agnostic when run on mobile devices (e.g., the system can be run on Android, iOS, Windows, etc.).	**Desired**	**S**	
GT.23	The system shall provide a production, test, and development environment including the ability to track software changes applied to each environment and roll back as necessary.	**Critical**	**S**	NEOGOV has Production, Training and UAT environments used for development and testing. Clients are provided a version of their database in each environment. This will allow users to track software changes applied to each environment. However, the only rollback we support is that Production data will over-write UAT data every January. We do not support other rollback items at this time.
Document Management				
GT.24	The system shall provide "Document Management System" functionality to track electronic files associated with specific system records.	**Critical**	**S**	
GT.25	The system shall support data storage with discrete version control in accordance with defined operational standards.	**Desired**	**S**	Form builder supports version control for forms.
GT.26	The system shall provide the ability to link imported documents to specific records.	**Critical**	**S**	
GT.27	The system shall use "drag and drop", electronic file upload and scan document functionality to associate electronic files to transactions within the system.	**Desired**	**S**	Employee documents can be attached to employees throughout the system, where drag and drop support may vary.

NEOGOV

General and Technical				
Req #	**Description of Capability**	**Criticality**	**Vendor Response**	**Comments**
GT.28	The system shall restrict modification of attached documents based on individual or department permissions.	**Critical**	**S**	Attached documents cannot be modified but can be deleted or changed to a new attachment with permissions.
GT.29	The system shall allow a user to scan documents directly into the system.	**Critical**	**N**	Once files are scanned, they can be uploaded as a separate step but direct scanning into the system is not supported at this time.
GT.30	The system shall permit export or a file directly for document storage, for example in a third-party system or network drive.	**Desired**		Limited to employee documents and forms.
GT.31	The system shall email a hyperlink of an electronic file to another internal party.	**Desired**	**S**	In some areas of the products.
GT.32	The system shall allow email of an electronic file to an internal or external party (e.g., send a copy of a purchase order to a vendor).	**Critical**	**S**	Limited to employee documents and forms. HR Admins can share and employee's folder to inside and outside users.
GT.33	The system shall identify records with documentation/attachments.	**Critical**	**S**	NEOGOV's platform supports the attachment of documents and images to transactions across all modules. Visibility into attachments varies by products but is supported throughout products in scope. More information needed to determine full functionalities supported.
GT.34	The system shall associate electronic files with a system record with the following types: (e.g., MS Excel, MS Word, shape, PDF, .dwg, .tif, .jpg.).	**Critical**	**S**	Formats mentioned are supported throughout products in scope aside from shape and dwg. More information needed about these file types.
GT.35	The system shall allow the City to restrict or define allowable file types.	**Critical**	**S**	~~Some products in scope allow for the customer to determine files accepted, others are pre-set by NEOGOV.~~
GT.36	The system shall allow the City to set file size limitations.	**Critical**	**N**	~~NEOGOV limits file sizes/types for compliance with SaaS security best practices~~
GT.37	The system shall allow the City to electronically stamp documents.	**Desired**	**S**	~~More information is needed on 'stamp documents' but electronic signatures, and field, form and folder permissions are available in eForms.~~
GT.38	The system shall limit the number of records generated in a query, with a notification to the user of an incomplete data set.	**Critical**	**N**	There is no limit on users or records, both active and inactive.
GT.39	The system shall support the purging of linked electronic files, according to City defined schedules, allowing for differing schedules based on the document, module, and/or litigation hold.	**Desired**	**S**	Old data can be marked as 'archived' but will not be deleted – by design NEOGOV does not delete any customer data maintained within the system. If required, NEGOV can purge applicant and recruitment data from the system based on your retention schedule. You can run reports to include archived data for past recruitments. 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. eForms allows you to set up retention periods to retain and delete after a specific period -- Choose the period from 1 to 10 years along with a legal hold setting for indefinite purging. In other products - Admins can run reports and purge data as desired.
GT.40	The system shall electronically capture and store files, with Optical Character Recognition (OCR) capabilities.	**Critical**	**N**	
Security				
GT.41	The system shall utilize the organization's authentication protocol. (https://learn.microsoft.com/en-us/azure/active-directory/fundamentals/auth-sync-overview).	**Critical**	**S**	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.
GT.42	The system shall utilize the existing Active Directory user authentication regardless of deployment method.	**Critical**	**S**	
GT.43	The system shall support Single Sign-On (SSO).	**Critical**	**S**	
GT.44	The system shall inherit groups from Active Directory for application authentication.	**Desired**	**S**	We support SAML 2.0 that can integrate with Active Directory. Single Sign-On can be configured to the your Active Directory using NEOGOV standard SSO integrations or other more common SSO methodologies like Azure or SAML for user authentication, but we do not offer user provisioning services.
GT.45	The system shall assign users a unique ID and password.	**Critical**	**S**	

NEOGOV

General and Technical				
Req #	**Description of Capability**	**Criticality**	**Vendor Response**	**Comments**
GT.46	The system has the ability for IDs and passwords to use "strong passwords" including; alpha, numeric, lowercase, uppercase, and special characters, as defined by organization policy.	**Critical**	**S**	
GT.47	The system shall require that passwords are changed on a defined schedule, as defined by organization policy.	**Critical**	**S**	NEOGOV enforces the following password policies for accounts not using Single Sign-On (SSO): – **Password Complexity**: Minimum of 8 characters, including one uppercase letter, one lowercase letter, and one number. Default settings can be customized in the admin console. – **Password Expiration**: Passwords are required to be updated every 6 months. – **Account Setup**: Users must create a NEOGOV account to access the system, ensuring secure entry points.
GT.48	The system has the ability for passwords to have an organization-defined minimum length and complexity.	**Critical**	**S**	NEOGOV establishes the password requirements & parameters for all of our products.
GT.49	The system shall mask passwords as they are typed or entered onto the screen.	**Critical**	**S**	
GT.50	The system shall limit consecutive failed log in attempts.	**Desired**	**S**	
GT.51	The system shall store passwords in encrypted form, if the system requires that passwords be stored.	**Critical**	**S**	Users access NEOGOV only with a valid username and password combination, which is encrypted via SSL while in transmission. Encrypted session tracking is used to uniquely identify each user. For added security, the session key is automatically scrambled and re-established in the background at regular intervals.
GT.52	The system shall allow for multi-factor authentication.	**Critical**	**S**	
GT.53	The system shall provide import and export capabilities with user-level security options to control access to sensitive information.	**Critical**	**S**	**All NEOGOV systems also employ a roles-based security model ensuring users only have access to areas for which they have been given access rights. Any exports would be reflective of this same access.**
GT.54	The system shall encrypt data stored in the database (data at rest).	**Critical**	**S**	NEOGOV encrypts all data in transit and all data in backups. Data stored in our databases is encrypted at rest. We further encrypt personal information (a subset of PII) in our database. We are also 100% responsible for data encryption within our SaaS application & data center.
GT.55	The system shall encrypt data stored in the application.	**Critical**	**S**	
GT.56	The system shall encrypt data in-transit.	**Critical**	**S**	
The system shall provide security at the following levels:				
GT.57	Department;	**Critical**	**S**	
GT.58	Division;	**Critical**	**S**	**Security is by department with some ability assign by division throughout products in scope. More information needed to determine full functionalities supported.**
GT.59	Role or group;	**Critical**	**S**	Security role supported in all products. Settings can vary by product. More information needed to determine full functionalities support for groups.
GT.60	User ID;	**Critical**	**N**	
GT.61	Screen;	**Critical**	**N**	Security role supported in all products. Settings can vary by product. More information needed to determine full functionalities support for screens.
GT.62	Menu;	**Critical**	**N**	Security role supported in all products. Settings can vary by product. More information needed to determine full functionalities support for menu.
GT.63	Report;	**Critical**	**S**	Within the Unified Dashboard, reports can be run that filter based on the user's security profile, which allows employees and manager to run reports within their security scope. In addition to this administrators can define which reports different users will be able to run from Analytics and Reporting.
GT.64	Field;	**Desired**	**S**	NEOGOV systems also employ a roles based security model ensuring users only have access to areas for which they have been given access rights. Confidential fields can be included on the offer templated a restricted to users with confidential permissions. Both forms and fields in Onboard and eForms are restricted to permissions.

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General and Technical				
Req #	**Description of Capability**	**Criticality**	**Vendor Response**	**Comments**
GT.65	Field value as defined by the City (e.g., benefit category, employee class);	**Desired**	**S**	CoreHR supports up to 20 City-defined fields within the Positions, Employments, Assignments and Personals tabs. User-Defined fields can be added in Insight but not with security enabled. In Onboard and eForms, forms and form fields with security can be configured. User defined fields are not supported in Perform at this time.
GT.66	Element in chart of accounts; and	**Desired**	**S**	CoreHR and Payroll does have the ability to set security rules for elements within the chart of accounts.
GT.67	Transaction type.	**Desired**	**S**	Some personnel/HRIS actions are configurable to be controlled with security roles.
GT.68	The system shall provide role-based security.	**Critical**	**S**	
GT.69	The system shall allow the City to determine which fields are visible to which security roles.	**Critical**	**S**	All NEOGOV systems employ a roles-based security model ensuring users only have access to areas for which they have been given access rights. Administrators are able to see and maintain the security settings for each role, including which fields are visible per role.
The system shall track audit changes throughout the system that creates a log of all				
GT.70	Date;	**Critical**	**S**	Audit trails exist throughout the system. Data captured are limited to data changes, user, date and time.
GT.71	Time, to the nearest minute;	**Critical**	**S**	Audit trails exist throughout the system. Data captured are limited to data changes, user, date and time.
GT.72	User;	**Critical**	**S**	Audit trails exist throughout the system. Data captured are limited to data changes, user, date and time.
GT.73	Information prior to change;	**Critical**	**S**	More information needed to determine full functionalities supported.
GT.74	Changed information; and	**Critical**	**S**	More information needed to determine full functionalities supported.
GT.75	Other administer-configurable information.	**Critical**	**S**	
GT.76	The system shall provide configurable audit reports.	**Critical**	**S**	More information needed about areas of system audits reports are pulling from. Audit Log reporting for HRIS is supported within Custom Report Builder.
GT.77	The system shall automatically send configured audit reports on a scheduled basis or by a triggered audit event.	**Desired**	**S**	More information needed about areas of system audits reports are pulling from. Audit Log reporting for HRIS is supported within Custom Report Builder and scheduled.
GT.78	The system shall allow auditing within modules to be determined by the module, and configured by the administrator.	**Desired**	**S**	Front end audit trails are supported throughout products in scope where data varies by product. More information needed to fully align.
GT.79	The system shall update all security roles automatically (user discretion) when a change in the "master" role is made with updates made in real time and applied to all in-progress activities.	**Desired**	**S**	Security is per module - changes applied on our backend table permissions for customers would apply to all users for that role, dependent on the product in scope.
GT.80	The system shall allow a city systems administrator to configure the duration in which audit logs are retained (e.g., 90 days).	**Desired**	**N**	Audit Logs never purge from the system. Users will run the audit for date range requested. The reports themselves will be stored after they are run within "My Exports" for 30 days
GT.81	The system shall allow the City system administrator to add and change permissions for system access.	**Critical**	**S**	Access to the system is based on User Roles, which are configured by System Administrators during the initial setup of the system. Specific access between users can include permissions to read, create, update and or delete items. The HR Admin role has the highest access to the system and can configure permissions within each of the User Roles.
GT.82	The system shall log users off the system after a City systems administrator-defined period of inactivity.	**Critical**	**S**	Yes, accounts automatically lock or log out after a specified period of inactivity but not County defined.
GT.83	The system shall allow a City system administrator to log out users by module.	**Critical**	**S**	Time-out functionality is supported. Administrators have the ability to deactivated users as needed, which result in immediate removal off access.

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General and Technical				
Req #	**Description of Capability**	**Criticality**	**Vendor Response**	**Comments**
GT.84	The system shall allow multiple levels of City designated system administrators (i.e., IT/technical and end-user department/functional).	**Critical**	**S**	All NEOGOV systems also employ a roles-based security model ensuring users only have access to areas for which they have been given access rights. Access to the system is based on User Roles, which are configured by System Administrators during the initial setup of the system. Specific access between users can include permissions to read, create, update and or delete items. The HR Admin role has the highest access to the system and can configure permissions within each of the User Roles.
GT.85	The system shall restrict users by module from logging into the system during periodic system maintenance.	**Critical**	**S**	~~NEOGOV is proud to offer access to the system when our customers need it and is available 24x7x365, with reserved downtime typically associated with scheduled maintenance. In order to help ensure and maintain high levels of performance, NEOGOV has built redundancy into all its systems in order to minimize any system failures that could be perceived as customer outages. Last year, we have achieved 99.99% uptime level. 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. Outage times are scheduled during off hours.~~
GT.86	The system shall track audit changes at the database-level.	**Desired**	**S**	~~All activity is stored either within customer facing audit trails or in backend audit trails.~~
GT.87	The system shall automate the export of audit logs.	**Desired**	**N**	~~Audit Logs never purge from the system. Users will run the audit for date range requested. The reports themselves will be stored after they are run within "My Exports" for 30 days~~
GT.88	The system shall provide configurable exception reports.	**Critical**	**S**	~~Exception reporting is available throughout the system, typically in the form of help text if an error is made, such as omitting a required field. These are designed and maintained by NEOGOV and are not configurable by clients.~~
GT.89	The system shall allow authorized users to have access to a log of security activity to determine users that have signed on and off the system, as well as unsuccessful attempts to sign on to the system.	**Critical**	**S**	Date of last login is reportable on the front-end with more detailed back-end audit trails.
The system shall mask fields by user role including but not limited to:				
GT.90	Tax numbers/ID;	**Critical**	**S**	More information is required. Though NeoGov supports multi-entity, vetting the number of entities would be essential to know before implementation.
GT.91	Date of Birth;	**Critical**	**S**	
GT.92	Passwords;	**Critical**	**S**	
GT.93	Bank account numbers;	**Critical**	**S**	
GT.94	Social Security numbers;	**Critical**	**S**	
GT.95	Driver's License numbers;	**Critical**	**S**	
GT.96	Email addresses;	**Desired**	**S**	
GT.97	Addresses; and	**Desired**	**S**	
GT.98	Other, City-defined fields. Please describe limitations in comments.	**Desired**	**S**	CoreHR supports up to 80 total City-defined fields within the Positions, Employments, Assignments and Personals tabs with 20 on each. User-Defined fields can be added in Insight. In Onboard and eForms, forms and form fields with security can be configured. User defined fields are not supported in Perform and Learn at this time.
GT.99	The system shall mask a portion of any of the above fields.	**Desired**	**S**	More information is needed to fully understanding confidential information access needs.
GT.100	The system shall mask or allow select information defined by the City as confidential (e.g., police officer personal/home address).	**Desired**	**S**	
GT.101	The system shall apply the same security permissions to system queries and reports as it does to data fields/elements, based on user/role (e.g., data fields masked on a record or transaction are similarly masked on reports run by the user).	**Critical**	**S**	
GT.102	The system shall be operational on a 24 x 7 scheduled basis.	**Desired**	**S**	
GT.103	The system shall ensure that all modules are compliant with the most recent version of the Payment Card Industry (PCI) Data Security Standards (DSS).	**Critical**		
User Interface				
GT.104	The system shall provide the user with integrated application modules that offer a consistent user interface to minimize user training and administration of the system.	**Desired**	**S**	

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General and Technical				
Req #	**Description of Capability**	**Criticality**	**Vendor Response**	**Comments**
GT.105	The system shall provide drop down boxes, or other pick list functionality, for data selection.	**Desired**	**S**	
GT.106	The system shall provide configurable quick keys or keyboard shortcuts (i.e., function keys).	**Desired**	**N**	
GT.107	The system supports the ability for the City to designate which non-system required fields can be "made" required to support business operations.	**Critical**	**S**	Within the scope of the products for this RFP the required fields provided by NEOGOV are not able to be made non-required but custom forms fields available can be marked required or non-required.
GT.108	The system shall provide an administrative messaging system (e.g., a message to alert users of system maintenance activity).	**Desired**	**S**	NEOGOV will send email alerts to customers about system releases, and scheduled system outages, etc. Administrators can create a Unified Dashboard announcement advising users of upcoming downtime that is viewable upon signing in.
GT.109	The system shall provide customizable screens based on roles and permissions.	**Desired**	**S**	All NEOGOV systems also employ a roles-based security model ensuring users only have access to areas for which they have been given access rights. Dashboards are dynamic and show items based on assigned tasks and roles within the products.
GT.110	The system shall provide contextual help (i.e., field descriptions that are displayed based on the location of the mouse or cursor).	**Desired**	**S**	For some but not all products in scope.
GT.111	The system shall provide customizable help.	**Desired**	**S**	Varies by product in scope.
GT.112	The system shall provide data validation on entry.	**Critical**	**S**	Varies by products in scope and data being collected.
GT.113	The system shall create error logs with detail associated with the error.	**Critical**	**S**	Yes but this gets logged to the NEOGOV side not accessible by the customer
GT.114	The system shall allow users to send error reports to the City IT Department.	**Desired**	**N**	However we do have a customer support ticket system to submit directly to NEOGOV.
GT.115	The system shall provide configuration options for the level of detail that is logged in error logs.	**Desired**	**N**	
GT.116	The system shall add a new value to a pick list table without having to navigate from the table, with appropriate security permissions.	**Desired**	**S**	Varies by products in scope - more information is needed to fully understand your needs.
GT.117	The system shall provide customizable screens based on roles and permissions.	**Desired**	**S**	All NEOGOV systems also employ a roles-based security model ensuring users only have access to areas for which they have been given access rights. Dashboards are dynamic and show items based on assigned tasks and roles within the products.
GT.118	The system shall spell check on any field with the ability for a user to accept or ignore suggestion.	**Critical**	**S**	Typically through browser but also in some products in scope.
GT.119	The system shall validate against address field entries to align with City address standards.	**Desired**	**S**	Limited to HRIS products in scope .
GT.120	The system shall support CASS certification for USA and Canada.	**Desired**	**S**	NEOGOV uses Google Maps Address Validation API, which is CASS certified from USPS, meaning it's verified for its ability to standardize, update, and fill in missing address information, ensuring accuracy.
GT.121	The system shall support international addresses.	**Critical**	**S**	More information is needed but likely supported in full.
GT.122	The system shall support international phone numbers.	**Critical**	**S**	NEOGOV can support Canadian provinces and US territories.
GT.123	The system shall search by fragment or portion of a word or number.	**Critical**	**S**	Within defined search columns.
GT.124	The system has the ability for multiple windows to be open at the same time.	**Critical**	**S**	
GT.125	The system shall warn a user that they are about to execute a process and ask if they want to proceed (i.e., to warn before posting a batch of changes, etc.).	**Critical**	**S**	Varies by products in scope
GT.126	The system shall allow an administrator to configure which business process are prompted with a warning to proceed, with appropriate security permissions.	**Critical**	**S**	This is available for most products in this scope.
GT.127	The system shall allow the configuration of processes using either the keyboard only, the mouse only, or a combination of the two, depending on a user's preference.	**Desired**	**S**	Software can be navigated with mouse or keyboard.
GT.128	The system shall allow the system administrator to rename field labels.	**Desired**	**S**	Varies by products in scope, more information is needed
GT.129	The system shall support pre-filled fields in appropriately pre-formatted screens eliminating redundant data entry.	**Critical**	**S**	For fields related to the employee profile, yes.
GT.130	The system shall display which environment the user is logged into (i.e., test vs. production).	**Critical**	**S**	
GT.131	The system shall render application windows to the set screen resolution without application window truncation, or require scrolling to access all areas of the window.	**Critical**		
GT.132	The system shall allow application windows, including text and field dimensions, to be maximized to fit allotted screen size (i.e., increase window size to increase amount of data displayed instead of simply zooming in on data).	**Desired**	**S**	Some products/features in scope are mobile responsive; all products in scope are supported in the NEOGOV app.
	Workflow			

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Req #	Description of Capability	Criticality	Vendor Response	Comments
	General and Technical			
GT.133	The system shall initiate and track workflow and approval processes.	**Critical**	**S**	Configurable workflows are commonplace within NEOGOV Systems. Workflows can be created to alert employees, and HR Users, via email when certain tasks are due or to notify of completion of tasks. Workflows can control the approvers who review and make these changes official.
GT.134	The system shall allow systems administrators to assign different levels of approval for the same user.	**Critical**	**S**	More information is needed on this question to understand what levels of approval are needed.
GT.135	The system shall allow systems administrators to configure the system to maintain separation of duties related to workflow approval processes.	**Critical**	**S**	Configurable workflows are commonplace within NEOGOV Systems. Workflows can be created to alert employees, and HR Users, via email when certain tasks are due or to notify of completion of tasks. Workflows can control the approvers who review and make these changes official.
GT.136	The system shall allow users to approve multiple tasks/transactions simultaneously.	**Critical**	**S**	~~Some products in scope have approvals or bulk actions can be completed/sent back to another part of the workflows. More information is needed on required workflows as described.~~
GT.137	The system shall provide workflow functionality in all proposed system modules.	**Critical**	**S**	Workflow approvals are supported but vary by product.
The system shall set workflow rules by:				
GT.138	User;	**Critical**	**S**	
GT.139	Role;	**Critical**	**S**	
GT.140	Department;	**Critical**	**S**	
GT.141	Any string in the Chart of Accounts or Account;	**Critical**	**S**	CoreHR and Payroll does have the ability to set security rules for elements within the chart of accounts. Settings can vary by product.
GT.142	Thresholds;	**Critical**	**S**	More information is needed to determine the full functionalities supported.
GT.143	Percentage argument;	**Desired**	**S**	More information is needed to determine the full functionalities supported.
GT.144	Numerical argument;	**Desired**	**S**	More information is needed to determine the full functionalities supported.
GT.145	Record type (i.e., permit type, purchase order, etc.);	**Critical**	**S**	Settings can vary by product which are limited to employee actions not general permits or orders.
GT.146	Priority type; and	**Desired**	**S**	More information is needed to determine the full functionalities supported.
GT.147	Other City-defined criteria. Please describe limitations in comments.	**Desired**	**S**	Varies by product.
GT.148	The system shall allow temporary availability status changes of users (e.g., unavailable due to vacation time).	**Critical**	**S**	Varies by products in scope, more information is needed.
GT.149	The system shall re-route workflow assignments based on availability triggered by user unavailable status.	**Critical**	**S**	Workflow functionality varies by product. HRIS is equipped to help route workflows when the main approver is unavailable by using Designated Approvers or re-initiating the approval, but we are unable to support a trigger for this process at this time.
GT.150	The system shall re-route workflow assignments based on availability triggered by City-defined periods of no response.	**Critical**	**S**	Workflow functionality varies by product. HRIS is equipped to help route workflows when the main approver is unavailable by using Designated Approvers or re-initiating the approval, but we are unable to support a trigger for this process at this time.
GT.151	The system shall notify a system admin of unsuccessful workflow processes.	**Critical**	**S**	Not required as workflows cannot be sent forward with errors in them.
GT.152	The system shall provide event-driven notification by email to multiple users that can be configured at any step within any workflow.	**Desired**	**S**	~~Reminder and Overdue notices are standard throughout products in scope.~~
GT.153	The system shall allow notifications to be configurable (on/off) by the individual user type and/or module.	**Desired**	**S**	
GT.154	The system shall allow graphical tools for documenting workflow.	**Desired**	**S**	Graphical workflows are supported within eForms where other product workflows are sequential but not graphical.
GT.155	The system has the ability for a user to review and approve a workflow transaction directly from within an email, without requiring the user to follow a link to the system to approve the transaction (e.g., an approver can click "approve" in the email and have the approval be recorded in the system, and trigger the next applicable workflow step).	**Critical**	**S**	Not through email but supported through mobile app.
	Reporting and Dashboards			
GT.156	The system shall provide an Executive Information System (EIS) (i.e., a performance dashboard).	**Critical**	**S**	Standard and Custom dashboards are supported in Analytics and Reporting.
GT.157	The system shall customize the information presented on the EIS by user.	**Critical**	**S**	
GT.158	The system shall customize the information presented on the EIS by group of users.	**Critical**	**S**	
GT.159	The system shall display information on the EIS in real-time.	**Critical**	**S**	Standard Reports area available and provide real time data.

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Req #	**Description of Capability**	**Criticality**	**Vendor Response**	**Comments**
GT.160	The system shall provide a library of standard reports (i.e., "canned" reports).	**Critical**	**S**	
GT.161	The system shall allow a user to modify existing reports, with appropriate security permissions.	**Critical**	**S**	
GT.162	The system shall provide an integrated report writer.	**Desired**	**S**	
GT.163	The system shall provide an integrated report writer that has a consistent look and feel across all proposed system modules.	**Desired**	**S**	
GT.164	The system shall provide an integrated report writer that allows the creation of reports comprised of any discrete data field throughout the system with proper security permissions.	**Desired**	**S**	Report writer or custom report builder is available for all products in scope within Analytics and Reporting tab where reportable data varies by product.
GT.165	The system shall save a report as a new template after a user copies and modifies an existing report, with appropriate security permissions.	**Desired**	**S**	Users with appropriate permissions can copy reports and use these as a template where modifcations can be made to their version.
GT.166	The system shall configure and save ad hoc reports by individual user, with the ability to provide access to other users with appropriate security permissions.	**Critical**	**S**	
GT.167	The system has the ability to save favorite reports in a menu or pick-list by individual user.	**Critical**	**S**	
GT.168	The system shall allow generated reports to be viewed on screen prior to printing.	**Critical**	**S**	
GT.169	The system shall allow reports to be generated that are searchable.	**Critical**	**S**	Report Builder allows for sorting & filtering by the reports contents.
GT.170	The system shall configure automatic distribution paths for generated reports (i.e., automatically send a report to a particular user).	**Desired**	**S**	
GT.171	The system shall allow reports to be generated that have "drill-down" capabilities.	**Critical**	**S**	Filters can be configured within Custom Report set-up and are available within all standard reports.
GT.172	The system shall print graphs and charts for presentation style reports.	**Critical**		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. Graphs are available in some reports within the scope of this RFP.
Mobile Devices				
GT.173	The system shall provide a user interface that is fully accessible from mobile devices.	**Desired**	S	
GT.174	The system is HTML responsive and can adjust to screen size of the mobile device being used. (e.g., iPhone, iPad, laptop).	**Desired**	S	
GT.175	The system shall provide an iOS app for use on both iPhones and iPads.	**Desired**	S	
GT.176	The system shall provide an Android app for use on Android phones and tablets.	**Desired**	S	

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Req #	Description of Requirement	Criticality	Vendor Response	Comments
Applicant Tracking				
General Requirements				
REC.1	The system shall provide a Recruitment module that is integrated with all other proposed system modules such as the Employee File, Payroll, Time Entry and Benefits.	**Critical**	**S**	The recruitment module is integrated with Onboard for new hires and terminations, Core HR for compensation and position control and Payroll, as well as other products as part of the Employee Self service experience. We will build integrations to the products you have as record for Budget, Project Accounting. Integrations built by NEOGOV may be subject to additional charges depending on complexity.
REC.2	The system shall provide audit trail reporting of all data entries, changes and deletions by user, date, time and workstation.	**Critical**	**S**	Audit trails exist throughout the system. Data captured are limited to data changes, user, date and time.
REC.3	The system shall provide mobile optimization (e.g., allow for resizing and formatting of the applicant screen if viewed on a	**Desired**	**S**	
The system shall generate electronic requisitions to fill vacancies,				
REC.4	Department number;	**Critical**	**S**	
REC.5	Division;	**Critical**	**S**	
REC.6	Location;	**Critical**	**S**	
REC.7	Shift;	**Critical**	**S**	
REC.8	Position number;	**Critical**	**S**	
REC.9	Job/Position title;	**Critical**	**S**	
REC.10	Class code;	**Critical**	**S**	
REC.11	Status (full-time/part-time, permanent/temporary);	**Critical**	**S**	
REC.12	Reason for vacancy (e.g., promotion, transfer, termination, etc.);	**Critical**	**S**	Custom lines can be easily added to the electronic requisition form as needed.
REC.13	Date vacancy created;	**Critical**	**S**	
REC.14	Date requisition created;	**Critical**	**S**	
REC.15	Date needed;	**Critical**	**S**	
REC.16	Closing date (date field);	**Critical**	**S**	
REC.17	Open until filled (Yes/No);	**Critical**	**S**	This can be accomplished with a custom form field.
REC.18	Pay grade;	**Critical**	**S**	
REC.19	Salary range (with no min or max limits i.e., not limited to the positions salary range);	**Critical**	**S**	
REC.20	Multiple budget account codes;	**Critical**	**S**	A custom form field can be created and the codes can be manually entered.
REC.21	Recruitment type (general public, City only, department only);	**Critical**	**S**	
REC.22	Exempt/non-exempt status;	**Critical**	**S**	
REC.23	User-defined special requirements for the position (e.g., CDL);	**Critical**	**S**	Custom lines can be easily added to the electronic requisition form as needed.
REC.24	Multiple hiring officers/Division Director;	**Desired**	**S**	
REC.25	Contact name;	**Desired**	**S**	This can be accomplished with a custom form field.
REC.26	Contact phone;	**Desired**	**S**	Custom lines can be easily added to the electronic requisition form as needed.
REC.27	Requisition status (close, re-open, or update requisition); and	**Desired**	**S**	Custom lines can be easily added to the electronic requisition form as needed.
REC.28	Other user-defined fields.	**Desired**	**S**	With a user defined field or through details on class spec.
REC.29	The system shall, upon creation of a job requisition, create a system-generated requisition number, and creation date and tie requisition to a specific job code.	**Critical**	**S**	Requisition numbers can be automatically added based on the desired sequence number at the time of creation as a system setting. Job postings are generated from the requisition and share the same number sequence. Autonumbering can be overwritten, however, this would leave a gap in sequential numbering.
REC.30	The system shall allow for varying requisition numbers, including City-defined requisition numbers that are alphanumeric.	**Critical**	**S**	
REC.31	The system shall pre-populate requisition fields based on position control number (e.g., salary ranges, job description) with the ability to override.	**Critical**	**N**	Requisition fields don't change based on position number or pre-populate based on position number.
REC.32	The system shall allow users to copy information from a previously submitted requisition to a new one.	**Critical**	**S**	
REC.33	The system shall restrict entry of personnel requisitions to only those eligible and fully funded positions with a position control number (e.g., vacancies).	**Desired**	**N**	The County will have the option to use the approval process on requisitions. By using the position import with Insight, the County can have users select the active positions(s) that will be filled by the requisition. They can only select active (authorized and funded) positions. The system will not control the number of vacancies to be filled by the requisition request. It is up to the approvers to determine if it's appropriate to approve the requisition or not.

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Req #	Description of Requirement	Criticality	Vendor Response	Comments
Applicant Tracking				
REC.34	The system shall restrict entry of personnel requisitions to only one in-progress (e.g., submitted, pending, held) requisition per available position control number at a time. This intends to restrict two or more requisitions being entered for the same available position.	**Critical**	**S**	Security roles and permissions will limit access to creating requisitions. Requisitions can go through approvals to ensure funding. By using the position integration with Insight, the City can have users select the positions(s) that will be filled by the requisition. They can only select active (authorized and funded) positions. Insight will show the user the position details, including the FTE of the position, and if it is vacant or filled, what the headcount is in the position, etc. It is up to the approvers to determine if it's appropriate to approve the requisition or not.
REC.35	The system shall support both internal and external posting of job openings that are open to a single or multiple departments (e.g., advertise only to water vs. advertise City-wide).	**Desired**	**S**	
REC.36	The system shall restrict user access to requisitions according to user-defined authorization rules.	**Desired**	**S**	Based on role and departmental/division access
REC.37	The system shall allow authorized users to search within any field within the requisition for the purposes of querying and ad-hoc report creation.	**Desired**	**S**	Many fields are available, more details are required to fully understand customer needs around this line.
The system shall allow authorized users to view and sort all job requisitions on various fields, including (but not limited to):				
REC.38	Requisition number/ID;	**Critical**	**S**	
REC.39	Requisition creation date;	**Critical**	**S**	
REC.40	Requisition status (open/closed);	**Critical**	**S**	
REC.41	Filled requisitions; and	**Critical**	**S**	
REC.42	Other user-defined.	**Desired**	**S**	More information needed about other user-defined fields.
REC.43	The system shall tie requisitions to job codes (or other City-defined codes), allowing for sorting/querying based on classification.	**Desired**	**S**	
REC.44	The system shall ensure appropriate approvals have been received on position requests.	**Critical**	**S**	
REC.45	The system shall set a user-defined job posting time period.	**Critical**	**S**	
REC.46	The system shall permit authorized users to close or delete a	**Critical**	**S**	
REC.47	The system shall automatically close the requisition when the hiring process has been completed (i.e., if a one-to-one ratio between the requisition and the number of vacancies being filled).	**Critical**	**S**	Insight does not currently automatically closed jobs or requisitions, or remove candidates from other jobs when hires are moved to hire status; however, job posting closing dates can be set before being published to auto-close. The system contains a wizard for recruitment closeout, allowing recruiters to complete all closing tasks within one fly-out window to include archiving the requisition, sending notices to candidates not selected, archiving the job posting, etc.
REC.48	The system shall automatically track "Date of last update," including name of user making the last saved update.	**Critical**	**S**	
REC.49	The system shall notify requestor when position has been approved and initiate other related events (e.g., recruitment process).	**Critical**	**S**	Certain actions in the requisition and hire process can generate automated emails to department users. Additionally, emails can triggered to Hiring managers when offers are accepted or rejected.
REC.50	The system shall establish varying workflow rules based on whether a requisition entered is for filling a vacancy versus a reclassification of a position (e.g., position control Request).	**Desired**	**S**	Requisitions in Insight would typically be used for posting a position. A Reclassification request would go through CoreHR. Both systems can accommodate workflows.
REC.51	The system shall auto-populate job postings with job description data.	**Critical**	**S**	
REC.52	The system shall override and modify the job posting (e.g., narrative blurb about that position) and maintain version history (e.g., information prior to any changes made) with appropriate security.	**Critical**	**S**	Users with appropriate permissions will be able to make changes to the information on a per posting basis, including the ability to add photos and videos. Version history is not maintained on a posting basis, but users with appropriate permissions could add information to the notes section of the posting as needed.
REC.53	The system shall forward job postings to managers for review/updates/edits (via workflow).	**Critical**	**S**	Job postings do not include approvals, however 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. Job postings can also be copied and used as a "template" for future postings to save time and reduce errors.
REC.54	The system shall indicate job posting type (internal/external recruitment) and post as designated.	**Desired**	**S**	When creating a posting, users with the appropriate permissions can designate whether a job is being posted internally or externally.
REC.55	The system shall assign job postings to a specific recruiter or staff member(s) within HR.	**Critical**	**S**	Job Postings can be assigned to one recruiter but recruiters can view all job postings for departments they have security permissions to view.
The system shall display the following information on the job posting:				
REC.56	Department;	**Critical**	**S**	
REC.57	Location;	**Critical**	**S**	
REC.58	Shift;	**Critical**	**S**	
REC.59	Job/Position title;	**Critical**	**S**	
REC.60	Job category (safety sensitive, CDL, etc.);	**Critical**	**S**	

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Req #	Description of Requirement	Criticality	Vendor Response	Comments
	Applicant Tracking			
REC.61	Status (full-time/part-time, permanent/temporary);	Critical	S	
REC.62	Open date;	Critical	S	
REC.63	Closing date (date field);	Critical	S	
REC.64	Open until filled (Yes/No);	Critical	S	Users may add a custom form field. Furthermore, on the Job Posting Users will have the ability to set a close date based on number of applications submitted or time posted.
REC.65	Salary range;	Critical	S	
REC.66	Pay Grade;	Critical	S	
REC.67	Other user defined salary/pay field;	Critical	S	This can be accomplished with a custom form field.
REC.68	Exempt/non-exempt status;	Critical	S	
REC.69	User-defined special requirements for the position (e.g., CDL); and	Critical	C	This can be configured on application.
REC.70	Other user-defined fields.	Desired	S	Other/User-Defined Fields can be created
REC.71	The system shall future date job postings.	Critical	S	
REC.72	The system shall automatically close a job posting at a user-defined time to reflect the close of business for the job posting closing date.	Critical	S	Job posting closing dates can be set before being published to auto-close.
REC.73	The system shall utilize a single job posting in instances where there may be multiple vacancies (as driven by position control numbers) available under that posting (e.g., the City has 5 equipment operator vacancies but only one job posting is presented on the website).	Critical	S	Multiple requisitions can be associated to one job posting or multiple candidates can be hired for 1 requisition associated with one job posting. Custom form fields can be added to the job posting to give visibility to candidates on the number of active vacancies.
REC.74	The system shall automatically post job openings to City-defined external job posting websites.	Critical	S	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. A RSS Feed is available for Career Pages which is accepted by many Job Boards for scraping Career Pages. Job Target will allow your agency to have access to a marketplace of upwards of 25 thousand job sites, where you will be able to easily push your open positions for advertisement. Additionally, HR Admins or hiring managers can share jobs with other users as needed, essentially allowing anyone to be a recruiter for the organization.

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Req #	Description of Requirement	Criticality	Vendor Response	Comments
Applicant Tracking				
Application Data				
REC.75	The system shall allow configuration of the applicant data that is captured by the City.	**Critical**	**S**	
The system shall maintain, at a minimum, the following applicant				
REC.76	Applicant Name;	**Critical**	**S**	
REC.77	Previous Name(s);	**Critical**	**S**	Yes by use of an agency wide question.
REC.78	Date of application;	**Critical**	**S**	
REC.79	Time of application;	**Critical**	**S**	
REC.80	Source of application information;	**Critical**	**S**	
REC.81	Address;	**Critical**	**S**	
REC.82	Phone number/s;	**Critical**	**S**	
REC.83	Email address/es;	**Critical**	**S**	
REC.84	Positions applied/referred for;	**Critical**	**S**	
REC.85	Ability to be legally employed in the USA (Y/N);	**Critical**	**S**	Yes by use of an agency wide question.
REC.86	Reference detail;	**Critical**	**S**	
REC.87	Verification that references can be called (specific to each reference);	**Critical**	**S**	
REC.88	Attached supporting documentation (consistent with general file formats);	**Critical**	**S**	
REC.89	Previous employment information (e.g., previous salary, hours worked, title, dates of employment);	**Critical**	**S**	
REC.90	Previously employed by the City (Y/N);	**Critical**	**S**	Yes with an agency wide question.
REC.91	Education;	**Critical**	**S**	
REC.92	Veteran Status or Military Service;	**Critical**	**S**	Yes by use of an agency wide question.
REC.93	Certificates/licensure;	**Critical**	**S**	
REC.94	Driver's License Number, State issues, class;	**Critical**	**S**	
REC.95	Desired Salary;	**Critical**	**S**	
REC.96	Supplemental Questions (position specific);	**Critical**	**S**	
REC.97	Criminal History/Background;	**Desired**	**S**	
REC.98	Other skills; and	**Desired**	**S**	
REC.99	Other user-defined.	**Desired**	**S**	More information needed about other user-defined fields.
REC.100	The system shall save applicant data upon initial entry for user's profile with blocks prefilled for multiple application submissions with the ability to override.	**Critical**	**S**	
The system shall track EEO and demographic data for use in statistical analysis and reporting, including but not limited to:				
REC.101	Race;	**Critical**	**S**	
REC.102	Ethnicity;	**Critical**	**S**	
REC.103	Sex;	**Critical**	**S**	
REC.104	Gender;	**Critical**	**S**	
REC.105	Age range (per user defined ranges);	**Desired**	**S**	With a user defined field
REC.106	Hiring Department;	**Critical**	**S**	
REC.107	Highest grade completed, and type of education completed;	**Critical**	**S**	
REC.108	GED; and	**Critical**	**S**	
REC.109	Other user-defined fields.	**Desired**	**S**	With a user defined field or through details on class spec.
REC.110	The system shall store EEO data separate from the applicant record.	**Critical**	**S**	EEO information is stored within the Master Profile that is only viewable by users with appropriate permissions, which is separate from application.
REC.111	The system shall restrict access to EEO data to authorized users as determined by City user profiles.	**Critical**	**S**	
REC.112	The system shall populate EEO data by electronic submissions from applicant record and requisition data.	**Critical**	**S**	
REC.113	The system shall redact identifying information (Name, DOB, etc.) from an application prior to submission to a hiring manager.	**Critical**	**S**	Insight provides PII blinding for applicant review - eliminating bias by blinding users from viewing all personally identifiable information within the system as well as the ability to configure confidential data/attachments within Insight. NEOGOV's unique attachment redaction feature assists your organization in reducing bias in the hiring process by allowing OHC users who do not have access to view Personally Identifiable Information (PII) to review applicant attachments with PII redacted. PII redaction occurs automatically based on matching keywords from a candidate’s application and then Insight users review attachments prior to making them available for OHC users to download to ensure all necessary information is redacted.
REC.114	The system shall track ADA requests with an applicant.	**Critical**	**S**	Applicant ADA requests are stored and reportable in Insight.
REC.115	The system shall notify defined users when an ADA accommodation request has been submitted.	**Critical**	**S**	While no email notification will be sent when an ADA accommodation request has been submitted, users with appropriate permissions could run reports to see who has requested accommodation through an agency wide question on their employment application.

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Req #	Description of Requirement	Criticality	Vendor Response	Comments
Applicant Tracking				
REC.116	The system shall track ADA accommodations with an applicant.	**Critical**	**S**	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.
REC.117	The system shall apply user-defined scoring criteria to any field in the application, including supplemental questions.	**Desired**	**S**	
REC.118	The system shall support EEO and ADA analysis.	**Critical**	**S**	
REC.119	The system shall flag applicant records based on user-defined criteria (e.g., termed employee unable to reapply, applicant rejected due to criminal background results).	**Desired**	**S**	Applicants' profiles can be set to 'barred from applying.' This will flag applications if they are advanced from the initial application received step in the system. HR can also define re-applying periods for each job posting to limit multiple applications from the same applicant. If an applicant applies through different account, our system provides the ability to complete a profile merge.
Online Employment Application				
REC.120	The system shall provide an online employment application interface.	**Critical**	**S**	
REC.121	The system shall support for online employment application	**Critical**	**S**	
REC.122	The system shall allow job posting web pages to be customized to match the City website in format, presentation,	**Desired**	**S**	Configurable but standard blank pages are provided.
REC.123	The system shall restrict user-access through use of user-ID and password.	**Critical**	**S**	
REC.124	The system shall administer password changes and revisions to support applicant needs.	**Critical**	**S**	
REC.125	The system shall allow an applicant user to manage password changes and revisions to support applicant needs.	**Critical**	**S**	
REC.126	The system shall store job postings and/or descriptions in an easily updated format.	**Critical**	**S**	
REC.127	The system shall maintain job posting and/or description history, including prior versions and active dates.	**Critical**	**S**	Users with appropriate permissions will be able to make changes to the information on a per posting basis, including the ability to add photos and videos. Version history is not maintained on a posting basis, but users with appropriate permissions could add information to the notes section of the posting as needed.
REC.128	The system shall provide online completion of application on any Internet enabled computer through a web browser.	**Critical**	**S**	The system can be accessed on any device using one of our supported browsers as shown below: – Chrome and Edge with Chromium for desktop users on governmentjobs.com, Career Pages and the products in scope for this RFP. – Safari and Chrome for mobile devices on governmentjobs.com and Career Pages. – We recommend users keep their Browser version up to date on their PC or mobile devices.
REC.129	The system shall provide a view for internal and external users for job postings available to both groups.	**Critical**	**S**	When creating a posting, users with the appropriate permissions can designate whether a job is being posted internally or externally.
The system shall provide applicants with an interface with a variety of functions, including but not limited to:				
REC.130	Instructions for system use;	**Critical**	**S**	
REC.131	Create new employment application;	**Critical**	**S**	
REC.132	Print job posting;	**Critical**	**S**	
REC.133	Print application;	**Critical**	**S**	
REC.134	Save application; and	**Critical**	**S**	
REC.135	Suspend/withdraw application (before/after closing date).	**Critical**	**S**	Applications not completed before closing will be removed from in progress applications. Withdrawing post closing is not supported but under considerations for a future roadmap.
REC.136	The system shall allow applicants to retrieve and print previously created/submitted applications.	**Critical**	**S**	
REC.137	The system shall allow applicants to suspend or withdraw their application, and to allow City users to view the status of the application after the fact.	**Critical**	**C**	At this time, users cannot suspend or withdraw their application through the system, but internal users could mark them as withdrawn. Authorized users can define, and report on, all candidate dispositions that are used throughout the system. These dispositions will be displayed both internally as well as on the Candidate's Self Service Portal (if allowed) so that applicants can track their status for any recruitment.

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Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
REC.138	The system shall require a resume (or other defined documents such as a cover letter or proof of licensure/certification) be uploaded for certain postings, as defined by a City user.	**Critical**	**S**	Applicants can post various documents when submitting an application, i.e.. cover letters, resumes, reference letters, etc. Custom attachment types/categories can also be created. Your organization can define attachment extensions from the list of file types supported by NEOGOV. Applicant attachments can be uploaded up to 10MB per attachment. Accepted file types include - pdf, htm, html, xls, xls, ppt, pptx, potx, doc, docx, txt, rtf, bmp, gif, jpe, jpeg, jpg, png, tif, tiff, wp, wpdn. Also, these documents can be marked as required or left as optional based on your needs. In addition, HR can attach unlimited documents (certificates, resumes, transcripts, etc.) directly onto an Applicant Master Profile so that authorized users are able to view any necessary documents.
REC.139	The system shall require multiple documents be uploaded for certain postings, as defined by a City user.	**Critical**	**S**	
REC.140	The system shall allow applicants to attach supplemental documentation in several formats (PDF, DOCX, XLSX, CSV, TXT).	**Critical**	**S**	In Insight, you can define attachment extensions from the list of file types supported by NEOGOV. Applicant attachment be uploaded up to 10MB per attachment. Accepted file types include - pdf, htm, html, xls, xls, ppt, pptx, potx, doc, docx, txt, rtf, bmp, gif, jpe, jpeg, jpg, png, tif, tiff, wp, wpdn. Also, these documents can be marked as required or left as optional based on your needs. In addition, HR can attach unlimited documents (certificates, resumes, transcripts, etc.) directly onto an Applicant Master Profile so that authorized users are able to view any necessary documents.
REC.141	The system shall perform OCR on resumes to populate fields based off of uploaded resumes.	**Desired**	**S**	Applicants can upload and resume which pre-fills their profile the first time they create an account.
REC.142	The system shall allow applicants to save their own application data for future retrieval (using user-ID and password).	**Critical**	**S**	To facilitate the application process, applicants can maintain an application template, containing standard demographic information, work experience, education, references, etc. and then use the template to apply for new positions as desired. Applicants can edit their master profile at any time or as they apply to various jobs. At any time prior to submitting any application, the applicant can save and retrieve and edit an application as desired. Applicants can also re-use their saved profile & any application they have previously created or submitted for any future job posting, provided the questions being asked, required attachments are the same for job postings.
REC.143	The system shall allow applicants to submit multiple applications without re-entering information.	**Critical**	**S**	Applicants can create and maintain unlimited applications within the system and edit these as desired for any position and can apply for positions one at a time. Applicants can quickly and easily apply for any position and even re-apply for positions as allowed by your organization by following the user defined re-apply period. To facilitate the application process, applicants can maintain an application template, containing standard demographic information, work experience, education, references, etc. and then use the template to apply for new positions as desired. With the initial account creation on Career pages, applicants can upload a resume, which will automatically parse out information to create their applicant profile.
REC.144	The system shall allow applicants to update previously created and saved applications (based on user-defined status of application).	**Critical**	**S**	Applications can be saved and edited before submission.
REC.145	The system shall allow applicants to review applications prior to submittal (e.g., preview mode).	**Critical**	**S**	
REC.146	The system shall designate mandatory fields in an application.	**Critical**	**S**	
REC.147	The system shall allow applicants to search posted jobs before and after submitting applications.	**Critical**	**S**	
REC.148	The system shall allow applicants to save information and return later to complete and/or update their application.	**Critical**	**S**	
REC.149	The system shall allow customized supplemental questions/sections option as determined by the City.	**Critical**	**S**	HR staff creating postings will have the option to add job specific supplemental questions on the fly, as postings are created or to add use Supplemental Questions from the item bank located within the Library. Once questions have been added to a posting from the item bank, the question and/or response options can be modified for the specific posting without altering the question saved in the item bank. Answers to the supplemental questions can be used to filter out applicants. Points can be added to responses on supplemental questions and allow the system to calculate the scores a candidate receives based on their responses to the questions.

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Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
REC.150	The system shall save configurable applications by positions. (e.g., Police applications require DOB, while other positions Citywide may not).	**Critical**	**S**	
REC.151	The system shall track, maintain, and notify applicants of application status (e.g., application received, meets/does not meet qualifications, vacancy filled, referred for interview, vacancy cancelled) via configurable email.	**Critical**	**S**	Insight provides the ability to develop custom email/text notice templates. Your agency can also choose to display status information on a per recruitment basis to the applicant's GovernmentJobs Profile. Recruitments with auto-scoring configured can have notices auto-generated for failed applications. Recruiters can develop and send all other notice templates individually or in bulk, including notification of outcome of an interview, next steps in the process or results of exams/test scores.
REC.152	The system shall track, maintain, and notify applicants of application status (e.g., application received, meets/does not meet qualifications, vacancy filled, referred for interview, vacancy cancelled) via web portal.	**Critical**	**S**	Customers can choose to display status information on a per recruitment basis to the applicant's GovernmentJobs Profile.
REC.153	The system shall allow applicants to check the status of their application.	**Critical**	**S**	Applicant 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.
REC.154	The system shall allow a pool of applicants to remain under consideration for an open posting when one or more of the same position are posted, and one becomes filled (e.g., do not eliminate all candidates if more than one of the same position is available).	**Critical**	**S**	
REC.155	The system shall allow LinkedIn integration.	**Desired**	**N**	NEOGOV does not currently integrate with LinkedIn. A link can be posted on LinkedIn that links back to the job posting. 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, including LinkedIn.
REC.156	The system shall automatically notify applicants of upcoming job openings based on applicant's selection of job interest.	**Critical**	**S**	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 can report on all job interest card activity at any time, too, to see how many people have submitted cards and to also estimate and prepare for how much activity you can expect when you open the job.

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Req #	Description of Requirement	Criticality	Vendor Response	Comments
Applicant Tracking				
Applicant Screening				
REC.157	The system shall permit the creation of a pre-application questionnaire to be completed prior to completing the application to advise the applicant of the need to fulfill minimum requirements of the position.	**Critical**	**C**	While a formal pre-application questionnaire is not supported, Applicants do have visibility into the Minimum Qualification details in the posting and Supplemental Questions that will be asked as a part of the formal application. Responses to these questions can be used to allow the system to auto-screen applicants and provided immediate visibility into minimally versus highly qualified applicants.
REC.158	The system shall generate an automatic response for applicants who do not meet the minimum requirements as defined in the pre-application questionnaire (e.g., advising that it does not appear as if they meet minimum standards for the position, and providing an option to return to the job posting list or to continue with the completion of the application).	**Critical**	**C**	This notice can be set up to automatically send to the applicant after they have submitted a completed application. Insight does not support pre-application questionnaires.
REC.159	The system shall track applicant screening events including but not limited to: written, oral, performance, physical agility, training, and experience ratings.	**Critical**	**S**	**With Insight's event functionality includes the ability to establish individual or multiple events (written, oral, and/or performance) for any recruitment to test applicable skill sets.** **NEOGOV maintains formal partnerships with leading test providers (such as Biddle Testing which includes physical agility) and can provide discounted pricing to existing partner exams rather than replicating exams, if applicable. Costs for partner exams is dependent on several factors including number of exams, exam type, etc.**
REC.160	The system shall link pre-screen requirements to a job code.	**Critical**	**S**	NEOGOV does offer pre-screen capabilities, however, you cannot attach supplemental questions to the job description, more information needed to determine full functionality.
REC.161	The system shall provide configurable applicant screening events based on requisition type in user-defined sequence.	**Critical**	**S**	
REC.162	The system shall allow applicant screening events to consist of a combination of a variety of types of tests (e.g., both written and oral needed).	**Critical**	**S**	
REC.163	The system shall allow a user-defined weight for each screening event.	**Critical**	**S**	
REC.164	The system shall allow a user-defined overall passing score or separate passing scores for various parts of the applicant screening event.	**Desired**	**S**	
REC.165	The system shall allow user-defined conditions for the application of flat rate or percentage point (e.g., extra points for veterans).	**Critical**	**S**	
REC.166	The system shall ensure that candidates who are invited for an applicant screening event must pass each portion of the screening process in order to move forward in the process.	**Critical**	**S**	
REC.167	The system shall provide each applicant with a notice of the final grade and relative standing on the employment list or failure to attain a place on the list.	**Critical**	**S**	
REC.168	The system shall interface with E-Verify (or other Federal immigration systems).	**Desired**	**S**	This is within Onboard and is a free integration.
REC.169	The system shall allow sorting of applications by any available application field for viewing/reviewing.	**Critical**	**S**	**HR can filter applicants based on many fields that are included in the application as well as their responses to supplemental questions.** **Based on the type of question, HR Administrators will have the ability to filter applicants based on the responses submitted. For example, HR Administrators can filter applicants based on whether they answered yes to having a college degree. Recruiters can also set up auto-scoring to automatically filter/rate candidates responses to questions.** **Hiring managers are also able to search candidates that have been referred to them through various search elements like column panels or sort features within the Online Hiring Center.**
REC.170	The system shall allow the user to cut and paste information from the job posting into the criteria matrix sheet, (e.g., to develop a Training and Experience point scale).	**Desired**	**S**	
REC.171	The system shall capture job requirements (per the job posting), such as necessary skills and competencies, for use in recruiting, and analytics and reporting.	**Desired**	**S**	
REC.172	The system shall support various workflow approval routing for departments with openings to make them aware of qualified applicants.	**Desired**	**S**	SME review can be set up as well as other types of review categories to include reviewers, raters or SMEs

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Applicant Tracking

Req #	Description of Requirement	Criticality	Vendor Response	Comments
REC.173	The system shall inactivate and purge job postings after a user-defined period.	**Desired**	**S**	Old data can be marked as 'archived' but will not be deleted – by design NEOGOV does not delete any customer data maintained within the system. If required, NEGOV can purge applicant and recruitment data from the system based on your retention schedule. You can run reports to include archived data for past recruitments. 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.
REC.174	The system shall apply a temporary bar/restriction on applicants, prohibiting reapplication for a set period of time (e.g., multiple applications for the same posting).	**Critical**	**S**	A re-apply period can be configured on the job posting, preventing the applicant from applying to the same job posting multiple times.
REC.175	The system shall maintain an eligible application list for a City-defined period of time with the option for extension.	**Critical**	**S**	
REC.176	The system shall notify potential applicants when a new position is posted.	**Critical**	**S**	**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 can report on all job interest card activity at any time, too, to see how many people have submitted cards and to also estimate and prepare for how much activity you can expect when you open the job.**
Employment Application Tracking				
REC.177	The system shall store applicant records that are received in response to a specific job requisition.	**Critical**	**S**	
REC.178	The system shall perform application/resume routing via workflow.	**Desired**	**S**	
REC.179	The system shall allow authorized user to post available interview times and allow invited candidates to view and select an interview time and notify hiring manager of schedule.	**Desired**	**S**	
REC.180	The system shall track interview results.	**Critical**	**S**	
The system shall define different application types and content for the following employee groups:				
REC.181	Regular Full-Time;	**Critical**	**S**	
REC.182	Regular Part-Time;	**Critical**	**S**	
REC.183	Seasonal;	**Critical**	**S**	
REC.184	Temporary or on call;	**Critical**	**S**	
REC.185	Sworn police;	**Critical**	**S**	
REC.186	Sworn fire;	**Critical**	**S**	
REC.187	Interns; and	**Critical**	**C**	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.
REC.188	Other user-defined.	**Desired**	**S**	More information needed about other user-defined fields.
The system shall allow inquiry on applicant records, where users can track a variety of functions, including but not limited to:				
REC.189	Applications received to-date;	**Critical**	**S**	
REC.190	Pre-employment testing, including multiple tests;	**Critical**	**S**	With Insight's event functionality includes the ability to establish individual or multiple events (written, oral, and/or performance) for any recruitment to test applicable skill sets. NEOGOV maintains formal partnerships with leading test providers (such as Biddle Testing) and can provide discounted pricing to existing partner exams rather than replicating exams, if applicable. Costs for partner exams is dependent on several factors including number of exams, exam type, etc.
REC.191	Screening results;	**Critical**	**S**	
REC.192	Reason for screening failure (user-defined);	**Desired**	**S**	
REC.193	Applicants selected for interview;	**Desired**	**S**	
REC.194	(Pre)Interview Panel Members evaluations/input;	**Desired**	**S**	
REC.195	Number of applications applied for position;	**Critical**	**S**	
REC.196	Background check date complete;	**Desired**	**S**	
REC.197	Background completed by;	**Desired**	**S**	

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Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
REC.198	Reference check date complete;	**Desired**	**S**	Employment references are configurable in terms of what application templates require/allow references to be attached, collected or for eReferences to be used. Name, address, phone number and email address are standard reference fields. NEOGOV's E-Reference functionality gives the ability to auto-send a confidential reference request, which includes responding to your own e-reference questionnaire (allowing you to design the text and type of questions you ask as well as file attachment capability) Each e-Reference request is provided with unique URL to reply to, to provide a reference. This allows the reference to be collected securely and confidentially and making the replies visible to only HR and others involved in hiring, but not the candidate. Standard references (names and details) as well as attached reference letters can be collected at time of application; eReferences can be collected at time of application or delay sent later in the process when more qualified or candidates selected to be hired need references checked. E-Reference status can be checked within the system, including the date that the notice was sent to reference, date the questionnaire was accessed, and date the completed questionnaire was received by the agency.
REC.199	Reference completed by;	**Desired**	**S**	Employment references are configurable in terms of what application templates require/allow references to be attached, collected or for eReferences to be used. Name, address, phone number and email address are standard reference fields. NEOGOV's E-Reference functionality gives the ability to auto-send a confidential reference request, which includes responding to your own e-reference questionnaire (allowing you to design the text and type of questions you ask as well as file attachment capability) Each e-Reference request is provided with unique URL to reply to, to provide a reference. This allows the reference to be collected securely and confidentially and making the replies visible to only HR and others involved in hiring, but not the candidate. Standard references (names and details) as well as attached reference letters can be collected at time of application; eReferences can be collected at time of application or delay sent later in the process when more qualified or candidates selected to be hired need references checked. E-Reference status can be checked within the system, including the date that the notice was sent to reference, date the questionnaire was accessed, and date the completed questionnaire was received by the agency.
REC.200	Position numbers;	**Desired**	**S**	
REC.201	Requisition number;	**Critical**	**S**	
REC.202	Applicant first name;	**Critical**	**S**	
REC.203	Applicant last name;	**Critical**	**S**	
REC.204	Applicant prior name;	**Critical**	**S**	Yes with using an agency wide question.
REC.205	Applicant ID;	**Desired**	**S**	
REC.206	Applicant address (or City);	**Desired**	**S**	
REC.207	Department/division name;	**Desired**	**S**	
REC.208	Department/division number;	**Desired**	**S**	
REC.209	Job Code;	**Desired**	**S**	
REC.210	Job title;	**Desired**	**S**	
REC.211	Declined offer (reason for decline);	**Critical**	**S**	Declined status is currently available within Reporting. Declined Comments reportability is in development for release in future enhancement.
REC.212	Selected for hire;	**Desired**	**S**	
REC.213	Number/types of positions applicant applied for; and	**Desired**	**S**	
REC.214	Any other field, including user-defined fields (e.g., driver's license, drug screening, criminal check).	**Desired**	**S**	Yes, dependent upon custom form fields created within the system.
REC.215	The system shall allow view of all records of a specific applicant.	**Critical**	**S**	This is based on user permissions.
REC.216	The system shall track multiple position opportunities for a single applicant.	**Critical**	**S**	
REC.217	The system shall track multiple position offers with detail in conjunction with the applicant record (e.g., date of offer, amount, status, etc.).	**Desired**	**S**	

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Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
REC.218	The system shall generate interview invitations.	**Desired**	**S**	Interview slots, including dates, times, locations, and number of slots can be created by Insight and OHC users. Insight and/or OHC users can either schedule the candidate manually or set up self-scheduling where the qualifying applicant, through their Jobseeker account on Career Pages, can choose from the available dates and times. Once all slots (if there is more than one) for a specific date and time are taken, that slot will no longer show on candidate facing self-schedule. If Insight and OHC users are scheduling candidates manually and all slots are filled for a specific date and time, the user will not be able to choose that slot. Self-scheduling notices also go out once candidates select times, to both the candidate and associated raters, which includes a link to add the time to the candidate and rater calendars. Candidate Text Messaging was included on our pricing sheet as an option. Currently, candidates can opt into text notifications regarding hiring status updates and interview invitations for jobs they have submitted applications for.
REC.219	The system shall generate a master schedule based upon applicant-selected time slots for an individual hiring event.	**Desired**	**S**	
REC.220	The system shall generate or send calendar events, including MS Outlook, to update interview panel members calendars with scheduled interview events, with or without direct integration into MS Outlook (or other calendaring application).	**Desired**	**S**	While there is no direct integration with personal calendars, notifications can be sent to panel member & interviewee that include an outlook and google link to add the interview to their calendar.
REC.221	The system shall track interview results.	**Desired**	**S**	
REC.222	The system shall reject unsuccessful applications en masse.	**Critical**	**S**	
REC.223	The system shall interface with word processing applications (e.g., MS Word) for customizing recruitment letters and other hiring correspondence (e.g., substance pre-employment testing).	**Critical**	**S**	Integration with MS Word is not supported as Recruiters can develop and send all other notice templates individually or in bulk, including notification of outcome of an interview, next steps in the process or results of exams/test scores. OHC users can be given permissions to create and send notice templates both individually and in bulk. These notices can be for application status updates, advancing through to next steps, self-scheduling for exams or interviews or other required notifications.
REC.224	The system shall generate multiple customizable offer (new hire) letters.	**Critical**	**S**	Yes, electronic offer letters can be created, sent, and candidates will also have the ability to accept/reject the offer online using the organization's career pages. You can create as many eOffer templates as you'd like relevant to position, start date, probationary offers, etc, including use of your logo on the template or attachments you'd like to include. Offer approvals are also available prior to generating the eOffer letter. This feature will help your organization manage and track the entire offer process while improving the overall candidate experience with your organization and also improving the recruitment efficiency.
REC.225	The system shall generate thank you letters to unsuccessful candidates from a menu of templates.	**Desired**	**S**	Within the system, your team will easily be able to create an unlimited amount of notification templates to be sent out to applicants.
REC.226	The system shall send system-generated email notifications to unsuccessful candidates, with the ability for City users to edit notification content, with appropriate security permissions.	**Critical**	**S**	
REC.227	The system shall track the number of applicants that progressed through the screening process.	**Critical**	**S**	
REC.228	The system shall track the duration of time passed from the position posting date to hiring date.	**Critical**	**S**	NEOGOV has a robust recruitment dashboard giving you visibility into data such as Time-to-Hire, EEO, Job attractiveness, etc.
REC.229	The system shall track advertising source, location, and organizations for recruitment.	**Critical**	**S**	
REC.230	The system shall track cost of recruiting for specific job openings (e.g., newspaper costs, City staff time, temporary fill).	**Desired**	**S**	
REC.231	The system shall accommodate continuous recruitment (e.g.,	**Critical**	**S**	
New Hire Processing and Onboarding				
REC.232	The system shall promote the selected applicant to the vacant position, without having to re-enter employee information or attach associated documentation such as resume or certification, with appropriate review and authorization.	**Desired**	**S**	Employee information will from from Insight to Onboard through the new hire feed, which will also auto assign portals and checklists for onboarding or preboarding. Resume and certification information from Insight will not flow over to onboarding. Our teams are developing document flow from Insight to automatically file within eForms for future release.
REC.233	The system shall provide an onboarding interface to allow new employees to complete new hire paperwork.	**Desired**	**S**	
REC.234	The system shall provide an onboarding interface that supports workflow and electronic signature capabilities.	**Desired**	**S**	
The system shall establish and track multiple methods of hiring via recruitment, including:				

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Req #	Description of Requirement	Criticality	Vendor Response	Comments
	Applicant Tracking			
REC.235	Selection from a certified list;	**Critical**	**S**	
REC.236	Reinstatement;	**Critical**	**S**	
REC.237	Rehire;	**Critical**	**S**	Insight & Onboard only
REC.238	Transfer to a different department;	**Critical**	**S**	
REC.239	Promotion;	**Critical**	**S**	
REC.240	Demotion;	**Critical**	**S**	
REC.241	Grant related; and	**Desired**	**S**	Information about grants related to the position could be added into notes within the exam plan folder as well as added into the posting as needed.
REC.242	Other, user-defined.	**Desired**	**S**	More information needed about other user-defined fields.
REC.243	The system shall route completed new employee forms to appropriate departments, based upon multiple workflows.	**Desired**	**S**	Yes, Workflows are an optional and advanced setting in the onboard process, but also very helpful and key for forms that have multiple contributors and/or approvals on the forms. To facilitate Onboarding forms that need secondary action taken, (such as a supervisor/HR signature, HR completing a section of a form, etc.) NEOGOV can help organizations set up workflows in Onboard (ON). Additionally, checklists can contain multi-contributor steps before a form or form review process is complete. Tasks can be assigned to not only the employee, but also to other key contributors involved in the hiring process. Assignees can be established by user role, am employee group or a single employee Employee groups allow for any one of the members to complete the task which can be helpful when task responsibility may be pooled between users.
REC.244	The system shall define different escalation factors based upon checklist item (e.g., a required item has a certain time frame that warrants escalation vs. an optional item that may not be escalated at all).	**Desired**	**S**	Reminder and overdue notices can be configured in the system. When setting up the notice templates, users with the appropriate permissions can decide who will receive these notifications.
REC.245	The system shall override missing required checklist items with security permissions.	**Desired**	**S**	
REC.246	The system shall correct and make adjustments to forms based upon effective date and/or retroactively.	**Desired**	**S**	Users with appropriate permissions can make changes as needed.
REC.247	The system shall produce a user-defined pre-employment checklist of forms that must be completed electronically, manually, etc.	**Critical**	**S**	Onboard also includes PreBoarding and Off-boarding. PreBoarding is used to assign tasks and relevant information for potential employees prior to when they've been hired. Pre Hires can be added to the system without an employee ID or organization email address. Pre-boarding steps can be added to the pre-boarding checklist which will consist of different forms and tasks. Pre-boarding processes keeps the agency organized when preparing for incoming employees. Preboarding and Onboarding task due dates are relative to the position start date.
REC.248	The system shall identify training requirements based on multiple factors including the position ID, job code, department, division/service area.	**Desired**	**S**	
REC.249	The system shall assign and track multiple equipment or items provided to new employees, employee changes or other criteria such as telecommuters (e.g., cell phone, laptop, tablet, uniforms, and other equipment).	**Desired**	**S**	Assets can be assigned through Onboard checklists which are established by System Admins. We do not offer an inventory control system in Onboard. Core HR and Onboard can associate specific pieces of equipment to employees for tracking, but will not provide full Asset Tracking.
REC.250	The system shall allow multiple departments to assign assets to an employee.	**Desired**	**S**	Assets can be assigned through Onboard checklists which are established by System Admins. We do not offer an inventory control system in Onboard.
REC.251	The system shall flag return of multiple equipment or items from employee changes (e.g., employee change requires cell phone return from previous position).	**Desired**	**S**	Assets can be assigned through Onboard checklists which are established by System Admins. We do not offer an inventory control system in Onboard. Onboard checklists can also be used for
REC.252	The system shall create a pre-set orientation check-list defined by department or job code.	**Desired**	**S**	
The system shall define different onboarding checklists for the following employee groups:				
REC.253	Regular Full-Time;	**Critical**	**S**	
REC.254	Regular Part-Time;	**Critical**	**S**	
REC.255	Seasonal;	**Critical**	**S**	
REC.256	Temporary or on call;	**Critical**	**S**	
REC.257	Sworn police;	**Critical**	**S**	
REC.258	Sworn fire;	**Critical**	**S**	
REC.259	Interns; and	**Critical**	**S**	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.
REC.260	Other user-defined.	**Desired**	**S**	More information needed about other user-defined fields.

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Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
REC.261	The system shall define job change checklists for existing City employees.	**Desired**	**S**	The Onboard system provides agencies with the ability promote or transfer an employee to another position. HR Administrators and HR Users can add a Start Date, search and assign the new Position to the employee and also update the employee's Manager. After transferring the employee to a different position, Onboard checklists can be assigned based on the Position change.
REC.262	The system shall define a job change checklist for existing City employees who change FLSA status	**Desired**	**S**	
REC.263	The system shall define the frequency of items within a checklist (e.g., annual training requirements vs. bi-annual training).	**Desired**	**S**	Required compliance training can be assigned via an Onboard checklist with tracking of completion and reminder and overdue notices generated from the system. Learn also allows for courses to have recurring enrollments to reassign trainings on a recurring basis to ensure compliance is maintained.
REC.264	The system shall create a turnover rate report.	**Critical**	**S**	NEOGOV does not offer a standard turnover report in our Standard report library as most customers have their own defintion of how they calculate turnover. More information would be needed from the customer on which data points they would include in a turnover report to determine if our easy to use, free, Custom Report Builder would be able to calculate a Turnover rate for you.
REC.265	The system shall create a transfer rate report.	**Critical**	**N**	NeoGov is able to report on Position or Departmental transfer for employees, managers, and admins using our robust report builder. We do not currently support transfer rates between these items.
REC.266	The system shall create a vacancy rate report.	**Critical**	**S**	Our Custom Report Builder allows for reports that have configured views with filters, calculated fields, charts and subscription exports. More information is needed on how your agency defines 'vacancy report'.

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Benefits Administration				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
ral Requirements				
BA.1	The system shall provide a Benefits module that is integrated with all other system modules such as the General Ledger, Budget, Project Accounting, Grant Management, Payroll, Time Keeping, and Human Resources.	**Critical**	**S**	NEOGOV Benefits, Time & Attendance and Payroll systems are fully integrated. We will build integrations to the products you have on record for Budget, Project Accounting. Integrations built by NEOGOV may be subject to additional charges depending on complexity.
BA.2	The system shall provide proper levels of data encryption for defined data fields that are considered private to the employee and/or subject to HIPAA.	**Critical**	**S**	NEOGOV encrypts all data in transit and all data in backups. Data stored in our databases is encrypted at rest. We further encrypt personal information (a subset of PII) in our database. We are also 100% responsible for data encryption within our SaaS application & data center. NEOGOV is currently HIPPA security compliant but not privacy compliant. Please consult with your legal counsel to ensure level of HIPPA compliance required with local, state and federal law regulations in regards to employee information that would be tracked within NEOGOV products
BA.3	The system shall provide audit trail reporting of all data entries, changes and deletions by user, date, time and workstation.	**Critical**	**S**	Audit trails exist throughout the system. Data captured are limited to data changes, user, date and time.
BA.4	The system shall configure benefits eligibility according to employee type.	**Critical**	**S**	Eligibility rules can further be filtered by Bargaining Unit or "Group" Groups are often used to distinguish between full-time and part-time, exempt and nonexempt, executive and non-executive, etc.
BA.5	The system shall provide for a Benefits-specific new employee orientation checklist that can be customized by and for each department, job class, and status (temporary or permanent).	**Desired**	**S**	
BA.6	The system shall start and stop any deductions at any given time (including a future date).	**Critical**	**S**	This can be done in the initial plan configuration, or by administrator setup. Deductions can start and stop based on effective dating, goal amounts, frequencies, and check types.
BA.7	The system shall suspend benefits and reinstate based upon City-defined criteria (e.g., military leave).	**Critical**	**S**	NEOGOV supports military leave with prorations. Rules can be put in where if an employee goes on a military leave, their benefits can be suspended until they return.
BA.8	The system shall restrict certain benefits-related entry based on City-defined characteristics (e.g., deductions of part-time employees).	**Critical**	**S**	Deductions are established for the most part through Benefits elections chosen during enrollment. These will automatically synchronize to payroll to record contributions, deductions, and premiums. In addition to this, however, deductions for Wage Orders, or miscellaneous deductions for loans, uniforms, charitable contributions etc. can be set up as sundry transactions to recur through payroll. These can be set to be active for a date range, or set up with goal amounts.
BA.9	The system shall capture and maintain Health, Dental, and other insurance ID numbers.	**Desired**	**N**	This information is typically stored in broker or vendor systems, not in a Benefits Enrollment product so is not supported.
BA.10	The system shall identify type of coverage (e.g., single, 2-person, family).	**Critical**	**S**	
BA.11	The system shall capture and maintain waiting period by CBA, MOU, MOA or other employee group type.	**Desired**	**S**	
BA.12	The system shall establish multiple eligibility rules.	**Critical**	**S**	
BA.13	The system shall track benefits eligibility.	**Critical**	**S**	
BA.14	The system shall notify employees of benefit eligibility dates.	**Desired**	**S**	
BA.15	The system shall calculate premiums based on user-defined tables.	**Critical**	**S**	Whether it is calculated as flat amount, or by percentage, must be decided for each client, and configured by NEOGOV for each premium "add-to-pay" type.
BA.16	The system shall allow user (with appropriate security) to override employee benefits and leave eligibility dates.	**Critical**	**S**	
The system shall track the following:				
BA.17	Coverage effective dates;	**Critical**	**S**	
BA.18	Coverage history;	**Critical**	**S**	
BA.19	Coverage at a point in time (i.e., three months for a specific year);	**Desired**	**S**	
BA.20	Name change history;	**Critical**	**S**	
BA.21	Dependent information;	**Critical**	**S**	
BA.22	Beneficiary information;	**Desired**	**S**	
BA.23	Years of service; and	**Critical**	**S**	
BA.24	Other, City-defined.	**Critical**	**S**	
The system shall maintain premium and deduction amounts for multiple benefit plans including but not limited to:				
BA.25	Health Insurance;	**Critical**	**S**	
BA.26	Dental Insurance;	**Critical**	**S**	
BA.27	Life Insurance;	**Critical**	**S**	
BA.28	Deferred compensation and defined benefit plans, including all retirement plans;	**Critical**	**S**	
BA.29	Flexible spending accounts for medical and child care reimbursement accounts;	**Critical**	**S**	
BA.30	Health Savings Accounts (H.S.A.s);	**Critical**	**S**	
BA.31	Non-City benefit providers (e.g., Aflac); and	**Critical**	**S**	
BA.32	Other, City-defined.	**Critical**	**S**	
BA.33	The system shall produce benefits confirmation (for current comparison to next year), including plan, coverage, dependent coverage, employee ID number, and SSN.	**Desired**	**S**	NEOGOV has a standard benefit confirmation that includes items such as new enrollments, coverages, dependents, and EE ID (SSN is not displayed on the BE confirmation). Previous years (current) are viewable on ESS dashboard.
BA.34	The system shall have two years open for benefits enrollments and closeouts.	**Critical**	**S**	

Benefits Administration				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BA.35	The system shall establish the appropriate tax ramifications for the deferred compensation amounts.	**Critical**	**S**	Tax withholding settings can be used to calculate withholdings based on percentages, flat amounts, default amounts based on status and exemptions, as well as a combination of all of the above. Tax Calculations 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.
BA.36	The system shall manually adjust benefit withholdings.	**Critical**	**S**	NEOGOV's goal will be to require as few manual adjustments from you as possible. However, when these are necessary, we provide the ability to instantly update employee balances with adjustments.
BA.37	The system shall support pre and post tax payroll deductions and benefits.	**Critical**	**S**	Pre and post tax deductions and benefits can be set up for various scenarios, including dependent care plans, the option to have pre-tax benefits recorded throughout the year so that they can be claimed in bulk at the end of the year, and various plans that are traditionally post-tax such as critical illness, voluntary life, AFLAC, etc.
BA.38	The system shall automatically produce payroll deductions based on benefit plan enrollments.	**Critical**	**S**	
BA.39	The system shall recalculate life insurance amounts and costs to be recalculated for all employees at any time during the year based on changed age, salary, coverage, and/or plan cost parameters.	**Critical**	**S**	NEOGOV supports complex logic to support the calculation of premiums, employer, and employee contributions based on age, coverage level, salary, and waiting period. Many vendors for such plans require that these premiums be calculated by the vendor. In such cases, elections can be placed on hold until the values are received from vendors. After that employees or administrators can key the premium, employer, and employee rates into elections.
BA.40	The system shall automatically calculate long/short term disability premiums and deductions based on salary amounts.	**Desired**	**S**	
BA.41	The system shall maintain benefit coverage for employees on leave who elect to pay for his or her own coverage.	**Critical**	**S**	More information needed to fully align. NEOGOV is not a leave administration system and does not support payments from employees.
BA.42	The system shall integrate with the City's accounts payable and accounts receivable systems for the purpose of billing for benefits.	**Critical**	**S**	Leave Tracking and Benefits Enrollment is supported but Leave Administration including billing is not supported. More information is needed but data for billing could be provided to third party systems, at an additional cost.
BA.43	The system shall collect benefits in arrears.	**Critical**	**S**	Our Payroll module has the ability to support paying current or in arrears. This will automate first and last check date types based on transactions being arrears or current. Additionally, Neogov can mix arrears and current transactions. An example would be if the employee's base compensation is paid in arrears, but the benefits are recorded current.
BA.44	The system shall support multiple types of donated leave banks.	**Desired**	**S**	
BA.45	The system shall track full-time equivalent (FTE) employee information for compliance with Affordable Care Act regulations.	**Critical**	**S**	
BA.46	The system shall apply a stipend to premiums.	**Desired**	**S**	
BA.47	The system shall track and apply a stipend to premiums for retirees.	**Desired**	**S**	More information is required. NeoGov can support premiums for stipends but we need to understand the need for tracking and applying to the retiree employee groups.
Eligibility and Enrollment				
The system shall maintain benefit eligibility data including:				
BA.48	Length of service;	**Critical**	**S**	
BA.49	Age;	**Critical**	**S**	
BA.50	Marital status;	**Critical**	**S**	
BA.51	Dependent information for multiple dependents (including name, SSN, address, other contact information);	**Critical**	**S**	
BA.52	Spouse and Dependent Information - with the ability for contact information to be different for each party;	**Critical**	**S**	
BA.53	Hours worked by various search criteria (e.g., weekly, bi-weekly, pay period, annually); and	**Critical**	**S**	
BA.54	Other, City-defined.	**Critical**	**S**	
BA.55	The system shall track rolling military leave based on a one year fiscal year for the Uniformed Services Employment and Reemployment Act (USERRA).	**Critical**	**S**	USERRA is supported through NEOGOV's Time and Attendance leave processes.
BA.56	The system shall track multiple types of City-defined leave.	**Critical**	**S**	
BA.57	The system shall require a SSN when adding benefit(s) for dependent(s).	**Desired**	**S**	SSN is not required during open enrollment or qualifying life event actions but can be collected for any enrollee as part of a personnel action.
BA.58	The system shall allow the addition of benefit(s) for dependent(s) without a social security number, with the ability to prompt a user after a specified period of time that a SSN is required.	**Critical**	**S**	SSN is not required during open enrollment or qualifying life event actions but can be collected for any enrollee as part of a personnel action. No prompts are available to the employee, but NEOGOV would help support admin tracking dependents without SSN through Report Builder.

Benefits Administration				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BA.59	The system shall provide tracking for death of employees, retirees, or dependents.	**Desired**	**S**	
BA.60	The system shall allow mass updates of employee plan designation.	**Desired**	**S**	NEOGOV provides admins access to our Benefit Enrollment Imports which allows a mass update or addition of benefit enrollments at any point. Enrollments that have a change will automatically push to employee elections to ensure accuracy and updates when on a plan level. Mass plan updates are supported through Customer Support at this time.
BA.61	The system shall allow online update of benefits on an individual employee basis, with the ability to provide notification of approval/finalization of workflow.	**Critical**	**S**	For Qualifying Life Events, approvals are supported. If other approvals are desired - more information is needed to confirm we can support.
BA.62	The system shall generate summary statements (e.g., benefits statement) by employee and employer contributions.	**Critical**	**S**	Enrollment summary statements are emailed to employees after submitting enrollment. These will include employee and employer contributions. They can also be printed off after submitting enrollment. In Unified Dashboard, employees can access their current enrollment summary at any time.
BA.63	The system shall validate that the employee is eligible for the plan selected.	**Critical**	**S**	
BA.64	The system shall determine coverage and deduction amounts for the employee using parameters stored in the benefit plan structure tables.	**Critical**	**S**	
BA.65	The system shall create a computer-generated application packet for distribution (e.g., PDF).	**Critical**	**S**	Benefits packets are not required to be created as enrollments are automated and completed electronically within our product.
BA.66	The system shall produce letters, emails, and other notifications to employees announcing open enrollment.	**Critical**	**S**	All communication and enrollments are completed electronically so generation of letters is not required; however NEOGOV supports email notifications to employees or announcements on the Employee Self-Service Dashboard.
BA.67	The system shall produce confirmation letters indicating the employee's current participation levels in all benefit plans.	**Desired**	**S**	All communication and enrollments are completed electronically & access to self service is available to view existing and past enrollments. Employees are also able to print the summary page of enrollment screen after completing enrollment through employee self-service, so confirmation letters are not required.
BA.68	The system shall provide employee self-service for benefit plan open enrollment, new hire benefits enrollment, and other benefits changes, with mobile functionality.	**Desired**	**S**	
BA.69	The system shall provide employee support through a chatbot in English and Spanish language through messaging applications, websites, mobile applications or by phone to answer FAQ.	**Desired**	**N**	NEOGOV's Open Enrollment experience is created to simplify the enrollment process and reduce calls to admins to assist with benefit selections. Chat is available in Onboard and employees/human resources.
BA.70	The system shall produce benefits confirmation statements in multiple languages (e.g., English and Spanish).	**Desired**	**N**	NEOGOV content is English.
BA.71	The system shall interface with the employee self-service module for benefit plan open enrollment, new hire benefits enrollment, and other benefits changes.	**Desired**	**S**	
BA.72	The system shall retroactively enroll employees in plans, and automatically impact payroll to compute the proper pay adjustments and deductions.	**Critical**	**S**	User Admins have to ability to add deductions or enrollments into employee-dependent enrollments without the need for open enrollment. Deductions must be calculated and added manually to the payroll. NeoGov does not support retroactive backdating for earnings and deductions.
BA.73	The system shall retroactively enroll dependents in plans, and automatically impact payroll to compute the proper pay adjustments and deductions.	**Critical**	**S**	User Admins have to ability to add deductions or enrollments into employee-dependent enrollments without the need for open enrollment. Deductions must be calculated and added manually to the payroll. NeoGov does not support retroactive backdating for earnings and deductions.
BA.74	The system shall enter new enrollment data for a future date without changing the current elections until the date of the new enrollment period begins.	**Critical**	**S**	
BA.75	The system shall identify court-ordered dependents.	**Desired**	**S**	NeoGov can create an identifier indicating if someone is a court-ordered dependent.
BA.76	The system shall restrict the removal of court-ordered dependent from an employee's benefits master (add/delete lock).	**Desired**	**S**	NeoGov can create an identifier indicating if someone is a court-ordered dependent. Dependents can be attached to personnel actions and can only be removed if approved by an approver.
BA.77	The system shall attach documentation to court-ordered dependent record.	**Desired**	**S**	NEOGOV can create an identifier indicating if someone is a court-ordered dependent. During the addition of a court-ordered dependent, attachment can be added during the review and approval of the dependent submission.

Benefits Administration				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BA.78	The system shall compile, process, and electronically transfer enrollment information to vendors according to 834 Carrier Guidelines HIPPA Compliance.	**Critical**	**S**	Yes, Benefit enrollment can take place in NEOGOV's module and those elections can be sent to the carrier. 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. 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.
Reporting				
BA.79	The system shall create ad hoc reports and export them to third-party applications (e.g., Microsoft Excel, PDF).	**Critical**	**S**	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. Graphs are available in some reports within the scope of this RFP. Reports can also be scheduled to run at a specific time including set on a recurring schedule of hourly, daily, weekly or monthly. These reports can also be downloaded and imported into other system provided set-up is accurate based on third-party system needs.
BA.80	The system shall report on benefit collection in arrears, including the employee and arrearage amount.	**Desired**	**S**	
BA.81	The system shall report on dependents aging out of coverage (e.g., dependents at age 26 or employee coverage expiring at age 65).	**Critical**	**S**	Notifications can be sent when employees change dependents within their dashboard, but not when they age out. Admins can create a report using our Report Builder and schedule it to run at any time. This will provide a report notification to view employees who have or are about to age out of their enrollments. EDIs can be set up to ensure vendors know of any age-out dependents.
BA.82	The system shall notify users of minimum and maximum amount for accruals.	**Desired**	**S**	Balances are viewable within the Unified Dashboard and can be viewed via scheduled report.
BA.83	The system shall create Form 1094 for transmittal to IRS.	**Critical**	**S**	ACA (Form 1095) reporting and filing - NEOGOV Payroll Services to assist in completing this. HRIS allows for the full configuration and reporting of ACA based on federal requirements. Clients may create and disburse on their own, or through Payroll Services for year-end requirements. We have the ability to create different ACA categories with different periods. These periods are then associated with individuals and Multiple ACA categories may be created and associated to individuals, Standard and Ad Hoc reports are used to determine when an employee milestone has been met. NEOGOV offers the following with our Payroll Services Product. – 1094's and 1095's are produced by the system. – These can be mailed directly to the employee or as a bundle to the employer for distribution & accessible on the Dashboard for the employee. – NEOGOV also submits the 1095c's and 1094c's to the IRS on your behalf
BA.84	The system shall electronically transmit Form 1094.	**Critical**	**S**	ACA (Form 1095) reporting and filing - NEOGOV Payroll Services to assist in completing this. HRIS allows for the full configuration and reporting of ACA based on federal requirements. Clients may create and disburse on their own, or through Payroll Services for year-end requirements. We can create different ACA categories with different periods. These periods are then associated with individuals and Multiple ACA categories may be created and associated with individuals, Standard and Ad Hoc reports are used to determine when an employee milestone has been met. NEOGOV offers the following with our Payroll Services Product. – 1094's and 1095's are produced by the system. – These can be mailed directly to the employee or as a bundle to the employer for distribution & accessible on the Dashboard for the employee. – Clients file 1094 and 1095, but NEOGOV will report directly to the organization and the self-service dashboard.

Benefits Administration				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BA.85	The system shall create Form 1095-C for distribution to employees.	**Critical**	**S**	ACA (Form 1095) reporting and filing - NEOGOV Payroll Services to assist in completing this. HRIS allows for the full configuration and reporting of ACA based on federal requirements. Clients may create and disburse on their own, or through Payroll Services for year-end requirements. We can create different ACA categories with different periods. These periods are then associated with individuals and Multiple ACA categories may be created and associated with individuals, Standard and Ad Hoc reports are used to determine when an employee milestone has been met. NEOGOV offers the following with our Payroll Services Product. – 1094's and 1095's are produced by the system. – These can be mailed directly to the employee or as a bundle to the employer for distribution & accessible on the Dashboard for the employee. – Clients file 1094 and 1095, but NEOGOV will report directly to the organization and the self-service dashboard.
BA.86	The system shall automatically fill Form 1095-C accurately.	**Critical**	**S**	ACA (Form 1095) reporting and filing - NEOGOV Payroll Services to assist in completing this. HRIS allows for the full configuration and reporting of ACA based on federal requirements. Clients may create and disburse on their own, or through Payroll Services for year-end requirements. We have the ability to create different ACA categories with different periods. These periods are then associated with individuals and Multiple ACA categories may be created and associated to individuals, Standard and Ad Hoc reports are used to determine when an employee milestone has been met. NEOGOV offers the following with our Payroll Services Product. – 1094's and 1095's are produced by the system. – These can be mailed directly to the employee or as a bundle to the employer for distribution & accessible on the Dashboard for the employee. – NEOGOV also submits the 1095c's and 1094c's to the IRS on your behalf
BA.87	The system shall create Form 1095-C for transmittal to IRS.	**Critical**	**S**	ACA (Form 1095) reporting and filing - NEOGOV Payroll Services to assist in completing this. HRIS allows for the full configuration and reporting of ACA based on federal requirements. Clients may create and disburse on their own, or through Payroll Services for year-end requirements. We can create different ACA categories with different periods. These periods are then associated with individuals and Multiple ACA categories may be created and associated with individuals, Standard and Ad Hoc reports are used to determine when an employee milestone has been met. NEOGOV offers the following with our Payroll Services Product. – 1094's and 1095's are produced by the system. – These can be mailed directly to the employee or as a bundle to the employer for distribution & accessible on the Dashboard for the employee. – Clients file 1094 and 1095, but NEOGOV will report directly to the organization and the self-service dashboard.
BA.88	The system shall provide a variety of ad hoc query and reporting capabilities when determining eligibility status.	**Critical**	**S**	As related to tracking of leave balances, yes support but leave administration reporting is not supported.
BA.89	The system shall provide a variety of ad hoc query and reporting capabilities when determining individuals with qualifying coverage.	**Critical**	**S**	As related to tracking of leave balances, yes support but leave administration reporting is not supported.
BA.90	The system shall provide a variety of ad hoc query and reporting capabilities when researching disputes.	**Critical**	**S**	Standard and Custom Report Building is supported; however more information needed to define "disputes" and to fully align reportability.
BA.91	The system shall report benefit trends and costs for employees.	**Desired**	**S**	NEOGOV can provide reporting that will show employee enrollments, their coverage costs (both themselves and dependents), and historical enrollment information, but does not support trends or forecasting in our reporting modules.
BA.92	The system shall report benefit trends and costs for retirees.	**Desired**	**S**	NEOGOV can provide reporting that will show retiree enrollments, their coverage costs (both themselves and dependents), and historical enrollment information, but does not support trends or forecasting in our reporting modules.
BA.93	The system shall produce reports reflecting eligible employees not enrolled in benefit plans.	**Desired**	**S**	
BA.94	The system shall produce reports reflecting eligible retirees not enrolled in benefit plans.	**Desired**	**S**	

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Benefits Administration				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BA.95	The system shall produce billing notice for employees on leave of absence.	**Critical**	**N**	Under employee Assignments, admins and managers will be able to place an employee on a leave of absence which will also include leave and return dates. These fields are fully tracked and reportable.
BA.96	The system shall produce a warning/error report of employees with no benefit deductions due to low or no paycheck prior to running payroll.	**Critical**	**S**	Payroll users and admins will have the ability to use a pay variance tab that will compare last pay check to the current pay check. This will show differences between the checks to verify correct calculations and amounts. Warnings for low or no deductions are currently not supported.

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Time Entry				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
General Requirements				
TE.1	The system shall provide a Time Entry module that is integrated with all other proposed system modules such as the General Ledger, Budget, Project Accounting, Grant Management, Payroll, Benefits, and Human Resources.	**Critical**	**S**	NEOGOV Benefits, Time & Attendance and Payroll systems are fully integrated. Data for Budget or Accounting systems can be exported using our custom report builder.
TE.2	The system shall provide audit trail reporting of all data entries, changes and deletions by user, date, time and workstation.	**Critical**	**S**	Audit trails exist throughout the system. Data captured are limited to data changes, user, date and time.
TE.3	The system shall interface in real-time, with the employee on-boarding module to populate data elements for the first pay period.	**Critical**	**S**	
The system shall provide the ability for end-users to enter time concurrently in one or more of the following ways:				
TE.4	Web-based, employee-self-service portal;	**Critical**	**S**	
TE.5	Manual entry at a workstation;	**Critical**	**S**	More information is required to understand 'workstation' needs but likely supported. NEOGOV can set up Timeclock stations using CMI timeclocks or the organization can set up a specific station for logging and updating time.
TE.6	Batch entry at a work station;	**Critical**	**S**	More information is required to understand workstation needs. NEOGOV can set up Timeclock stations using CMI timeclocks or the organization can set up a specific station for logging and updating time.
TE.7	Mobile device;	**Desired**	**S**	The NEOGOV Mobile app supports punching in and punching out with geotracking.
TE.8	File import from City defined time entry applications;	**Desired**	**S**	NeoGov's Time and Attendance module supports the both importing and exporting of timesheet data from 3rd party service providers. Time imports are supported using CSV formatted files. Time and Attendance will supply exports in any format including CSV, EXCEL, PDF, etc. Staffing information can be sent to and from 3rd party systems using API integrations or Flat file feeds. NeoGov does not integrate with 3rd party scheduling module for scheduling feeds, but only for timesheets or time-clock entries.
TE.9	File import from Excel spreadsheet; and	**Desired**	**S**	
TE.10	The system shall enter and view time via a mobile app.	**Desired**	**S**	NEOGOV supports mobile clocking in and out for employees. Timesheet edits and submissions are not supported via the mobile app but are being considered for future releases.
TE.11	The system shall display a complete list of error messages for an entry (i.e., not only the first error).	**Critical**	**S**	When time is entered, messages will display in real-time when there is a discrepancy on the timesheet. This includes admins, employees, and end users making the edits. NEOGOV does not support a complete list of error messages.
TE.12	The system shall allow corrections to be made to postings suspended due to validation errors.	**Critical**	**S**	If an employee runs into an error due to entry, lack of hours, or incorrect information they will not be able to submit. When an employee posts or submits timesheets, these are reviewable and approved by leadership for validation.
TE.13	The system shall enforce full edit/validation rules for all updates with the appropriate security permissions.	**Critical**	**S**	NeoGov provides a robust security setup that allows groups or individual employees access or restrictions to certain pages, modules, or access within pages. We can restrict employees and managers to only a view or full access to edit, delete, or add information into the system.
TE.14	The system shall provide edits to ensure that timesheet entry is completed and required approvals have been received before submitting to automated payroll processing.	**Critical**	**S**	
TE.15	The system shall allow end users (with appropriate security permissions) to configure audit and entry rules to align with City business needs.	**Critical**	**S**	Some products in scope allow for configurable audit rules.

Time Entry				
TE.16	The system shall handle schedule/department/job changes retroactive to reported time being entered prior to submission.	**Desired**	**S**	Retroactive maintenance is supported in the system, however, several controls exist to prevent erroneous retroactive entries. The system will warn and block against the back-dating of a currently effective record. To edit a past record, or add an additional record in the past, the user must access a record prior to the currently effective record, then add an additional entry with a new effective date. In addition, if past data needs to be corrected, entries on the timeline are editable. A date-correction-only update is also supported. Effective-dated maintenance is critical to the design of the Manage Product. Transaction history is maintained based on effective dating for all employees. This includes future-dated maintenance. Effective dated maintenance will prorate compensation changes even if they are mid-pay period, benefits election changes, premium, and sundry transactions, and changes to time off eligibility are also prorated by the effective date. Additionally, effective dating can automate the calculation of retro pay.
TE.17	The system shall display employee accrual balances on time entry screen to consolidate and simplify time entry.	**Critical**	**S**	
TE.18	The system shall show accrual balances in real time in the employee timecard.	**Critical**	**S**	
TE.19	The system shall provide the option to restrict entries by inactive/terminated employees.	**Critical**	**S**	Once an employee is inactive and terminated, they will lose the capability to log into their self-service. Once they lose self service access, they will be unable to access timesheets to edit, delete, or add lines of information.
TE.20	The system shall record employee's approval of a timesheet.	**Critical**	**S**	
TE.21	The system shall designate a back-up for employees that are unable to enter or approve their time (e.g., due to sick leave).	**Critical**	**S**	
TE.22	The system shall secure the timesheet data from any updates or changes after a designated sign-off.	**Critical**	**S**	
TE.23	The system shall allow staff with the appropriate security permissions to make edits to the timesheet data after sign-off.	**Critical**	**S**	
TE.24	The system shall provide warning or to prevent employees (per user-defined criteria) from making duplicate time entries (e.g., cannot submit time twice).	**Critical**	**S**	Employees cannot submit timesheets twice in NEOGOV's Time and Attendance module. Warnings and prevention for duplicate time entries on a timesheet are not supported.
TE.25	The system shall provide notifications to employees, supervisors and timekeepers of any duplicate time entered in the system.	**Critical**	**S**	System prevents employees from entering duplicate timesheets, but notices are not supported.
TE.26	The system has the ability for an employee to record time for multiple positions as a result of a mid-period transfer.	**Critical**	**S**	
TE.27	The system has the ability for the employee to record time for multiple jobs worked (e.g., an employee holds two different jobs or positions within the city on a regular basis at the same time).	**Critical**	**S**	
TE.28	The system shall restrict time reporting codes entered by employees to those selected for the employee individually or employee's group.	**Desired**	**S**	With appropriate permissions, a User can limit the selection of time entry codes and restrictions by employee groups. This will limit the options for time entry within the dashboard.
TE.29	The system shall restrict time reporting codes to be entered by staff with appropriate security permissions (e.g., FMLA, worker's comp).	**Critical**	**S**	
TE.30	The system shall allow staff with appropriate security permissions to upload documentation in support of time entries (e.g., travel expense reimbursements).	**Desired**	**S**	As related to Time Entry, NEOGOV does not support the upload function within timesheets but other products in scope can support tuition or travel expenses with attachments. Employees will be able to submit leave and include uploads when submitting the request.
TE.31	The system shall require online approval of time by managers.	**Critical**	**S**	
TE.32	The system shall provide the ability to designate a backup for managers that are unable to enter or approve time (e.g., due to sick leave).	**Critical**	**S**	
TE.33	The system shall process and approve timesheets and time reports in a decentralized and electronic format.	**Critical**	**S**	
TE.34	The system shall route (through workflow) timecards to multiple managers (including Finance Department) for review, edit, and approval (i.e., in instances where employee has worked for multiple managers).	**Desired**	**S**	
TE.35	The system shall allow management review of timecards on the detail and summary levels.	**Critical**	**S**	
TE.36	The system shall notify employees and/or a supervisor of rejected timecard (via workflow).	**Critical**	**S**	
TE.37	The system shall provide reminders to employees to complete time entry.	**Critical**	**S**	Employee timesheets & tasks are visible in the self-service dashboard, but reminders are not sent when submissions are missed.
TE.38	The system shall notify approvers of timecards pending approval.	**Critical**	**S**	

Time Entry				
TE.39	The system shall notify employee/approvers of timecard errors. The system must be able to send additional e-mail alerts escalating the issue to higher level individuals or designated backup individuals.	**Critical**	**S**	Time Rules can track common errors so that they stand out on timesheets and reporting for things such as: missed punches, over/under expected schedule, early clock in, early clock out, late clock in, late clock out, accrual caps being hit, etc. Timesheet errors are seen in real-time during timesheet edits, clock-ins, or leave submissions. These error messages will encourage the employee to make corrections before finalizing their request. Managers can get the same messages when editing their own or employee timesheets. Designated approvers can be added under employee profiles for a designated backup when the main approver is out for an extended period.
TE.40	The system shall notify employees or managers when they have not submitted or approved timesheets. The system must be able to send additional e-mail alerts escalating the issue to higher level individuals or designated backup individuals.	**Critical**	**N**	No current notifications or blocking exists for employees but dashboards provide full visibility.
TE.41	The system shall allow a supervisor or other time reviewer/approver to view the status of submitted/unsubmitted time sheets for all of their direct reports.	**Critical**	**S**	
TE.42	The system shall allow employees to submit leave requests.	**Critical**	**S**	
TE.43	The system shall validate leave requested or leave time entered by staff.	**Critical**	**S**	
TE.44	The system shall notify employees of rejected leave requests.	**Critical**	**S**	
TE.45	The system shall designate a back-up for leave request approval (e.g., when approving manager is not available).	**Critical**	**S**	
TE.46	The system shall require electronic signatures for time approval.	**Critical**	**S**	
TE.47	The system shall allow approval of extra hours to occur prior to the work being performed.	**Desired**	**S**	NEOGOV supports OT submissions using the Schedule product. Employees can submit OT requests for future or current dates which can be reviewed and approved by a manager before working the OT.
TE.48	The system shall allow approval of extra hours to occur after the work has been performed.	**Desired**	**S**	NEOGOV supports OT submissions using the Schedule product. Employees can submit OT requests for future or current dates which can be reviewed and approved by a manager before working the OT.
TE.49	The system shall enforce requiring preapproval of extra hours to occur prior to when the work has been performed.	**Desired**	**S**	NEOGOV supports OT submissions using the Schedule product. Employees can submit OT requests for future or current dates which can be reviewed and approved by a manager before working the OT.
TE.50	The system shall allow employees to enter time on demand.	**Critical**	**S**	
TE.51	The system shall allow employees to edit the current period time after manager approval, requiring the manager to reapprove any changes.	**Desired**	**S**	The timesheet can be re-opened after the employee submits it, and after managers approve it, but not after they have been loaded to payroll. Even after timesheet data has been loaded to payroll, the transactions themselves can be edited within the payroll.
TE.52	The system shall allow managers to edit employee timecards in the current period without employee intervention.	**Critical**	**S**	
TE.53	The system shall notify employees of any edits to their reported time.	**Critical**	**S**	Managers will have the capability of making comments on timesheets which can include communication to employees over changes made to their time.
TE.54	The system shall default a standard number of hours per pay period for exempt employees with the ability to reduce hours by exception time (e.g., vacation, sick).	**Critical**	**S**	
The system shall store time and attendance history data, including:				
TE.55	Employee name;	**Critical**	**S**	
TE.56	Employee ID number;	**Critical**	**S**	
TE.57	Work group;	**Critical**	**S**	
TE.58	Dates;	**Critical**	**S**	
TE.59	Time/leave, including time and type (e.g., overtime, vacation, etc.);	**Critical**	**S**	
TE.60	Time entry location; and	**Critical**	**S**	
TE.61	Manager approval history.	**Critical**	**S**	
TE.62	The system shall store time and attendance history for a City-defined period of time with the ability to archive data.	**Critical**	**S**	NeoGov always saves history and data remains reportable. NeoGov does not currently archive but keeps history available for review.
TE.63	The system shall accommodate Fair Labor Standards Act (FLSA) laws based on the City's current pay codes.	**Critical**	**S**	
TE.64	The system should adhere to all current and future local, State, and Federal laws.	**Critical**	**S**	
TE.65	The system shall capture additional information associated with time entry, such as projects, cost center, department ID, program, activity code, and tasks.	**Critical**	**S**	
TE.66	The system shall link labor distribution to Project Management, Grant Management, etc. including specific hours worked.	**Critical**	**S**	Through Time and Attendance, Cost Center codes can be linked directly to GL strings making it easy to accurately track labor distribution.

Time Entry				
TE.67	The system shall validate labor distribution field values through an integrated link to the source module.	**Critical**	**S**	Cost Centers/Labor Distribution are established by Time & Attendance user Admins. They will have the permission to create and discontinue any selection available during timesheet edits and reviews. These can be limited for selection as needed by the organization. Integrated links to external modules is supported but not for Labor Distributions and Cost Center codes.
The system shall support multiple timesheet layouts that include:				
TE.68	Exempt view where only exception time (e.g., time off) is entered;	**Desired**	**S**	
TE.69	Hourly view where all hours worked are reported, but where hours worked are reported in time in/out format;	**Desired**	**S**	
TE.70	Hourly format where hours worked are reported in elapsed hours; and	**Desired**	**S**	
TE.71	Schedule-based view (e.g., by two-week pay period, 28-day cycle).	**Desired**	**N**	Since transactions in payroll are based on effective dating throughout the system, NEOGOV can asses multiple rates of pay on a single check based on date and transactions. This is supported for both mid-pay period compensation changes, and for scenarios like Acting Pay as well as many others.
TE.72	The system shall allow time to be entered based on City-defined rules including daily, weekly, and bi-weekly.	**Critical**	**S**	
TE.73	The system shall default the schedule for time entry purposes.	**Desired**	**S**	
TE.74	The system shall default the defined pay period for time entry.	**Critical**	**S**	
TE.75	The system shall provide an alert when the employee is reaching or has reached minimum or maximum banks of accruals.	**Critical**	**N**	NeoGov provides employees a full view from their self-service dashboard or all their leave balances and amounts. Notifications are not supported at this time.
TE.76	The system shall provide an alert when the employee is reaching or has reached minimum or maximum banks of special time codes (i.e., comp time earned).	**Critical**	**N**	NeoGov provides employees a full view from their self-service dashboard or all their leave balances and amounts. Notifications are not supported at this time.
TE.77	The system shall limit use of time codes by employee status.	**Critical**	**S**	
TE.78	The system shall allow entry for timecards for current plus at least 5 additional (future) pay periods.	**Desired**	**S**	
TE.79	The system shall allow immediate time entry for employees newly entered into the employee master.	**Critical**	**S**	
TE.80	The system shall configure the time entry hierarchy for approvals.	**Desired**	**S**	
TE.81	The system has the ability for an employee to enter all time for all time worked and all time off.	**Critical**	**S**	
TE.82	The system shall print a timecard from the system for manual time tracking.	**Desired**	**S**	NEOGOV does not support printable timecards, however, we support online timesheet entry, automatic timesheet population, physical timeclocks using CMI, and mobile clocking. Time can be tracked in an external spreadsheet and imported into the system.
TE.83	The system shall print a range of timecards by employee group, time period, or other user-defined criteria.	**Desired**	**S**	By default timecard will Aggregate/Roll-Up based on direct manager assignment. Additionally, they can be aggregated into reports based on departments, bargaining units, employee types, and many other criteria.
TE.84	The system shall provide assistance (e.g., FAQ, contextual assistance, etc.) for time entry to aid in the entry process.	**Critical**	**S**	The client will be granted access to our Community page, which contains training and guides for Time Entry.
TE.85	The system shall accommodate time-tracking for part time, contingent, contract and seasonal employees.	**Critical**	**S**	
TE.86	The system has the ability to record time for personnel, either employee or non-employees who are paid for occasional work (e.g., board and committee members)	**Critical**	**S**	

Time Entry				
Project and Grant Time Entry				
TE.87	The system shall separate exception based and non-exception based time entry in order to accommodate for the varying types of employees at the City and to better track projects and grants.	**Critical**	**S**	
TE.88	The system shall charge time into project and/or grant accounting on a fixed percentage, fixed dollar, and allocation formula to each project/grant or other user-defined options.	**Critical**	**S**	Automatic allocations/distributions can be split by % or flat amount. Hours can be attributed to Cost Centers which will flow into a GL account. Formulas are generally calculated by PC setup which will be allocated when payroll is run.
TE.89	The system shall charge time into project accounting on an hours by day basis to each project.	**Critical**	**S**	Through NEOGOV's time and Attendance, charged time can be associated with a cost center which will
TE.90	The system shall track time towards projects or grants based upon the specific pay code at the time it was worked.	**Critical**	**S**	Time tracked toward projects and grants can be selected when an employee is entering or editing their time, pay code, or assignment.
TE.91	The system shall provide a drop-down of project and/or grant codes/names that an employee is eligible to enter time against, avoiding the need to manually enter each project code/name with the ability to filter by user-defined parameters (e.g., department, division).	**Critical**	**S**	
TE.92	The system has the ability for an employee to select favorites for projects and/or grants against which time was worked.	**Desired**	**S**	We do not support adding "favorites" when selecting projects or grants, however, with security permissions we can limit employees to only certain cost center selections to prevent employees from selecting cost centers not applicable to them.
TE.93	The system shall support the entry of time by a single employee against a minimum of 5 projects and/or grants per pay period.	**Critical**	**S**	
Leave Time Accrual and Use				
TE.94	The system shall track all types of leaves in user-defined units (i.e., hours, days).	**Critical**	**S**	
TE.95	The system shall account for all leave time at varying accrual rates.	**Critical**	**S**	
The system shall capture and track leave for multiple leave types, including:				
TE.96	Vacation (used and unused);	**Critical**	**S**	
TE.97	Sick leave (used and unused);	**Critical**	**S**	
TE.98	Sick leave - donations (vacation donated into a sick leave bank);	**Critical**	**S**	
TE.99	Compensatory time (used and unused);	**Critical**	**S**	
TE.100	Workers' compensation;	**Critical**	**S**	
TE.101	Injury leave;	**Critical**	**S**	
TE.102	Holiday and floating holidays;	**Critical**	**S**	
TE.103	Personal days;	**Critical**	**S**	
TE.104	FMLA and medical leaves;	**Critical**	**S**	
TE.105	Leave without pay (with and without benefits);	**Critical**	**S**	
TE.106	Suspension;	**Critical**	**S**	
TE.107	Military leave;	**Critical**	**S**	
TE.108	Funeral/bereavement leave;	**Critical**	**S**	
TE.109	Professional/educational leave;	**Critical**	**S**	
TE.110	Administrative leave;	**Critical**	**S**	
TE.111	Jury duty/witness duty;	**Critical**	**S**	
TE.112	Short and long term disability;	**Critical**	**S**	
TE.113	Transitional duty (e.g., light duty); and	**Critical**	**S**	
TE.114	Other user-defined.	**Critical**	**S**	
TE.115	The system shall maintain leave accrual schedules, containing leave type and accrual rates.	**Critical**	**S**	
TE.116	The system shall apply and track compensatory time for exempt employees that work more than 40 hours per week.	**Critical**	**S**	
TE.117	The system shall enforce user-defined rules for leave accrual and usage (e.g., holiday accrual and usage may differ across employee groups).	**Critical**	**S**	
TE.118	The system shall configure leave accruals according to employee type and other user-defined groups including limits on time earned.	**Critical**	**S**	
TE.119	The system shall define and assign leave accrual schedules by job class and FLSA (or other user-defined classification), with override capability at the individual employee level.	**Critical**	**S**	Policies can be assigned based on the group attached to the job class. Employee status drives the accrual for employees. Individual changes can be made to employee accruals.
TE.120	The system shall accommodate partial leave accrual for part-time employees based on actual time worked.	**Critical**	**S**	
TE.121	The system shall accrue sick time at the end of a user specified period (e.g., day, week, pay period, or month).	**Critical**	**S**	
TE.122	The system shall capture and maintain breaks in service.	**Critical**	**S**	
TE.123	The system shall track and maintain shared leave detail including (but not limited to) donating employee, receiving employee, leave balances.	**Critical**	**S**	
TE.124	The system shall accommodate cumulative (rollover) and non-cumulative (use-it-or-lose-it) leave accruals.	**Critical**	**S**	
TE.125	The system shall set a maximum for cumulative (rollover) leave accruals.	**Critical**	**S**	
TE.126	The system shall allow for establishing City-defined business rules for leave roll-overs (e.g., unused personal day automatically rolls into vacation day).	**Critical**	**S**	
TE.127	The system shall temporarily suspend leave accrual (e.g., during unpaid leave).	**Critical**	**S**	
TE.128	The system shall require that accruals be configured to accrue on any frequency, including (but not limited to) daily, each holiday, weekly, bi-weekly, semi-monthly, monthly, quarterly, semi-annually, annually.	**Critical**	**S**	

Time Entry				
TE.129	The system shall project future balances based on debits and credits of leave time.	**Desired**	**N**	Planned leaves are tracked, but we currently do not
TE.130	The system shall provide daily balances in real-time of available employee comp and leave time.	**Critical**	**S**	
TE.131	The system shall provide a view/query into prior leave accrual balances as of a certain past date or prior pay period (e.g., look-back to see leave balance as of two months ago).	**Critical**	**S**	
TE.132	The system shall calculate liability for unused earned leave at regular intervals and on demand.	**Critical**	**S**	More information is needed on how 'liabilites' is defined; however reports can be run to view the liabilities of accruals for employees which can include the balance, hours, and calculations to provide the total of the liabilities.
TE.133	The system shall allow a system-generated flag to be configured for the expiration of a certain leave type (e.g., alert appears at 60-days prior, 30-days prior, etc.).	**Critical**	**S**	NeoGov provides a full view of leave balances from the employee's self-service experience. They will be able to track their hours and verify amounts before their expiration
TE.134	The system shall alert managers/supervisors on leave usage exceptions.	**Critical**	**S**	Leaves can be established to require approval when an employee submits a request, but alerts are currently not supported. Employees and Managers will have full view of leave balances on their dashboard.
TE.135	The system shall override leave balances based on leave type with appropriate security permissions.	**Critical**	**S**	
TE.136	The system shall add, edit, or delete leave events in current pay period with appropriate security permissions.	**Critical**	**S**	

Time Entry				
Attendance Tracking				
TE.137	The system shall compare absence time with scheduled work time to detect absence conditions.	**Desired**	**S**	This function can be obtained through reports or reviewing scheduled hours and call off requests submitted in Schedule. This can also be accomplished by creating a report using different codes to represent absences (Sick, Tardy, FMLA, etc) and comparing them to work codes (REG, OT, SALARY, etc) to detect absence conditions.
TE.138	The system shall process mass absences at the City, Department, Division or other user-defined level.	**Critical**	**S**	Functionality exists but more information is needed to determine if we can support based on timecodes for mass absences.
TE.139	The system shall track and detect certain absence conditions (undocumented leave or comp time used).	**Critical**	**S**	
TE.140	The system shall flag various attendance conditions, including in early, in late, out early, out late, and unexcused absences.	**Critical**	**S**	NEOGOV can support this function through reporting, dashboard view, and schedule tracking, but will not flag.
TE.141	The system shall coordinate usage of City specific absence types with regulated leave types when appropriate (e.g., when sick time is taken that is also an FMLA event, eligibility for both is reduced either simultaneously or consecutively, as per City policies).	**Desired**	**S**	
TE.142	The system shall provide numerous canned reports related to all aspects of absence tracking.	**Desired**	**S**	Standard and ad hoc reports are supported with Time and Attendance data.
TE.143	The system shall conduct ad-hoc queries of absence data, without the need to join table information.	**Desired**	**S**	
Time Off Requests				
TE.144	The system shall provide a web-interface for time off request submittal by employees (vacation time, comp time, planned sick time, holiday special).	**Critical**	**S**	
TE.145	The system shall display leave accrual rates, codes, maximum balances and history to employee as time is being entered with data as of the prior pay period.	**Critical**	**S**	
TE.146	The system shall validate leave balances real-time (based on the actuals from the previous period) at the point of entry.	**Critical**	**S**	
The system shall perform workflow functions for electronic leave request approval, including:				
TE.147	Request submittal;	**Critical**	**S**	
TE.148	Manager(s)/Supervisor(s) review/decision;	**Critical**	**S**	
TE.149	Request status monitoring;	**Critical**	**S**	
TE.150	Notification of request approval/decline; and	**Critical**	**S**	
TE.151	Other user-defined.	**Critical**	**S**	
TE.152	The system shall set limits and qualifying conditions on use of leave time.	**Critical**	**S**	Max limits can be set for leave requests. This limit cannot be exceeded and will alert the employee during the submission that it is not able to complete the request. This can only be overridden by updating the rules under the leave policy.
TE.153	The system shall project an employee's leave balance, considering any future accruals and existing requests.	**Desired**	**S**	NeoGov provides Managers with a Planned leave view with all of their direct reports. Reports can be used to help calculate future accruals. We do not support time leave forecasting.
TE.154	The system shall provide proper levels of data encryption for data that is considered private to the employee and/or subject to HIPAA.	**Critical**	**S**	NEOGOV encrypts all data in transit and all data in backups. Data subject to HIPAA is not normally stored in our products as we do not support, Leave or COBRA Administration.
TE.155	The system shall show the employee and supervisor whether the time off requested will actually be available at the future date, when considering all other approved time off and any other accrued time off in the meantime that is scheduled to occur.	**Desired**	**S**	NEOGOV provides Managers with a Planned leave view with all of their direct reports. Reports can be used to help calculate future accruals but do not support time leave forecasting.
TE.156	The system shall notify user of attempt to submit leave request where accrued time is less than requested time.	**Critical**	**S**	Neogov provides the ability for employees to make online requests for use of vacation, sick, or compensatory leave. Employees can submit leave requests through their dashboard. Managers will be notified of the request and can approve through the system. More complex workflows are supported by request type as well.
TE.157	The system shall provide the ability to make certain dates "unavailable"; meaning no leaves will be accepted by the system for those days for some or all employees.	**Desired**	**N**	NEOGOV does not allow the ability to define blackout days during which accrued time off can be used. We are considering this as a future enhancement.
TE.158	The system shall restrict or allow sick and vacation leave to be used only after it is earned.	**Critical**	**S**	
TE.159	The system shall send an alert/notification to employee and supervisor when accrual maximum/minimum for leave time/s is approaching.	**Critical**	**S**	NeoGov provides full view of accruals to employees and managers using the dashboard to monitor their accrual balances. Notification is given to an employees that is attempting to use time but does not have the hours to cover the request. Managers will be able to approval or decline requests that fall under employees accrual balance.
TE.160	The system shall allow real-time access to accumulated sick and vacation time, based on access level of the user.	**Critical**	**S**	
TE.161	The system shall view leave request in a calendar view format per work group.	**Desired**	**S**	Admins and managers will have access to My Team's Time Off section under their self-service which will allow them to see both direct and indirect employee leave requests in tabular and calendar views.

Time Entry				
Scheduling				
TE.162	The system shall provide a scheduling module that is integrated with the time/attendance module.	**Desired**	**S**	
The system shall accommodate the following types of schedules:		**Desired**		
TE.163	Group schedules;	**Desired**	**S**	
TE.164	Individual schedules;	**Desired**	**S**	
TE.165	Rotation schedules;	**Desired**	**S**	
TE.166	Shift Schedules;	**Desired**	**S**	
TE.167	Post/location;	**Desired**	**S**	
TE.168	On-call/standby;	**Desired**	**S**	
TE.169	Demand-based schedules; and	**Desired**	**S**	
TE.170	Other, user-defined.	**Desired**	**S**	
TE.171	The system shall support a minimum of 100 schedules, including user-defined schedules.	**Critical**	**S**	
The system shall maintain the following tables for schedule creation:				
TE.172	Shift;	**Desired**	**S**	
TE.173	Division;	**Desired**	**S**	
TE.174	Rotation (number of days on and off);	**Desired**	**S**	
TE.175	Work positions;	**Desired**	**S**	
TE.176	Work assignments;	**Desired**	**S**	
TE.177	Work location;	**Desired**	**S**	
TE.178	Collective Bargaining Unit;	**Desired**	**S**	
TE.179	Leave types (sick, vacation, military, etc.); and	**Desired**	**S**	
TE.180	Mandatory or non-mandatory fill position indicator.	**Desired**	**S**	
TE.181	The system shall accommodate unlimited schedule changes and adjustments on demand.	**Desired**	**S**	This feature is available using NEOGOV's Scheduling module.
The system shall maintain various defined shifts with the following characteristics and information:				
TE.182	Varying hours per shift;	**Desired**	**S**	
TE.183	Start times and end times;	**Desired**	**S**	
TE.184	Duration;	**Desired**	**S**	
TE.185	Multiple shift patterns;	**Desired**	**S**	This feature is available using NEOGOV's Scheduling module.
TE.186	Multiple employee roles;	**Desired**	**S**	
TE.187	Required certifications of resources for the shift;	**Desired**	**S**	NEOGOV's Scheduling module allows qualifications for items like certifications, skills, and shift requirements.
TE.188	Multiple locations;	**Desired**	**S**	Multiple locations can be added and can be indicated as sub-locations from descriptions.
TE.189	Multiple sub-locations; and	**Desired**	**S**	Multiple locations can be added and can be indicated as sub-locations from descriptions.
TE.190	Multiple skill requirements.	**Desired**	**S**	NEOGOV's Scheduling module allows qualifications for items like certifications, skills, and shift requirements.
TE.191	The system shall maintain at least 50 different shift configurations in the table of defined shifts.	**Desired**	**S**	This feature is available using NEOGOV's Scheduling module.
TE.192	The system shall prohibit resources from being scheduled for a particular shift that do not meet prescribed requirements.	**Desired**	**S**	This feature is available using NEOGOV's Scheduling module.
TE.193	The system shall override restrictions on employees being scheduled for a particular shift.	**Desired**	**S**	This feature is available using NEOGOV's Scheduling module.
TE.194	The system shall assign the number of personnel required each day for defined positions.	**Desired**	**S**	
TE.195	The system shall identify variances (both positive and negative) between required number of personnel and actual scheduled for a given position on a given day.	**Desired**	**S**	This feature is available using NEOGOV's Scheduling module.
TE.196	The system shall assign the number of personnel required at each location for defined positions and days (e.g., minimum clerical staff at a particular office on Mondays).	**Desired**	**S**	The system can automatically create open shifts based on minimum staffing requirements, but will not automatically assign these shifts to personnel. Your minimum staffing requirements are made up of how many people of a certain job type you need to be assigned to a unit during specific days and times.
TE.197	The system shall identify variances (both positive and negative) between required number of personnel and actual scheduled for a given location on a given day.	**Desired**	**S**	This is supported using NEOGOV's Scheduling service. We will track minimum staffing requirements which compares these scheduled and open spots on the
TE.198	The system shall create calendars/rosters of projected absences.	**Desired**	**S**	NEOGOV provides a Team Calendar that allows admins or managers to view employees who are out on leave (vacation, sick, fmla, etc). Projections can be done within Scheduling using minimum staffing
The system shall utilize department roles for automated staffing including the following characteristics and information:				
TE.199	Staffing minimums;	**Desired**	**S**	This feature is available using NEOGOV's Scheduling module.
TE.200	Roster vacancies due to leave time; and	**Desired**	**S**	

Time Entry				
TE.201	Insufficient "qualified" candidates (e.g., certifications, etc.).	Desired	S	While many automations can be configured in Schedule, open shifts do not utilize automated staffing. However, warnings can be configured, such as the Certified for Shift and Qualified for Shift warnings. These settings warn you if an employee is scheduled for a shift where they are not certified for a job type. or not qualified to perform.
TE.202	The system shall automatically contact employees via telephone, email, text messaging and web to offer an assignment (e.g., overtime availability, open shifts) and update the real-time roster.	Desired	S	NEOGOV supports email, text, and phone notifications to employees when an open shift becomes available. These notifications can also be sent when approved for submissions such as Overtime, Shift Trades, or Open Shift requests. Rosters update as employees are moved into the available shifts.
TE.203	The system shall support the shift bid process for certain eligible groups of employees.	Desired	S	This feature is available using NEOGOV's Scheduling module.
TE.204	The system shall support the time off bid process for certain eligible groups of employees.	Desired	S	NEOGOV's time off submissions require approval from managers or administrators to assist with the selection of the best qualified for the leave. Currently, the Schedule module does not support leave bidding.
TE.205	The system shall support the overtime bid process for certain eligible groups of employees.	Desired	S	Open shifts can be created for bidding between qualified employees. These open shifts can be indicated as overtime and allow visual into who's submitted the open shift for easy selection of the best qualified.
TE.206	The system shall allow the configuration of the order in which employees are contacted based on any data field in the employee master file (e.g., seniority, last shift worked, etc.).	Desired	S	NeoGov will provide many communication options to admins. Admins will have access to view employee profiles, including last shifts worked and seniority and can select between mobile notifications, text messages, and emails for communication if shifts need to be filled.
TE.207	The system shall maintain a log of all employees who have been contacted.	Desired	S	This feature is available using NEOGOV's Scheduling module.
TE.208	The system shall produce a list for each absence by rules and create the call log.	Desired	S	NEOGOV can produce a report showing listed absences, including employee contact information for
The system shall support multiple notification methods including but not limited to:				
TE.209	Telephone (by type such as home, cell, etc.);	Desired	N	
TE.210	Text Messaging/SMS; and	Desired	S	Text messaging communication is a supported function. This feature is available using NEOGOV's Scheduling module.
TE.211	Email.	Desired	S	
TE.212	The system shall accommodate work time trades between employees.	Desired	S	This feature is available using NEOGOV's Scheduling module.
TE.213	The system shall allow time to be tracked using either AM/PM or military time.	Desired	S	
TE.214	The system shall define split shift rotations.	Desired	S	This feature is available using NEOGOV's Scheduling module.
TE.215	The system shall identify employee as unavailable for overtime for a given time period and specify reason.	Desired	S	Rules can be applied (such as resting periods or qualifications) that will identify employees not qualified to be accepted for an OT request.
TE.216	The system shall schedule shifts that cross multiple days (e.g., start at 6:00 p.m. on one day and complete at 2:00 a.m. on day two).	Desired	S	This feature is available using NEOGOV's Scheduling module.
TE.217	The system shall define workload restrictions for each position. These could include number of hours between shifts, maximum hours worked per regular shift, maximum overtime hours per time period.	Desired	S	NEOGOV's Scheduling module provides a full view of hours between shifts, hours worked per shift, and overtime hours worked. Reporting can be created that outlines all of these hours under each position established in the module. NEOGOV does not support workload restrictions but provides tools to review, update and report.
TE.218	The system shall override workload restrictions.	Desired	S	This feature is available using NEOGOV's Scheduling module.
TE.219	The system shall alert when minimum or maximum thresholds are not met.	Desired	S	You can configure the logic behind scheduling warnings to show possible issues found in the schedule to include: Understaffing, Overlaps, Qualified, Certifications, Availability, Mandatory Rest, Over Hours, and Under Hours. Standard hours can be added to timesheets and schedules. All hours can be tracked and reported in the Schedule module. NEOGOV does not support restricted hours or set max hours worked.
TE.220	The system shall implement alternate schedules (e.g., ad-hoc schedules for circumstances of single occurrence).	Desired	S	This feature is available using NEOGOV's Scheduling module.
TE.221	The system shall temporarily assign employees.	Desired	S	This feature is available using NEOGOV's Scheduling module.
TE.222	The system shall view multiple schedules at once.	Desired	S	This feature is available using NEOGOV's Scheduling module.

Time Entry				
TE.223	The system shall publish and print an official/final schedule.	Desired	S	Schedules can be published after review and finalization. Through NEOGOV's report builder, users will be able to build and download the finalized schedule information. Future releases for additional printouts are planned.
TE.224	The system shall preserve the schedule in the event the system is unavailable due to planned or unplanned downtime.	Desired	S	
TE.225	The system shall identify an assignment that conflicts with a rule.	Desired	S	More information is required. NEOGOV has preventative measures in the system that will not allow an employee under specific assignments to have conflicting information.
TE.226	The system shall define a mandatory-overtime backfill list based on prescribed business rules.	Desired	S	NEOGOV's Scheduling service allows for open shift creations that will provide OT needs and can be filled by an admin. These can be based on qualification standards set up within the Schedule.
TE.227	The system shall alert a shift scheduler when assignment conflicts with a rule.	Desired	S	You can configure the logic behind scheduling warnings to show possible issues found in the schedule to include: Understaffing, Overlaps, Qualified, Certifications, Availability, Mandatory Rest, Over Hours, Under Hours.
TE.228	The system shall schedule meals and breaks, as well as start and end times.	Desired	S	NEOGOV's Schedule product can support meal breaks, lunch periods, resting periods, and start and end times for these items as well.
TE.229	The system shall accommodate meals and breaks as paid or unpaid based on criteria such as department/division, collective bargaining agreement, shift, etc.	Desired	S	
TE.230	The system shall support user-defined flex schedules (e.g., 50/30, 9/80, etc.).	Desired	S	
TE.231	The system shall calculate overtime based on FLSA regulations.	Desired	S	
TE.232	The system shall view and maintain all previous schedules.	Desired	S	This feature is available using NEOGOV's Scheduling module.
TE.233	The system shall route an alert/notification when defined hour-limit is reached.	Desired	N	Notifications and alerts are triggered during an open shift assignment based on rules and lists created. These notifications do not route upon limits reached.
TE.234	The system shall populate entities for holidays and other closures in the schedule, system-wide.	Desired	S	Workrules can be set up with a timerule for holiday worked, which will drive to a special timecode and can have a special rate Holiday calendars and logic can be set up per agency, and updated every year. Admins 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.
TE.235	The system shall support varying types of scheduled weeks, including 48/60/72 hour weeks for public safety.	Desired	S	
TE.236	The system shall accommodate department schedules with three shifts, and 24 hours per shift.	Desired	S	This feature is available using NEOGOV's Scheduling module.
TE.237	The system shall accommodate out of class work paid based on hours worked in the out of class position, prorated to a 56-hour period. For example: Firefighter scheduled 48hr week (2 x 24hr days) works 1 day (24hrs) as regular job (Firefighter) and 1 day (24hrs) as Out Of Class Driver. Pay will be 28hrs Regular Pay, 28hrs Pay as Driver (50% of 56 hrs.).	Desired	S	

Time Entry				
Reporting & Querying				
TE.238	The system shall use a single data source for report generation.	**Critical**	**S**	
TE.239	The system shall generate "canned" reports that users may run with limited options of input values.	**Critical**	**S**	
TE.240	The system shall generate user-defined reports on any time entry field and/or combination of fields.	**Critical**	**S**	Not all but most fields.
TE.241	The system shall provide an ad-hoc reporting tool without the use of a third-party report writing tool.	**Critical**	**S**	
TE.242	The system shall provide role-based security on running and viewing reports.	**Critical**	**S**	
TE.243	The system shall import data from reports into standard applications for spreadsheet comparison, graphing, etc.	**Desired**	**S**	NEOGOV's Time and Attendance allows the importing of time data through the Time and Attendance Dashboard that can be reported through NEOGOV's report builder. Report builder can produce reports with graphs, comparisons, charts, etc.
TE.244	The system shall export data from reports into standard applications for spreadsheet comparison, graphing, etc.	**Critical**	**S**	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. Graphs are available in some reports within the scope of this RFP.
The system shall generate reports on time worked by the following:				
TE.245	Location;	**Critical**	**S**	
TE.246	Department;	**Critical**	**S**	
TE.247	Division;	**Critical**	**S**	
TE.248	Team;	**Desired**	**S**	NEOGOV supports Units and Groups to represent a "Team" selection.
TE.249	Task/Work Order;	**Desired**	**S**	Tasks can be tracked using cost centers and are reported.
TE.250	Project/Grant;	**Critical**	**S**	
TE.251	Job;	**Critical**	**S**	
TE.252	Activity;	**Critical**	**S**	Activities can be tracked using cost centers and are reported.
TE.253	Leave type;	**Critical**	**S**	
TE.254	Hours paid by individual;	**Critical**	**S**	
TE.255	Hours entered (by type);	**Critical**	**S**	
TE.256	Position;	**Critical**	**S**	
TE.257	Event;	**Critical**	**S**	Events can be tracked using cost centers and are reported.
TE.258	Work group;	**Critical**	**S**	
TE.259	Shift;	**Critical**	**S**	
TE.260	Time errors;	**Critical**	**N**	Time errors are viewed by employees directly from their self-service experience. NEOGOV does not product reports showing these errors are this time.
TE.261	Overtime;	**Critical**	**S**	
TE.262	Employee status; and	**Critical**	**S**	
TE.263	Other user-defined.	**Critical**	**S**	
TE.264	The system shall provide a report that details prior periods' adjustments and corrections.	**Desired**	**S**	Prior period adjustments can be processed on the next pay period, and the date associated with the correction lines can be set to the date the transaction should have occurred. This allows NEOGOV to apply FLSA, arrears, and retropay logic to the correction.
TE.265	The system shall provide an error and warning report, listing discrepancies with time entry for all employees for the pay period as defined by the Payroll Administrator.	**Critical**	**S**	NeoGov can provide audit logs to review any issues or discrepancies affecting employee time entry. During time entry errors will display if there are any issues with the entries made by employees and managers.
TE.266	The system shall generate a year-to-date report (calendar or fiscal year) or user-defined period of time worked by employee.	**Critical**	**S**	
TE.267	The system shall generate an electronic copy of any previous timecard.	**Critical**	**S**	
TE.268	The system shall provide a report filtered by location that identifies the total number of hours worked per employee in a pay period or by year.	**Critical**	**S**	
TE.269	The system shall generate a report of part-time employee hours worked on a year-to-date basis or other user-defined period to monitor for hours worked exceeding user defined parameters.	**Critical**	**S**	

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Req #	Description of Requirement	Criticality	Vendor Response	Comments
Human Resources, Personnel Management, and Employee Relations				
General Requirements				
HRE.1	The system shall provide an employee central/master file that is the single source of employee records in which all other proposed system modules interact with.	**Critical**	**S**	Within Core HR, the system will maintain a single source of truth for employee data. These data integrate with all other products in the system. These can be initiated by employee request, administrator request to initiate a personnel action workflow, and direct edit by the administrator. No matter where this maintenance is initiated, it all is maintained as a single employee profile, and downstream updates to other products is automated. An example is that a mid-pay period change to compensation will automatically prorate pays in Payroll. This allows Neogov to create a Unified Dashboard for employees and managers. Users will access the cloud-based system and have a single dashboard on which they can complete all of the tasks related to them. This includes any activity expected of the user for the purposes of Insight, Core HR, Benefits, Time and Attendance, and Payroll.
HRE.2	The system integrates with the proposed Payroll and Financial modules, including (but not limited to) the following: Time Entry, Payroll, General Ledger, Project Accounting, Grant Management, and Budget.	**Critical**	**S**	Time & Attendance and Payroll Modules are integrated with all products in scope. We will build integrations to the products you have as record for Budget, Project Accounting. Integrations built by NEOGOV may be subject to additional charges depending on complexity. 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.
HRE.3	The system shall provide audit trail reporting of all data entries, changes and deletions by user, date, time and workstation.	**Desired**	**S**	Audit trails exist throughout the system. Data captured are limited to data changes, user, date and time.
HRE.4	The system shall establish workflow rules by department, employee group, or other user-defined criteria.	**Desired**	**S**	Workflows are available throughout products in scope, where exact functionality varies by product.
The system shall provide workflow functionality to support				
HRE.5	Personnel Actions;	**Critical**	**S**	Personnel Action Workflows can be customized based on what maintenance is being updated, what user profile initiates it, and which approvers are required during review. Personnel actions can be configured to track all steps of an approval workflow. At each step from initiation, to edit, to approval, or declination, notifications are generated for all approvers within the workflow. As many approvers as needed are supported, and each Personnel Action processed is stored and reportable in PDF. The effective dated maintenance is then stored on the employee record on a timeline, which will show changes made to the employee throughout time.
HRE.6	New Hire On-Boarding;	**Desired**	**S**	
HRE.7	Employee Termination Activities;	**Critical**	**S**	
HRE.8	Discipline;	**Desired**	**S**	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.
HRE.9	Grievances; and	**Desired**	**S**	
HRE.10	Performance Management.	**Desired**	**S**	
The system shall maintain an Activity Log to record				

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Human Resources, Personnel Management, and Employee Relations				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
HRE.11	Contact person;	**Desired**	**N**	NEOGOV does not have an internal communications product.
HRE.12	Date and time of contact;	**Desired**	**N**	NEOGOV does not have an internal communications product.
HRE.13	Means of contact (e.g., phone, email, etc.);	**Desired**	**N**	NEOGOV does not have an internal communications product.
HRE.14	Nature of the contact; and	**Desired**	**N**	NEOGOV does not have an internal communications product.
HRE.15	Information collected as a result of contact.	**Desired**	**N**	NEOGOV does not have an internal communications product.
HRE.16	The system shall track reasonable accommodation requests and interaction under the ADA.	**Desired**	**S**	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.
HRE.17	The system shall track reasonable accommodations provided under the ADA.	**Desired**	**S**	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.
HRE.18	The system shall create user modified letter templates to support the interactive process under the ADA.	**Desired**	**S**	Applicant ADA requests are stored and reportable in Insight. eForms can be used to track requests for ADA accommodations for existing employees with form templates for differing types of ADA requests, but not medical information about employees. NEOGOV maintains HIPAA security compliance, not privacy compliance.
HRE.19	The system shall classify and filter correspondence Activity Log entries by type of activity (as defined by user, e.g., PA, grievance, discipline, benefits, etc.).	**Desired**	**N**	NEOGOV does not have an internal communications product.
HRE.20	The system shall limit user access to correspondence Activity Log items, as defined by user security/role.	**Critical**	**N**	NEOGOV does not have an internal communications product.
Employee Central/Master File Data				
HRE.21	The system shall set up an employee master file for each employee.	**Critical**	**S**	
HRE.22	The system shall maintain all employee file change history (including pay, position, status, etc.).	**Critical**	**S**	
The system shall maintain employee master file for the				
HRE.23	Regular full-time and part-time employees;	**Critical**	**S**	
HRE.24	Temporary full-time and part-time employees;	**Critical**	**S**	
HRE.25	Elected officials;	**Critical**	**S**	
HRE.26	Seasonal employees (full-time and part-time);	**Critical**	**S**	
HRE.27	Retirees;	**Critical**	**S**	
HRE.28	Paid and unpaid interns; and	**Critical**	**S**	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.
HRE.29	Other user defined.	**Critical**	**S**	
HRE.30	The system shall maintain a unique employee number for each person regardless of their employment status within the system (i.e., termination, reinstatement, retirement).	**Critical**	**S**	

Human Resources, Personnel Management, and Employee Relations				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
HRE.33	The system shall maintain separate profiles for employees holding multiple positions.	**Critical**	**S**	NEOGOV supports employees assigned to multiple jobs or roles with different pay rates. Each position or job can have a unique rate of pay, and the system accurately tracks and applies these rates based on the hours or shifts worked. Employees can have pay calculated separately for each role, ensuring correct compensation for the appropriate job or position.
The system shall maintain and track at a minimum the				
HRE.34	Employee Number (Minimum 6 characters/digits);	**Critical**	**S**	
HRE.35	Employee status (active, inactive, on leave, etc.);	**Critical**	**S**	
HRE.36	Name (Last, First, Middle, Suffix);	**Critical**	**S**	
HRE.37	Preferred Name;	**Critical**	**S**	
HRE.38	Maiden/Former Name/Aliases/Nicknames;	**Desired**	**S**	
HRE.39	Sex;	**Critical**	**S**	
HRE.40	Gender;	**Critical**	**S**	
HRE.41	Preferred Pronoun(s);	**Desired**	**S**	
HRE.42	Race/Ethnicity;	**Critical**	**S**	
HRE.43	Social Security number;	**Critical**	**S**	
HRE.44	Date of Birth;	**Critical**	**S**	
HRE.45	Marital Status;	**Critical**	**S**	
HRE.46	If married, identify if spouse works for the City and spouse name;	**Desired**	**S**	
HRE.47	Relationship with other City employees;	**Desired**	**S**	
HRE.48	If relationship, employee name and position;	**Desired**	**S**	
HRE.49	Background check results (State, Federal), with access limited by security roles;	**Desired**	**S**	Background check results can be dispositioned within Insight for applicants. Partnerships with third party vendors, at additional cost, support automated launch & tracking of background check results within Insight. Post hire, results could be stored within other products in scope.
HRE.50	Badge Number (i.e., officer badge);	**Desired**	**S**	
HRE.51	Multiple Telephone Numbers;	**Desired**	**S**	
HRE.52	Multiple Addresses (including mailing address);	**Desired**	**S**	
HRE.53	Multiple E-Mail Addresses;	**Critical**	**S**	
HRE.54	Seniority Date;	**Critical**	**S**	
HRE.55	Hire/Rehire Date;	**Critical**	**S**	
HRE.56	Multiple Employee Event Dates (e.g., hire, full-time, etc.);	**Critical**	**S**	
HRE.57	Citizenship;	**Desired**	**S**	
HRE.58	Military Status and Branch;	**Desired**	**S**	
HRE.59	Veteran Status (user defined list of values);	**Desired**	**S**	
HRE.60	Retired (Y/N);	**Critical**	**S**	
HRE.61	W-4 and Indicators;	**Critical**	**S**	
HRE.62	Medical certification expiration date;	**Critical**	**S**	User defined fields may support this need. More information is needed on if this is inquiring about return to work certifications or job related medical certifications.
HRE.63	Driver's License Class (multiple user defined);	**Critical**	**S**	
HRE.64	Driver's License Expiration Date;	**Critical**	**S**	
HRE.65	Driver's License Issue Date;	**Critical**	**S**	
HRE.66	Driver's License Number;	**Critical**	**S**	
HRE.67	Driver's License Restrictions;	**Critical**	**S**	
HRE.68	Driver's License State;	**Critical**	**S**	
HRE.69	Driver's License Endorsements;	**Critical**	**S**	
HRE.70	Multiple Emergency Contacts;	**Critical**	**S**	
HRE.71	Equipment issued to employees (e.g., phone, laptop, keys) and asset tag numbers where applicable;	**Desired**	**S**	Core HR and Onboard can associate specific pieces of equipment to employees for tracking, but will not provide full Asset Tracking.
HRE.72	Certifications and Licenses;	**Desired**	**S**	
HRE.73	Immigration Status (I9);	**Critical**	**S**	
HRE.74	Work status expiration date (e.g., I9); and	**Critical**	**S**	

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Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
HRE.75	Other User Defined.	**Desired**	**S**	
HRE.76	The system shall preclude employees from user defined actions/processes based on employee status (e.g., employee on FMLA will not accrue leave, an employee with an expired CDL license would not receive incentive pay etc.).	**Critical**	**S**	More information needed to determine full functionalities supported.
HRE.77	The system shall allow an unlimited number of employee file user-defined fields. Vendor to define any limitations in the comments field.	**Desired**	**S**	CoreHR supports up to 80 total City-defined fields within the Positions, Employments, Assignments and Personals tabs with 20 on each. User-Defined fields can be added in Insight. In Onboard and eForms, forms and form fields with security can be configured. User defined fields are not supported in Perform and Learn at this time.
HRE.78	The system shall assign role-based security to a position, supervisor, or individual user to control what employee information is accessible with limiting view and/or edit access including limiting a supervisor to their direct reports.	**Critical**	**S**	All NEOGOV systems also employ a roles-based security model ensuring users only have access to areas for which they have been given access rights. Access to the system is based on User Roles, which are configured by System Administrators during the initial setup of the system. Specific access between users can include permissions to read, create, update and or delete items. The HR Admin role has the highest access to the system and can configure permissions within each of the User Roles.
HRE.79	The system shall provide online inquiry to user-defined portions of the personnel master file by employee number, by employee name, or user defined criteria with appropriate security restrictions.	**Critical**	**S**	Internal users are able to access and query data based on their permissions. External inquiry is not supported at this time.
HRE.80	The system shall approve temporary access to an employee file or other records by department (e.g., if a department needs to hire from another department and needs access to performance reviews).	**Desired**	**S**	With eForms, HR Admins can share an employee's folder to inside and outside users. This helps users to share employee files more easily when it is needed with provided security options regarding the access and link expiration to files.
HRE.81	The system shall scan and store employee images (photos).	**Critical**	**S**	Scanned documents can be added to the system but scanning is not supported.
HRE.82	The system shall archive and easily retrieve on-line employee records based on City retention requirements after retirement/termination, with various time periods based upon the records (e.g., audit records, asset records, etc.).	**Critical**	**S**	Old data can be marked as ‘archived’ but will not be deleted – by design NEOGOV does not delete any customer data maintained within the system. If required, NEGOV can purge applicant and recruitment data from the system based on your retention schedule. You can run reports to include archived data for past recruitments. 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. eForms allows you to set up retention periods to retain and delete after a specific period -- Choose the period from 1 to 10 years along with a legal hold setting for indefinite purging. In other products - Admins can run reports and purge data as desired.

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Human Resources, Personnel Management, and Employee Relations				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
HRE.83	The system shall provide automated record purge functionality, based on City-defined criteria and record retention policies.	**Desired**	**S**	Old data can be marked as 'archived' but will not be deleted – by design NEOGOV does not delete any customer data maintained within the system. If required, NEGOV can purge applicant and recruitment data from the system based on your retention schedule. You can run reports to include archived data for past recruitments. 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. eForms allows you to set up retention periods to retain and delete after a specific period -- Choose the period from 1 to 10 years along with a legal hold setting for indefinite purging. In other products - Admins can run reports and purge data as desired.
HRE.84	The system shall specifically mark records to prevent deletion based on standard record retention policies.	**Critical**	**S**	Old data can be marked as 'archived' but will not be deleted – by design NEOGOV does not delete any customer data maintained within the system. If required, NEGOV can purge applicant and recruitment data from the system based on your retention schedule. You can run reports to include archived data for past recruitments. 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. eForms allows you to set up retention periods to retain and delete after a specific period -- Choose the period from 1 to 10 years along with a legal hold setting for indefinite purging. In other products - Admins can run reports and purge data as desired.
HRE.85	The system shall define multiple working titles for a position with effective dating (where changes require workflow approvals).	**Critical**	**S**	Changes to positions are fully tracked but workflow approvals are being developed for a future enhancement.
HRE.86	The system shall notify a supervisor/manager when a new employee file is created within their reporting organization/hierarchy.	**Desired**	**S**	Once a candidate is hired and updated in Onboard, notifications can be sent to the Manager to advise their employee has been created.
Job Classification Tables				
HRE.87	The system shall store job descriptions, with controls in place to limit edits, and to maintain historical job descriptions.	**Critical**	**S**	
The system shall track the following job classification				
HRE.88	Pay grade and step plan;	**Critical**	**S**	If included in class spec, then yes. More info is needed.
HRE.89	Pay schedule;	**Critical**	**S**	
HRE.90	Position Type (classified, unclassified, reduced hours);	**Critical**	**S**	
HRE.91	Job Classification Code;	**Critical**	**S**	
HRE.92	Job Classification Title;	**Critical**	**S**	

Human Resources, Personnel Management, and Employee Relations				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
HRE.93	Subject to shift work;	**Critical**	**S**	
HRE.94	Date established or approved;	**Critical**	**S**	
HRE.95	EEO Function;	**Critical**	**S**	
HRE.96	EEO Category;	**Critical**	**S**	
HRE.97	Management level;	**Critical**	**S**	
HRE.98	Workers Compensation code;	**Critical**	**S**	
HRE.99	Hazardous pay code;	**Desired**	**S**	
HRE.100	Employee category (e.g., overtime, comp time, straight time, or either, etc.);	**Critical**	**S**	
HRE.101	FLSA Status;	**Critical**	**S**	
HRE.102	Multiple safety sensitive position flags, per position (City drug testing eligibility and Department of Transportation (DOT) regulatory indicators); and	**Critical**	**S**	Custom form fields may support this.
HRE.103	Other user-defined.	**Desired**	**S**	Custom form fields may support this.
HRE.104	The system shall integrate or link job descriptions with HR system modules/functional areas (e.g., Recruiting, Performance Management, Compensation Management, ESS).	**Critical**	**S**	Linked but full details not visible in all products in scope
HRE.105	The system shall maintain minimum qualifications for each position.	**Critical**	**S**	
HRE.106	The system shall turn off wage progression and turn it back on.	**Critical**	**S**	
Personnel Actions				
HRE.107	The system shall support centralized Personnel Actions (P.A.s), whereby end-users initiate P.A.s within the system (including at the department level and from within HR).	**Critical**	**S**	
The system shall provide an electronic Personnel Action form				
HRE.108	Dynamic help, including form assistance that guides the user through required fields and screens (e.g., the type of PA selected determines the information user must provide on the form):	**Desired**	**S**	Form templates are not required in CoreHR as Personnel Action Workflows can be customized based on what maintenance is being updated, what user profile initiates it, and which approvers are required during review. Details within the fields are dynamic to the assignment change.
HRE.109	Integrated data (e.g., employee data populates when employee ID entered);	**Critical**	**S**	Changes are initiated at the Employee Assignment level so all data would be populated and where changes pull data based on the updated field into required fields. These changes can then be routed for approval before considered live.
HRE.110	Required fields;	**Critical**	**S**	
HRE.111	Multi-directional configurable workflow processing/approvals (e.g., department director approval may be required in some departments but not others);	**Desired**	**C**	Available in some products in scope but more information is needed as to detail described above.
HRE.112	Electronic signature;	**Desired**	**S**	Varies by products in scope between electronic signatures or electronic approvals.
HRE.113	Printable PA forms - completed and blank;	**Desired**	**S**	Form templates are not required in CoreHR as Personnel Action Workflows can be customized based on what maintenance is being updated, what user profile initiates it, and which approvers are required during review. Printable PAs are not necessary as PAs are all electronic.
HRE.114	Includes generation of other forms/sub-forms associated with PA (e.g., military leave request form);	**Desired**	**S**	Could be met through checklists or processes in Onboard or eForms, but would need more info. Leave requests are supported in our Time & Attendance product.
HRE.115	Accommodates attachments; and	**Desired**	**S**	
HRE.116	PA description field containing at least 255 characters.	**Desired**	**S**	
HRE.117	The system shall print a PA on more than one page, and not truncate fields or comments.	**Critical**	**S**	Printable PA are not necessary as PA are all electronic.

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Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
HRE.118	The system shall copy an existing PA.	**Desired**	**S**	Personnel Actions are initiated with in the system with configured workflows. Forms do not have to be built separate and apart from core tables.
The system shall set up and establish rules, workflows, and				
HRE.119	New Hire;	**Critical**	**S**	
HRE.120	Position Changes (e.g., Transfer, Promotion);	**Critical**	**S**	
HRE.121	Rehire;	**Critical**	**S**	
HRE.122	Reclassification;	**Critical**	**S**	
HRE.123	Name changes;	**Critical**	**S**	
HRE.124	Various types of Retirement (user-defined);	**Critical**	**S**	
HRE.125	Various types of Separation/Terminations (voluntary, involuntary, Reduction in Force - user-defined);	**Critical**	**S**	
HRE.126	Various types of suspensions (user-defined);	**Critical**	**S**	
HRE.127	Multiple probationary periods (introductory period and others);	**Critical**	**S**	
HRE.128	Transition on/off Modified Duty and other types of injury;	**Critical**	**S**	
HRE.129	Demotion;	**Critical**	**S**	
HRE.130	Discipline;	**Critical**	**S**	
HRE.131	Multiple Longevity Types (e.g., duration of time in current position);	**Critical**	**S**	
HRE.132	Compensation changes to base salary (with a user defined list of comp increases/decreases types - e.g., across the board, equity adjustments, merit increases, comp decrease, step increases);	**Critical**	**S**	
HRE.133	Add pays not included in base both regular and one time payments (e.g., uniform allowances, bilingual pay, assignment pay);	**Critical**	**S**	This is standard NEOGOV functionality. Supplemental earnings can be used to add premiums to employee pays. Examples include base pay plus percentage, overridden rates that are not tied to employee base pay, flat amount additions, and many more scenarios.
HRE.134	Changes to position status (e.g., inactivate/reactivate);	**Critical**	**S**	This could be captured as a reason when processing a personnel action approval where an employee is in a position that is being abolished/reactivated. Changes made within the Positions table do support effective dated maintenance but not approvals on these changes.
HRE.135	Multiple types of service years;	**Critical**	**S**	This is standard NEOGOV functionality. 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.
HRE.136	Standard hours change (e.g., 30-hr to 40-hr, 52-hr to 40-hr);	**Critical**	**S**	This is supported at the Employee Assignment level.
HRE.137	Leaves (per user defined list - e.g., FMLA, military, LWOP, administrative leave); and	**Critical**	**S**	
HRE.138	Other user-defined.	**Desired**	**S**	More information is needed to determine full functionality.
HRE.139	The system shall prevent additional changes to an employee record if a personnel action is in workflow.	**Critical**	**S**	More detail is needed - some functionality in products in scope to manage elements of employee record while personnel action is in workflow.
HRE.140	The system shall make personnel actions effective in the middle of a pay period (per user defined business rules).	**Critical**	**S**	
HRE.141	The system shall prompt a user to complete a personnel action when a position is vacated.	**Desired**	**S**	CoreHR does not auto generate a requitions but an offboarding checklist item can be assigned to manager to create in Insight.

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Human Resources, Personnel Management, and Employee Relations				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
HRE.142	The system shall establish and track expiration dates and notifications related to job status.	**Desired**	**S**	More information is needed as some notices are supported for certifications/licenses are related to requirements for jobs. Also supported through reporting but not system notices in other products in scope.
HRE.143	The system shall display all personnel actions within a department to an approver with the appropriate security permissions.	**Critical**	**S**	
HRE.144	The system shall send an alert to a user when a temporary employee is near the end of his/her contract.	**Desired**	**S**	This can be done through a scheduled report but not notification from system.
HRE.145	The system shall track seasonal employee's working hours to determine benefit eligibility.	**Critical**	**S**	Hours worked are calculated and tracked.
HRE.146	The system shall maintain an audit log of all personnel-related transactions and activity.	**Critical**	**S**	Audit trails exist throughout the system. Data captured are limited to data changes, user, date and time.
HRE.147	The system shall maintain a record of all personnel-related transactions and activity, and provides the ability to view and/or print any electronic approval or action that has been taken.	**Critical**	**S**	Processed PAs are not printable but are reportable with details that were processed. Dashboards provide quick access to where actions in progress are in various stages.
HRE.148	The system shall transfer an employee to a different department/division or payroll group without re-entering the entire employee file.	**Critical**	**S**	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 proration in payroll, benefits and time off eligibility changes, new timesheet work-rules, and schedules.
HRE.149	The system shall default specified Job Code data (e.g., pay grade, schedule, probation period, leave types, pay types, civil service classification) to new position and employee record, with ability for default values to be overridden by the user (with appropriate security).	**Critical**	**S**	
HRE.150	The system shall automatically update an employee's accruals when a job change results in accrual plan changes.	**Critical**	**S**	
HRE.151	The system shall allow users to configure assignment of employee IDs when entering more than one new hire (resulting in the ID showing seniority/order of hire).	**Desired**	**S**	Employee IDs can be auto-assigned through Onboarding a New Hire or manual creation in CoreHR.
HRE.152	The system shall accept retroactive changes to any element of a personnel record, with appropriate security permissions, ensuring all forward-calculations are made appropriately (including retroactive calculations of pay and deductions - including the appropriate pay rate/table, leave accrual, retirement, benefit calculations, etc.).	**Critical**	**S**	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.
HRE.153	The system shall provide a date-based personnel system that allows "personnel/employee actions" to be automatically triggered based upon effective dates.	**Critical**	**S**	Effective dating is standard throughout HRIS products. Certain changes can auto trigger, such as scale/step adjustments. More infomation needed about what is to be auto triggered based on effective dates to fully align.

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Req #	Description of Requirement	Criticality	Vendor Response	Comments
Human Resources, Personnel Management, and Employee Relations				
HRE.154	The system shall provide a notification to manager(s) or (other designated role/end-user) based on effective date (e.g., step increase, end of assignment pay, probationary period, temporary light-duty end-date).	**Desired**	**S**	Workflow notifications are supported when personnel actions move through approvals.
HRE.155	The system shall provide a notification to manager(s) or (other designated role/end-user) in advance of change (e.g., step increase, end of assignment pay, probationary period, temporary light-duty end-date).	**Desired**	**S**	Workflow notifications are supported when personnel actions move through approvals.
HRE.156	The system shall establish personnel action workflow rules by department, or employee group.	**Desired**	**S**	CoreHR approval workflows can be configured by Reason with filters by Positions, Department, Division, Employee or Work Rule.
HRE.157	The system shall establish personnel action workflow rules by personnel action reason/type.	**Desired**	**S**	NEOGOV can support established workflows for "types" with ease, however, not supported for "reasons".
HRE.158	The system shall provide workflow for approval processes at multiple approval levels with date/time/ID stamp for electronic signature.	**Desired**	**S**	Digital attestation, not signature is supported in HRIS products.
HRE.159	The system shall provide all personnel transaction processing (new hire, term, etc.) across multiple functional areas so that a single process includes employment, payroll, benefits, etc.	**Critical**	**S**	
HRE.160	The system shall automate personnel record, compensation, and benefits information updates to be automatically applied within the appropriate file records based on successful completion an approval of related workflow processes.	**Desired**	**S**	
HRE.161	The system shall automatically initiate onboarding notifications and provide checklists for employee hire and termination process to ensure all steps are completed (checklist should include policy and agreement documents).	**Desired**	**S**	
HRE.162	The system shall automatically initiate termination notifications and/or workflow processes for separated employees (i.e., City system access, physical access, equipment collection, final paycheck).	**Critical**	**S**	
HRE.163	The system shall support user-defined onboarding/termination checklists.	**Desired**	**S**	
HRE.164	The system shall manually assign or automatically generate an employee number.	**Critical**	**S**	
HRE.165	The system shall request and accept electronic credit and background checks from outside agencies.	**Desired**	**S**	More information needed. NEOGOV maintains active partnerships with several vendors providing background check services, offering discounted rates and direct integration with Insight/OHC if desired. NEOGOV's Vetted is a background investigation software to manage the lengthy, labor intensive process required for vetting a new public safety employee.
HRE.166	The system shall scan, link or upload and categorize/classify different types of documents and associate them with an employee.	**Critical**	**S**	Documents can be attached to Personnel Actions but does not support scanning.
HRE.167	The system shall provide a report of pending personnel actions.	**Critical**	**S**	
Performance Management				

Human Resources, Personnel Management, and Employee Relations				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
HRE.168	The system shall provide a Performance Management module that is integrated with other system modules, including Employee Relations, Compensation, Human Resources, and Payroll.	**Desired**	**C**	Currently, Perform Evaluation data/ratings do not automatically flow into HRIS. However, Performance Rating reports have been used for merit increase analysis and decision making. Reports on these metrics can be pulled to use and the relevant increases be added manually within Core HR, as a user defined field. Based on Performance Evaluations, Managers can assign specific trainings for employees to complete. These trainings can link directly from Learn. Employees can launch these assigned courses from the Training Section in Perform or directly from their Learn account. In the next year's evaluation, the Manager can see if the employee completed the assigned training courses by clicking the View Training Activity button in the Perform Rating Form or view course completion statuses in Learn.
HRE.169	The system shall provide audit trail reporting of all data entries, changes and deletions by user, date, time.	**Critical**	**S**	Audit trails exist throughout the system. Data captured are limited to data changes, user, date and time.
The system shall allow for the entry and maintenance of employee performance reviews (orientation period and on-going) on the following schedules:				
HRE.170	Due date (i.e., date of hire, promotion date, fiscal year-end);	**Critical**	**S**	
HRE.171	End of orientation/probation;	**Critical**	**S**	
HRE.172	Extended orientation/probation;	**Critical**	**S**	
HRE.173	Training periods;	**Desired**	**S**	
HRE.174	Performance improvement plans; and	**Desired**	**S**	
HRE.175	Other user-defined event.	**Desired**	**C**	More information needed to determine ability to support.
HRE.176	The system shall track multiple orientation (probation) periods and performance review schedules separately by position and employee.	**Critical**	**S**	Perform is extremely configurable and allows for an unlimited number of evaluation templates to be created in order to accommodate any evaluation processes at across the agency. Whether it is one process for the entire agency, or they differ by department and/or position, templates can be easily created for each of those processes, review schedules and automatic creation can be configured. Also, an unlimited number of rating scales, goals, competencies, narrative items can also be used. Due dates can be configured based on various factors including anniversary date, probationary periods, or desired frequency, including multiple frequency evaluations. HR Admins have the ability to make manual updates or extensions as needed.

Human Resources, Personnel Management, and Employee Relations				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
HRE.177	The system shall track orientation (probation) periods of differing lengths including initial, extended, department transfer, promotion, demotion and job code.	**Critical**	**S**	Perform can support multiple evaluation frequencies. These include annual, semi-annual, quarterly, monthly, probation and/or daily frequencies. The evaluation frequencies are configured by HR Admins on each Evaluation Program and are designed to help automate the scheduling of evaluations and determining evaluation due dates/creation dates. A change in position can automatically change which evaluation the employee receives and even trigger a new probationary/introductory period if needed. Due dates can be configured based on various factors including anniversary date, probationary periods, or desired frequency, including multiple frequency evaluations. Evaluations can be scheduled based on the Agency's requirements. Additionally, evaluations can be built to be completed based on the required dates.
HRE.178	The system shall provide multi-step workflow for review and approval of performance evaluations, with the ability to restart the workflow if changes are necessary.	**Desired**	**S**	
HRE.179	The system shall provide the user a view of prior evaluations and copy prior comments into the current evaluation.	**Desired**	**S**	
HRE.180	The system shall provide self-, peer- or “360" evaluation functionality.	**Critical**	**S**	
HRE.181	The system shall record a variety of performance ratings (e.g., alpha and numeric scales).	**Desired**	**S**	
HRE.182	The system shall perform a variety of performance rating analyses (e.g., by division, supervisor).	**Desired**	**S**	
HRE.183	The system shall allow a user to override performance ratings, based on permissions.	**Desired**	**S**	
HRE.184	The system shall allow the City to limit user visibility of performance ratings, based on user permissions and effective date.	**Critical**	**S**	
HRE.185	The system shall allow the evaluators to view a summary of all ratings for an employee before submitting it to the approval workflow.	**Critical**	**S**	
HRE.186	The system shall accommodate review schedules and notify employees and supervisors of evaluation due dates.	**Critical**	**S**	
HRE.187	The system shall associate core competencies with a specific job or department.	**Desired**	**S**	
HRE.188	The system shall trigger e-mail notification to employees of upcoming self-evaluation due.	**Critical**	**S**	
HRE.189	The system shall allow authorized users to override performance review dates.	**Critical**	**S**	
HRE.190	The system shall accommodate multiple milestone dates in a performance review and development plan schedules (e.g., planning, quarterly, midterm, end-of-term).	**Desired**	**S**	
HRE.191	The system shall trigger e-mail notification for an evaluation based on a user-definable amount of time prior to due date.	**Desired**	**S**	
HRE.192	The system shall electronically notify supervisor that a review or other performance management milestone is due or overdue.	**Critical**	**S**	
HRE.193	The system shall provide email notification to employee when evaluation has been completed and approved.	**Desired**	**S**	
HRE.194	The system shall provide supervisors with list of their employees and projected review date.	**Critical**	**S**	

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Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
HRE.195	The system shall integrate employee performance review documentation with employee development and training information (including employees' development plans and learning management assigned courses).	**Critical**	**S**	
HRE.196	The system shall allow viewing of salary information (including position in range) at any point during the performance review (per system security settings).	**Desired**	**N**	Employee specific salary data is not stored within Perform. A link to the class specification, as posted to an agencies career pages, could be included within the class specification and accessed during the rating process to view the range.
HRE.197	The system shall provide for more than one supervisor to complete evaluation for same time period when employee works in a job with multiple supervisors.	**Desired**	**S**	
HRE.198	The system shall provide for more than one supervisor to complete evaluation for same time period when employee changed positions during that time period.	**Desired**	**S**	
HRE.199	The system shall attach documents to the performance review.	**Desired**	**S**	
HRE.200	The system shall allow employees to document their responses to performance reviews.	**Desired**	**S**	
HRE.201	The system shall allow employees to set and track goals for performance reviews.	**Desired**	**S**	
HRE.202	The system shall support a performance review template that pre-populates employee goals and essential job functions based on job type and other user-defined criteria (per user security).	**Desired**	**S**	
HRE.203	The system shall have finalization of performance review to automatically generate an action to an employee record (i.e., change the next review date).	**Desired**	**S**	
HRE.204	The system shall have finalization of performance review to automatically generate a Personnel Action as required, based on user defined rules (e.g., probationary period end).	**Desired**	**C**	Reports can be created and used to support Personnel Action Processing but a Personnel Action form would not be generated out of Perform.
HRE.205	The system shall allow users to override a performance/step increase due to disciplinary action, per user defined security, with the ability to turn this feature on/off.	**Desired**	**S**	HR Admin can override ratings but Personnel Actions are not generated in Perform. Using our item rating report or custom report builder, you could filter on that merit related item and generate a report that highlights who should be considered for merit-based increases. Applying these merit increases would have to be done via a payroll system and would not be integrated with PE.
HRE.206	The system shall generate a printable copy of employee performance reviews that is accessible to the employee.	**Desired**	**S**	
HRE.207	The system shall maintain history of all performance evaluations for active employees according to a user-defined employee file retention rules or other user-defined periods that may be shorter.	**Desired**	**S**	Evaluations can also be archived/unarchived in bulk when necessary. Retention rules are not available within Perform at this time.
HRE.208	The system shall maintain history of all performance evaluations for inactive employees according to a user-defined employee file retention rules or other user-defined periods that may be shorter.	**Desired**	**S**	Evaluations can be archived/unarchived in bulk when necessary. Retention rules are not available within Perform at this time.
HRE.209	The system shall create cascading goals from the organization level down to the employee level.	**Desired**	**S**	

Human Resources, Personnel Management, and Employee Relations				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
HRE.210	The system shall create City defined compliance reports.	**Desired**	**S**	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, 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. EEO reporting and adverse impact tools are one of the most popular strengths of our ATS for applicant EEO reporting. All gender, ethnicity and disability data codes within the system are defined by NEOGOV based on EEO and Section 503 reporting criteria. In compliance with all Diversity requirements of your organization, we offer significant reporting capabilities related to tracking AA-EEO information. From implementation go forward, standard compliance reporting should be supported. More details needed to fully align.
HRE.211	The system shall archive the performance management reports.	**Desired**	**S**	Evaluations can be exported, archived, and/or deleted in bulk by system admins. Evaluations can also be archived/unarchived in bulk when necessary. Retention rules are not available within Perform, at this time. More information needed for archiving reports functionality. Reports can be run based on user defined dates.
Employee Relations				
HRE.212	The system shall record and track various employee-related issues (e.g., disciplinary actions, counseling, grievances) in an Activity Log that is maintained by the HR department.	**Critical**	**S**	Yes for discipline and grievances but more information needed to determine best suited product for counseling; this may be supported through journal entries in Perform or a Forms process in eForms like discipline and grievances.
HRE.213	The system shall record and track disciplinary actions (and maintain history) including information on incidents causing the action, steps taken in resolution, and the personnel involved (captured by employee), with appropriate security.	**Critical**	**S**	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. Processes can include a task to initiate personnel action within CoreHR. Incident Tracking is not supported by NEOGOV at this time. It is being considered as a future enhancement within Core HR.
HRE.214	The system shall capture user-entered narrative for each step of the disciplinary process with appropriate security permissions.	**Critical**	**S**	Narrative fields are supported in eForms.
HRE.215	The system shall tie employee relations cases to the employee master file.	**Critical**	**S**	Employee ID is shared between CoreHR and eForms.

Human Resources, Personnel Management, and Employee Relations				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
HRE.216	The system shall allow supervisors to keep a journal of employee discipline and accomplishments throughout the year that would then be accessible when completing the performance review.	**Critical**	**S**	Journal entries can be logged as performance observations throughout the year. Managers can elect to tag (related) Competencies or Goals in each Journal Entry, establishing a relationship between the variables that affect employee performance. Journal Entries can be shared with other users in the system as well, or they can be private with access to only employees specified by the author. Human Resource Administrators (HR Admins) have access to all Journal Entries. The Journal Entries can be referred to and are easily accessible while Rating the employee's evaluation.
HRE.217	The system shall allow a supervisor to view prior discipline action, with appropriate security permissions.	**Critical**	**S**	
HRE.218	The system shall permit City staff to assign various levels of access for a supervisor to view current/prior discipline action/status, with appropriate security (e.g., see some but not all discipline steps/actions, or only certain types).	**Desired**	**S**	Access in eforms is at the Folder, Form and Field level. This may be supported but more information needed to fully align.
HRE.219	The system shall restrict the ability for a former/previous supervisor to view employee discipline action, upon transfer/other move to a new supervisor.	**Desired**	**S**	Access in eforms is at the Folder, Form and Field level. This may be supported but more information needed to fully align.
The system shall capture disciplinary case data including the following fields:				
HRE.220	Multiple incident/category types (per user-defined list, with ability to select more than one for a single entry);	**Desired**	**S**	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. Processes can include a task to initiate personnel action within CoreHR. Incident Tracking is not supported by NEOGOV at this time. It is being considered as a future enhancement.
HRE.221	Incident date/s;	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.222	Incident number;	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.223	Date action taken;	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.224	Date City notified;	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.225	Date Employee notified;	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.226	Department;	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.227	Supervisor;	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.228	Related employees;	**Desired**	**S**	
HRE.229	Open comment field;	**Desired**	**S**	This can be added to a form.
HRE.230	Ability to attach documents;	**Desired**	**S**	
HRE.231	Action taken;	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.232	Close date;	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.233	Follow-up steps;	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.

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Human Resources, Personnel Management, and Employee Relations				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
HRE.234	Multiple Appeal steps with the associated date/s;	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.235	Multiple Appeal decisions with associated date/s;	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.236	Incident determination per appeal step (i.e., substantiated, unsubstantiated, undetermined);	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.237	Discipline determination;	**Desired**	**S**	This can be a field within a form or task within a process in a disciplinary/grievance process.
HRE.238	Current status (active, inactive, on leave, etc.);	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.239	HR contact;	**Desired**	**S**	This can be a field within a form or task within a process in a disciplinary/grievance process.
HRE.240	Disciplinary action purge flag;	**Desired**	**S**	Retention settings are able to be configured within eForms, but it would not flag a document or process.
HRE.241	Disciplinary action purge date; and	**Desired**	**S**	Legal Holds can be set in eForms. This can be a field within a form or task within a process in a disciplinary/grievance process. Last Updated can show the date that the form was moved from Active to Archived.
HRE.242	Other user-defined fields.	**Desired**	**S**	This can be a field within a form or task within a process in a disciplinary/grievance process.
HRE.243	The system shall query incidents based on all fields.	**Desired**	**S**	Process steps and form fields are searchable.
HRE.244	The system shall generate alerts about incident patterns based on user-defined logic/criteria (e.g., by issue, by employee, by supervisor).	**Desired**	**S**	This is reportable but not predictable.
HRE.245	The system shall archive files of disciplinary actions after a user-defined period.	**Desired**	**S**	eForms allows you to set up retention periods to retain and delete after a specific period -- Choose the period from 1 to 10 years along with a legal hold setting for indefinite purging.
HRE.246	The system shall maintain historical disciplinary action detail, including (but not limited to): employee, date, type of incident, follow-up action.	**Desired**	**S**	If this information is collected within a form, yes.
HRE.247	The system shall calculate deadlines for the discipline process based on City-defined thresholds.	**Desired**	**S**	Due dates are configured by the agency at each step and stage to align with agency-defined thresholds
HRE.248	The system shall classify disciplinary records as formal and informal, with the ability to report on only one of these types.	**Desired**	**S**	If this is configured within a process or form, yes.
The system shall record and track a multi-step grievance				
HRE.249	Grievance number;	**Desired**	**S**	eForms supports Grievances but more information needed to determine full functionalities supported.
HRE.250	Date grievance occurred;	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.251	Date grievance filed;	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.

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Req #	Description of Requirement	Criticality	Vendor Response	Comments
Human Resources, Personnel Management, and Employee Relations				
HRE.252	Step 1 (2, 3, etc.) Scheduled Date for each step;	**Desired**	**S**	eForms supports Grievances but more information needed to determine full functionalities supported.
HRE.253	Step 1 (2, 3, etc.) Decision Issued at each step (e.g., denied, upheld, reduced, settled, reversed);	**Desired**	**S**	eForms supports Grievances but more information needed to determine full functionalities supported.
HRE.254	Date grievance closed;	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.255	Date declared inactive;	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.256	Hearing officer/Department Head (at each step);	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.257	Mediator (at each step);	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.258	Grievance committee members (at each step);	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.259	Supervisor (at each step);	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.260	Department head (at each step);	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.261	City Manager (at each step);	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.262	Prevailing party;	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.263	Outcome;	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.264	Cost of mediation;	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.265	Any other associated costs;	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.266	Total cost;	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.267	Unlimited notes and/or text entry; (freeform notes and text entry, vendor to notate any limitations that exist);	**Desired**	**S**	There is no limit to the number of fields within a form or tasks in a process.
HRE.268	Related case number;	**Desired**	**S**	More information needed to determine full functionalities supported.
HRE.269	Ability to attach documents; and	**Desired**	**S**	
HRE.270	Other user-defined.	**Desired**	**S**	This can be a field within a form in a disciplinary/grievance process.
HRE.271	The system shall track all activities associated with the management of the grievance.	**Desired**	**S**	eForms supports Grievances but more information needed to determine full functionalities supported.
HRE.272	The system shall archive files of grievances after a user-defined period.	**Desired**	**S**	Reports can deliver a list of documents eligible for archiving. Global Purge settings apply to all documents and are not able to be set by type.
Reporting and Querying				
HRE.273	The system shall provide a user-friendly ad-hoc reporting tool.	**Critical**	**S**	
HRE.274	The system shall create custom reports using an internal Report Writer.	**Critical**	**S**	
HRE.275	The system shall generate "canned" reports that users may run with limited options of input values.	**Critical**	**S**	
HRE.276	The system shall provide point-in-time (any user-specific date or date range) for various reporting.	**Critical**	**S**	
HRE.277	The system shall provide historical reporting (e.g., job history, etc.).	**Critical**	**S**	
HRE.278	The system shall schedule reports at a user-defined date/time and frequency.	**Critical**	**S**	

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Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
HRE.279	The system shall provide a management level dashboard that allows users to perform analysis and view metrics at the employee, division, department and organizational level (accessed according to user role/security).	**Critical**	**S**	This can be supported through Analytics and Reporting.
HRE.280	The system shall generate all Human Resources and Risk Management reporting necessary and required to meet external mandates (including City/Local, State, Federal). These should include the generation of all reports and forms that comply with EEOC, OSHA, Department of Labor, Military Status, and FLSA standards and regulations.	**Critical**	**S**	NEOGOV can provide Human Resources reporting - Standard reports on most examples here are supported but more information is needed to confirm level of support.
HRE.281	The system shall generate all benefits reporting necessary and required to meet external mandates (including City/Local, State, Federal). These should include the generation of all reports and forms that comply with FMLA, IRS, and ACA standards and regulations.	**Critical**	**S**	The following reports are available within Benefits: Plan Definitions (RBBC, RBPN, 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), and a Report Builder which allows for ad-hoc report creation. NeoGov also supports EDI and 834 feeds into benefit vendors. These reports comply with FMLA, IRS, and ACA standards and regulations.
HRE.282	The system shall export data from reports into standard applications (including Excel) for spreadsheet comparison, graphing, etc.	**Critical**	**S**	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. Charts or graphics can be added to custom reports and added to custom dashboards.
HRE.283	The system shall provide dashboard displays for certain data to report such things as number of accidents, employees on leave, or other information that user departments may want to regularly view.	**Critical**	**S**	Analytics and Reporting allows for custom dashboard creation giving customers the ability to create a private or a public dashboards that contain all of the reports that bring the most value to the viewers. Incident and Risk Management reports are not available.
HRE.284	The system shall generate new hire reporting.	**Critical**	**S**	NEOGOV offers both a report builder and standard report functionality for new hire reports. Any specific reporting needs would require more information to fully align.

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Human Resources, Personnel Management, and Employee Relations				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
HRE.285	The system shall provide online view and reporting of employee's total compensation package including but not limited to: benefits, employee and employer contributions, base pay, add pay, accruals, FLSA status, and overtime.	**Critical**	**S**	NEOGOV offers a Core HR product that provides Payroll, Benefits, and Time and Attendance pieces, including compensation and benefits administration functionality. Total Compensation views are also available to show a full breakdown of compensation and benefit analytics.
HRE.286	The system shall alert when the funding of a grant will end that is currently funding a position.	**Desired**	**S**	If grant code is established within the Cost Center Distribution code where time can be allocated during timesheet processing, Cost Center Code is supported as a reportable field but not the start and end date.
HRE.287	The system shall report on and project training costs.	**Desired**	**S**	Users with the appropriate permissions will be able to view completed training requests and track/export the costs associated. More information is needed on other types of 'reports' you require for training costs.
HRE.288	The system shall track and report current and historical benefit costs including (but not limited to): employer cost; employee cost; and total premiums/contributions.	**Critical**	**S**	NEOGOV's report builder will give users the ability to pull reporting showing outlined historical and current benefit costs including employer and employee contributions. These reports can be established with filter dates to assist with the review of tracking and financial impact.
HRE.289	The system shall report compensation trends and costs.	**Desired**	**S**	Compensation costs is reportable but not trends. Our proprietary Salary Study tool further allows analysis of Salaries across our NEOGOV database of over 6000 customers, which allows you comparison to other public sector organizations, at no additional spending for an outside compensation study every year.
HRE.290	The system shall report on vacancy requirements.	**Desired**	**S**	Real-time dashboard that displays overages and vacancies by department and position.
The system shall report total hours and cost of training by:				
HRE.291	Employee;	**Desired**	**S**	Hours of training can be tracked through each Learner's transcript report. Users with the appropriate permissions will be able to view completed training requests and track/export the costs associated. More information is needed on other types of 'reports' you require for training costs.
HRE.292	Year;	**Desired**	**S**	Hours of training can be tracked through each Learner's transcript report. Users with the appropriate permissions will be able to view completed training requests and track/export the costs associated. More information is needed on other types of 'reports' you require for training costs.
HRE.293	Department;	**Desired**	**S**	Hours of training can be tracked through each Learner's transcript report. Users with the appropriate permissions will be able to view completed training requests and track/export the costs associated. More information is needed on other types of 'reports' you require for training costs.
HRE.294	Training Sessions;	**Desired**	**S**	Sessions can be tracked, but cost cannot.
HRE.295	Cost to receive certification/license; and	**Desired**	**S**	Certification/License tracking is available but cost is not unless the organization uses training requests for obtaining the certification or license.
HRE.296	Other, user-defined.	**Desired**	**S**	More information is needed to determine full functionality.
HRE.297	The system shall record and report on employee skills and competencies, including history.	**Desired**	**S**	
The system shall report all required and optional training, licenses, certifications, and other related reports by:				

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Human Resources, Personnel Management, and Employee Relations				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
HRE.298	Employee;	**Critical**	**S**	
HRE.299	Year;	**Critical**	**S**	
HRE.300	Department;	**Critical**	**S**	
HRE.301	Training Sessions;	**Critical**	**S**	
HRE.302	Training source (i.e., web-based external training); and	**Critical**	**S**	
HRE.303	Other, user-defined.	**Critical**	**S**	More information needed to determine full functionality.
The system shall generate the following performance measurement reports:				
HRE.304	Benefits to Revenue Cost (Total Cost of Benefits / Total Revenue of the City);	**Critical**	**N**	NeoGov will be able to provide a report outlining the total cost of benefits, by deductions, listed out per employee with calculations included. We are unable to total out the city's total revenue.
HRE.305	Time to complete position control Requests (annual basis);	**Critical**	**S**	More information is needed; Time to Hire is supported, position control requests are not supported.
HRE.306	Sworn Police Turnover on an Annual Basis (# of police turnover / # of total sworn police);	**Critical**	**S**	More information is needed regarding what information needs to be included in this report, which could potentially be supported through a custom report. No standard turnover reports are built in the product as different customers define this data differently.
HRE.307	Sworn Fire Turnover on an Annual Basis (# of fire turnover / # of total sworn fire);	**Critical**	**S**	More information is needed regarding what information needs to be included in this report, which could potentially be supported through a custom report. No standard turnover reports are built in the product as different customers define this data differently.
HRE.308	Full-Time General Government Turnover - Annualized (Turnover of FT General Government Employees / # of FT General Government Employees);	**Desired**	**S**	More information is needed regarding what information needs to be included in this report, which could potentially be supported through a custom report. No standard turnover reports are built in the product as different customers define this data differently.
HRE.309	Number of Employees on a Performance Improvement Plan on Quarterly basis;	**Desired**	**S**	Configurable view within Perform
HRE.310	Corrective Actions Administered on a quarterly basis;	**Desired**	**S**	
HRE.311	Employee Suspensions on a quarterly basis;	**Critical**	**S**	
HRE.312	Employees Terminated on a quarterly basis;	**Critical**	**S**	
HRE.313	Workers Comp Cost Incurred on a quarterly basis;	**Critical**	**N**	NeoGov does not support tracking of Worker's Comp incidents or costs but can track workers comp earnings referencing.
HRE.314	Liability Cases Cost Incurred (liability cases paid / total liability cases);	**Critical**	**N**	
HRE.315	Training Program Evaluation Overall Score (Overall ratings of training programs/5); and	**Critical**	**S**	If this is asked within a survey, it will be aggregated and reportable.
HRE.316	Lock editing an employee file for legal hold.	**Critical**	**S**	In eForms, 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 within eForms. For this we have implemented the Legal Hold setting. In Onboard and Perform, there are no retention settings, so documents will be held indefinitely.

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Req #	Description of Requirement	Criticality	Vendor Response	Comments
	Payroll			
	General Requirements			
PR.1	The system shall provide a Payroll module that is integrated with all other proposed system modules such as General Ledger, Budget, Project Accounting, Grant Management, Time Entry, Benefits, Work Orders, and Human Resources.	**Critical**	**S**	Payroll Module is integrated with all Neogov systems. We will build integrations to the products you have as record for Budget, Project Accounting. Integrations built by NEOGOV may be subject to additional charges depending on complexity.
PR.2	The system shall integrate the Payroll application with the General Ledger to make payroll journal entries.	**Critical**	**S**	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.
PR.3	The system shall integrate payroll with position tracking.	**Critical**	**S**	Though NEOGOV is not a budgeting program clients will have access to our robust report builder that will product specific reports outlining position and employee data with payroll and benefit specifics.
PR.4	The system shall maintain a 5 year lookback period for terminated employees and unlimited prior year payment and deduction related details and totals for active	**Critical**	**S**	
PR.6	The system shall allow continuous updating of employee personnel and job records in such a manner as not to interfere with payroll processing (i.e., no lock-out of users	**Remove**	**S**	
PR.7	The system shall maintain payroll history, including earnings, deductions, taxes and other related supporting	**Critical**	**S**	
PR.8	The system shall allow former employees limited access to payroll information through an employee portal (employee self-service) for access to prior check stubs, W-2s, and 1095s.	**Critical**	**N**	Once an employee is terminated, they will lose access to their self-service, except for retirees. We are considering an update that provides all terminated employees with limited self-service access for a temporary time.
PR.9	The system shall limit users access to view or make changes to employees' information based on security permissions (e.g., taxes, general deductions, retirement,	**Critical**	**S**	
PR.10	The system shall allow payroll staff to view paystub and W-2 history of individual employees based on security	**Critical**	**S**	
PR.11	The system shall allow individual employees to view full paystub and W-2 history through an employee self-service	**Critical**	**S**	
PR.12	The system shall provide for complete security and restrictions to access all payroll related data.	**Critical**	**S**	
PR.13	The system shall make mass changes to employee data for reorganization needs (reassign departments or divisions), with security permissions.	**Critical**	**N**	Bulk Manager and COLA adjustments are supported; however, mass department and division changes are not customer facing - professional services may be able to support for changes due to reorganizations. More information is needed to fully understand your specific needs around bulk changes.
PR.14	The system shall allow users with appropriate security permissions to perform mass changes to paycheck detail lines during payroll processing, including positive and negative values, earnings, deductions, and taxes.	**Desired**	**S**	Users with security permissions will be granted access to perform changes on pay lines during the payroll review. These users will also be able to perform mass salary increases, pay code changes (these changes can push to employee earnings and deductions), and real-time payroll corrections for earnings, deductions, and taxes. NEOGOV's payroll module also support uploads directly into payroll batches for quick, mass updates to pay lines.
PR.15	The system shall override the default supervisor assigned for workflow approvals to position control record modifications with appropriate security permissions.	**Critical**	**S**	
	Pay Calendars and Groups			
PR.16	The system shall maintain a payroll calendar.	**Critical**	**S**	
PR.17	The system shall maintain an off-cycle payroll calendar.	**Desired**	**S**	
PR.18	The system shall maintain a holiday payroll calendar.	**Critical**	**S**	
PR.19	The system shall accommodate pay period end date in one calendar year and pay check date in another calendar	**Critical**	**S**	
The system shall process payroll on optional user-selected				
PR.20	Bi-weekly;	**Critical**	**S**	
PR.21	On-demand (e.g., terminations, corrections); and	**Critical**	**S**	
PR.22	Other, user-defined.	**Desired**	**S**	
PR.23	The system shall produce a salaried, supplemental, and	**Critical**	**S**	

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Payroll				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PR.24	The system shall accommodate multiple payroll	**Critical**	**S**	
PR.25	The system shall specify employees to be paid by defined	**Critical**	**S**	
PR.26	The system shall process multiple pay groups per cycle	**Critical**	**S**	
PR.27	The system shall accommodate various pay statuses (e.g., biweekly, monthly, hourly, fee, salaried,	**Critical**	**S**	
PR.28	The system shall support retro pay and deduction	**Critical**	**S**	
PR.29	The system shall support multiple positions for individual	**Critical**	**S**	
Tax Administration				
PR.30	The system shall allow for an extra withholding tax deduction in any amount at the option of the employee.	**Critical**	**S**	
PR.31	The system shall provide options to prevent Federal Tax and/or Medicare Tax from being withheld on an employee-	**Critical**	**S**	
PR.32	The system shall withhold tax for a particular pay check using one-time override, flat rate, federal tax tables or any combination of these, based on pay codes.	**Critical**	**S**	
PR.33	The system shall calculate and store employee and employer contributions to State, Federal, Social Security,	**Critical**	**S**	
The system shall maintain separate taxable wages for the				
PR.34	Federal and State Income;	**Critical**	**S**	
PR.35	Earned Income Tax Credit;	**Critical**	**S**	
PR.36	Social Security; and	**Critical**	**S**	
PR.37	Medicare and additional Medicare.	**Critical**	**S**	

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Payroll				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
PR.38	The vendor will ensure software is always updated to be compliant with all Federal taxing requirements.	Critical	S	
PR.39	The vendor will ensure software is always updated to be compliant with all State taxing requirements.	Critical	S	
PR.40	The system shall support separate tax tables for special pay calculations (e.g., flat tax).	Critical	S	
PR.41	The system shall maintain YTD running total by pay	Critical	S	
PR.42	The system shall define special taxation rules by earnings code (e.g., supplemental tax rates, cumulative,	Critical	S	
Payment Edit and Processing				
PR.43	The system shall edit and verify the labor distribution prior to the actual payroll check production with appropriate authorization.	Critical	S	This is supported but only before running payroll. Payroll admins and users can adjust labor distribution, cost centers, GL strings, and assignment level allocations before processing payroll. Journalize pay reports are available before payroll to verify allocation before solidifying pay runs. Review prior to payroll runs are available as Journal Pay reports can be run as "trial" before officially processed.
PR.44	The system shall establish base payrolls and process time record data for exception pay employees on a weekly, bi-weekly, semi-monthly, or monthly basis or any user-	Desired	S	
The system shall validate payroll run against:				
PR.45	Benefits;	Critical	S	
PR.46	Deductions;	Critical	S	
PR.47	Tax information;	Critical	S	
PR.48	Accruals;	Critical	S	
PR.49	Input for new employees;	Critical	S	
PR.50	Changes for current employees;	Critical	S	
PR.51	Balance of total rate, hours, over-time hours, exception	Critical	S	
PR.52	Balance of vacation, sick, and other user-defined	Critical	S	
PR.53	Department;	Critical	S	
PR.54	Garnishments; and	Critical	S	
PR.55	Other user-defined data.	Desired	S	
The system shall process multiple payroll runs by type including:				
PR.56	Regular Run;	Critical	S	
PR.57	Supplemental Run; and	Critical	S	
PR.58	Adjustment Pay Run.	Critical	S	
PR.59	The system shall create checks which are not regular payroll but which will be added to the regular payroll run	Critical	S	
PR.60	The system shall automatically calculate and pay out final	Critical	S	
PR.61	The system shall automatically calculate and pay out retro pays, with the ability to reference past salary tables.	Critical	S	
PR.62	The system shall process multiple payroll runs for verification prior to posting for each payroll run type.	Critical	S	
PR.63	The system shall process fiscal year end when the date falls mid payroll period, with accrual posting to the	Critical	S	
PR.64	The system shall process fiscal month end when the date falls mid-payroll period, with accrual posting to the	Desired	S	
PR.65	The system shall calculate split payroll posting between multiple fiscal periods based on either a percentage of the pay period or based on the activity dates within the payroll	Desired	S	
PR.66	The system shall process payroll accruals based on a user	Critical	S	
PR.67	The system shall allocate costs per fiscal year and funding sources within defined fiscal periods.	Critical	S	
PR.68	The system shall pay an employee at more than one rate based on job assignment (e.g., out-of-class pay).	Critical	S	
PR.69	The system shall change an employee hour cycle within a	Desired	S	
PR.70	The system shall run pay, deduction, withheld taxes, and net pay calculations as a "proof" run for review prior to	Critical	S	
PR.71	The system shall process, track, and reclaim payroll	Critical	S	
PR.72	The system shall produce a warning/error report of employees with no benefit deductions due to low or no	Critical	S	unable to cover costs associated with benefits during their pay. Also, using NEOGOV's robust report builder we will be able to create a report outlining
PR.73	The system shall validate beginning balances against ending balances from last run, prior to payroll processing.	Critical	S	During payroll, Admins will be able to view and validate the Prior Leave balances and compare them to the new balances in real-time. HR and Payroll administrators can directly adjust employee balances through the payroll cycle by keying the adjustment into a pay component code. This will update the balance on the next check date. However, if an immediate adjustment is necessary, administrators can access the Leave Balances screen on the employee profile and key an adjustment there. This will update the balance immediately.
PR.74	The system shall provide audit trail reporting of all data entries, changes and deletions by user, date, time, and location.	Critical	S	Audit trails exist throughout the system. Data captured are limited to data changes, user, date and time.

Payroll				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
PR.75	The system shall process zero net checks for adjustment checks or where all pay was used for deductions, with the	Critical	S	
PR.76	The system shall support the batch removal of employees who have zero hours in a pay period for payroll	Desired	S	
The system shall generate the following pre-payroll proof reports:				
PR.77	Hours Proof Report;	Critical	S	Reports can be ran for specified dates to show hours worked by employees.
PR.78	Accrual Exception Report;	Critical	S	Accrual audit can be supported via reporting or during payroll.
PR.79	Accrual Audit Report;	Desired	S	Accrual audit can be supported via reporting or during payroll.
PR.80	Calculations Error Listing;	Critical	S	All information flows between systems so errors would be caught before processing payroll. Trial pay is supported.
PR.81	Benefit Errors;	Critical	S	All information flows between systems so errors would be caught before processing payroll. Trial pay is supported.
PR.82	Time Setup Errors;	Critical	S	All information flows between systems so errors would be caught before processing payroll. Trial pay is supported.
PR.83	Deductions not taken;	Critical	S	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. Reports can be built outlining deductions not withheld from the employee's paycheck using NEOGOV's robust report builder.
PR.84	Contribution limits for 401k and 457 and 457 Roth	Critical	S	
PR.85	HSA limits;	Critical	S	
PR.86	Negative/Zero checks;	Critical	S	Payroll admins and users will be able to verify payroll using robust reporting to verify any zero-dollar amounts before writing manual checks.
PR.87	Preliminary Payroll Register; and	Critical		
PR.88	Other user-defined reports.	Desired		
The system shall generate the following post-payroll proof				
PR.89	Check and Advice Register;	Critical		
PR.90	Payroll Summary;	Critical		
PR.91	Quarterly Reports;	Critical	S	
PR.92	GL Reports;	Critical	S	GL is tracked against both the employee assignments and the payroll pay components. These are integrated with each pay processed to create a pay-specific GL file for the period. While reporting for the pay GL is typically done in summary it can also be produced in full detail or by account. Neogov will create an interface file to load into your financial software. These interfaces are vendor agnostic and specified to your needs. Depending on the complexity of the interface, and amount of professional service hours required, the interface may incur additional charges. Standard GL Reporting/Export via the Adhoc Reporting utility is available. 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 Implementatio
PR.93	Transmittal Reports (e.g., FSA, union, associations, bank file);	Critical	S	Supported through reported builder or through EDIs at a potential additional cost.
PR.94	Retirement report (WRS);	Critical	S	
PR.95	Add Pay Register;	Desired	S	
PR.96	Tax Register;	Critical	S	
PR.97	Deduction Register;	Critical	S	
PR.98	Grand Totals Report; and	Critical	S	
PR.99	Other user-defined reports.	Critical	S	
Payment Calculations				
PR.100	The system shall calculate salary employee effective date step increases, as a result of actions changes (e.g., promotions, demotions, acting appointments, and other	Critical	S	
PR.101	The system shall calculate pay based on average weekly hours worked, specifically related to the Fire department.	Critical	S	
PR.102	The system shall automatically adjust calculations for mid-pay period salary and employment actions.	Critical	S	
PR.103	The system has the ability for one employee to be paid by	Critical	S	
PR.104	The system shall calculate pay for multiple positions for one employee that transfers during a pay period (which	Critical	S	

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Payroll				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
PR.105	The system shall automatically calculate and deduct retroactive deductions amounts.	Critical	S	
PR.106	The system shall automatically calculate deduction amounts for retroactive pay at the rate that was in effect (i.e., State Retirement percentage) when the pay was due	Critical	S	
PR.107	The system shall calculate the appropriate benefit deductions for an employee that transfers positions during	Critical	S	
PR.108	The system shall calculate leave accruals for employees in more than one position, as a result of a transfer during a	Critical	S	
PR.109	The system shall automatically calculate gross pay from multiple user defined components such as base pay, longevity, educational incentive pay, shift differential, etc.	Critical	S	
PR.110	The system shall process negative pay amounts that reduce current net pay for both pay and deductions.	Critical	S	
PR.111	The system shall re-calculate payroll for changed hours (prior period adjustments), rates, earnings codes, one-	Critical	S	
PR.112	The system shall provide multiple formulas for complex earning and deduction codes (e.g., overtime weighted average, premium overtime calculations based on standby	Critical	S	
The system shall calculate/verify overtime and shift differential consistent with FLSA rules, including:				
PR.113	Overtime calculations for employees that are in more than one position as a result of a mid-period transfer;	Critical	S	
PR.114	Overtime across multiple cost centers;	Critical	S	
PR.115	Overtime by bargaining unit/group/association (e.g.,	Critical	S	
PR.116	Overtime by FLSA period;	Critical	S	
PR.117	Overtime accrued while receiving out-of-class pay;	Critical	S	
PR.118	Overtime calculations for call-back pay;	Desired	S	
PR.119	Overtime calculations for industry standard fire	Critical	S	
PR.120	Overtime calculations for industry standard fire department over 53 hours; and	Critical	S	
PR.121	Overtime calculations for other user-defined rules.	Critical	S	
PR.122	The system shall calculate overtime on hours worked when employee has worked hours in multiple programs or	Critical	S	
PR.123	The system shall compute shift and overtime premium.	Critical	S	
PR.124	The system shall provide for multiple methods of calculating overtime pay, such as time-and-a-half, double-time, and premium pay. These calculations are user	Critical	S	
PR.125	The system shall process partial deductions (if an employee's pay is insufficient), track arrears, and collect	Critical	S	
PR.126	The system shall calculate deductions based on net pay.	Desired	S	
PR.127	The system shall calculate and track City-paid benefits.	Critical	S	
PR.128	The system shall update all employee and employer	Critical	S	
PR.129	The system has the ability for employees to use accrued vacation, comp time, and sick leave (employees cannot	Critical	S	
PR.130	The system shall calculate and accrue leave automatically based on user defined rules/priority based on defined business rules with appropriate security permissions.	Critical	S	
PR.131	The system shall calculate holiday benefit for part-time employees by different methods depending on bargaining	Critical	S	
The system shall run initial payroll for review prior to the final pay run, including the following metrics/reporting:				
PR.132	Adjustments;	Critical	S	
PR.133	Recalculation;	Critical	S	
PR.134	Exceptions;	Critical	S	
PR.135	"What if" Forecasting;	Critical	N	While we do not have dedicated functionality for budgeting or forecasting at this time, NEOGOV allows the processes for calculating changes to salary and benefits structures to be run in "Trial Mode" this will not update anything in the system, but it will generate a preview report on what would change if you process a scenario in the system. These preview reports can be used to assess the impact of bargaining and negotiations.
PR.136	Hours by type;	Critical	S	
PR.137	Earnings by type;	Critical	S	
PR.138	Employee tax liabilities;	Critical	S	
PR.139	Employee deduction amount;	Critical	S	
PR.140	Employer contribution amount;	Critical	S	
PR.141	Deductions not taken and set-up in arrears;	Critical	S	
PR.142	Employer portion of all taxes;	Critical	S	
PR.143	Any user specified chart of account field or combination of fields;	Critical	N	More information is required to understand need and functionality. User specified fields are not supported in Chart of Accounts of GL strings.
PR.144	Totals by employee, project/grant, cost center, division, department, total City-wide; and	Critical	S	

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Req #	Description of Requirement	Criticality	Vendor Response	Comments
Payroll				
PR.145	Other, user-defined.	Critical	S	
Pay Distribution and Direct Deposit				
PR.146	The system shall print checks from system without use of additional software.	Critical	S	Check printing is available from location and requires NEOGOV's check stock.
PR.147	The system shall print employee payment checks including bank MICR line and address bar codes.	Critical	S	NEOGOV supports laser print checks using MICR. This requires NeoGov's blank check stock.
PR.148	The system shall support on-demand check writing at local printers to accommodate manual check writing.	Critical	S	Check printing is available from the location, on-demand, and requires NEOGOV's check stock.
PR.149	The system shall sort and print checks by user-defined criteria.	Desired	S	NEOGOV supports laser print checks using MICR. This requires NEOGOV's blank check stock. Admins can set up print parameters to organize according to their requirements.
PR.150	The system shall check for minimum check amounts to avoid zero payments.	Desired	S	Payroll admins and users will be able to verify payroll using robust reporting to verify any zero-dollar amounts before writing manual checks.
PR.151	The system shall provide check reprint features (with indication that check is a reprint and/or as a reissue).	Critical	S	
PR.152	The system shall reissue a new check number while maintaining details of the old check number.	Desired	S	
The system shall provide a Pay Check Stub that displays the				
PR.153	User-defined Employee Profile (e.g., job title, annual	Desired	S	
PR.154	Current Pay (pay code/description, rate - both hourly and FLSA rate, calculation);	Critical	S	
PR.155	Gross wages;	Critical	S	
PR.156	Deferred compensation;	Critical	S	
PR.157	Direct deposit accounts (up to 10);	Critical	S	
PR.158	Group insurance;	Critical	S	
PR.159	FICA (Social Security, Medicare, and additional	Critical	S	
PR.160	Net pay;	Critical	S	
PR.161	Other deductions and amounts;	Critical	S	
PR.162	Leave hours beginning and end balance;	Critical	S	
PR.163	Leave taken (e.g., vacation, sick, comp);	Critical	S	
PR.164	Accrued leave;	Critical	S	
PR.165	Taxable/non-taxable earnings;	Desired	S	
PR.166	Taxable/non-taxable, before tax/after tax deductions;	Critical	S	
PR.167	Total deductions;	Critical	S	
PR.168	Employer Paid Benefit amounts (even if no employee	Critical	S	
PR.169	Workers' comp (injury leave);	Critical	S	
PR.170	YTD Deductions;	Critical	S	
PR.171	YTD Pay;	Critical	S	
PR.172	YTD Taxes;	Critical	S	
PR.173	W-4 information;	Desired	S	
PR.174	User-defined paycheck message field by employee group/department/other user-defined; and	Desired	F	Paycheck stub messages are being considered for future release.
PR.175	Other user-defined.	Desired	S	
PR.176	The system shall identify whether any of the items in the list above are employee paid or employer paid.	Critical	S	
PR.177	The system shall print unlimited pay codes on the paper	Critical	S	
PR.178	The system shall print leave accrual rate, leave taken in hours or days, and leave remaining on paychecks and	Critical	S	
PR.179	The system shall reverse a direct deposit entry in the event of an error, within the federally allowed time period.	Desired	S	Direct Deposit reversals are available but only for a short period after payroll processing.
PR.180	The system shall generate and track stop payments and reversal requests.	Desired	S	More information is required. Internally, we can see when checks are not processed, but stop payments and reversals are done outside of NEOGOV's scope.
PR.181	The system shall provide the capability for automated check and direct deposit reconciliation.	Critical	S	NEOGOV can provide reporting that outlines employees' Direct Deposit pays and compare that to payroll documentation. More information is required to understand need.
PR.182	The system shall print or present user-defined information on employee pay stubs, including free form text messages.	Desired	S	User-defined paystubs are not supported, however we can customize pay stubs to show or remove certain items from view. Paycheck stub messages are being considered for future release.
PR.183	The system shall edit direct deposit file prior to transmission with security permissions, with audit trail.	Desired	S	This is standard functionality. With Payroll Services, NeoGov uses KotaPay for direct deposit ACH files. Employees can define their Direct Deposit data through the Unified Dashboard, including the option to set up an HSA account. Employee initiated maintenance to direct deposit will pend for approval by an administrator.
PR.184	The system shall comply with industry standards of	Critical	S	
PR.185	The system shall calculate a "net pay" deduction for direct	Critical	S	
PR.186	The system shall allow an employee to elect whether a percentage or fixed dollar amount is direct deposited into one or more accounts (e.g., deposit $1,000 into a checking account and the balance into a savings account,	Critical	S	

Payroll				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PR.187	The system shall turn off direct deposit for certain employee payroll checks where the employee usually has	**Critical**	**S**	
PR.188	The system shall allow for individual City users to define/elect which direct deposits any special pay (e.g., one-time or off-cycle incentive or other pay) will be deposited into. This may deviate from the standard direct	**Desired**	**S**	
PR.189	The system shall track changes made to direct deposits.	**Desired**	**S**	
PR.190	The system shall create multiple direct deposit files (e.g., ACH and prepaid debit card).	**Desired**	**S**	ACH is supported but NEOGOV does not currently support Pre-paid debit cards.
PR.191	The system shall present/view paystubs via the employee self-service portal by a user with proper security access.	**Critical**	**S**	
PR.192	The system shall interface with the AP module to support the processing of payroll liabilities.	**Critical**	**S**	NEOGOV's Products in scope are fully integrated. Standard GL Reporting/Export via the Adhoc Reporting utility is available. 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.
Reporting, Querying & Tax Filing				
PR.193	The system shall use a single data source for report generation	**Critical**	**S**	
PR.194	The system shall provide an ad-hoc reporting tool.	**Critical**	**S**	
PR.195	The system shall generate "canned" reports that users may run with limited options of input values.	**Critical**	**S**	
PR.196	The system shall provide role-based security on running	**Critical**	**S**	
PR.197	The system shall export data from reports into standard applications for spreadsheet comparison, graphing, etc.	**Critical**	**S**	
PR.198	The system shall provide the ability to generate a report of all Payroll system activity (i.e., a complete audit trail).	**Critical**	**S**	Audit trails exist throughout the system. Data captured is limited to data changes, user, date, and time. Payroll-specific audit trails include earnings, deductions, direct deposits, or pay changes.
PR.199	The system shall provide integrity reports to ensure data and transactions are accurate.	**Critical**	**S**	NeoGov's system provides data input validation to ensure accurate and secure data entry. It also delivers contextual, user-friendly error messages to guide users in resolving input issues effectively.
PR.200	The system shall comply with Federal and State payroll tax reporting requirements.	**Critical**	**S**	
PR.201	The system shall produce W-2 forms in electronic and	**Critical**	**S**	
PR.202	The system shall present/view W-2s via the employee self-service portal by a user with proper security access.	**Critical**	**S**	
PR.203	The system shall provide history of tax status, W-4 and State Tax withholding form information.	**Desired**	**S**	
PR.204	The system shall track reportable earnings and deductions	**Critical**	**S**	
PR.205	The system shall manually adjust taxable earnings for W-2 processing based on system permissions.	**Critical**	**S**	Taxable earnings and deductions can automatically be added to employee wage history on any frequency. They can also be entered directly into pay checks, or imported. This will update all relevant boxes for W2 generation. A full audit trail is maintained for all data changes within the system. Taxable earnings and deductions can be edited by an admin at any time.
PR.206	The system shall provide the W-2 file print sorted by user-defined criteria (e.g., alpha by last name, by department,	**Critical**	**S**	
PR.207	The system shall generate Audit Reports of W-2 Data.	**Critical**	**S**	
PR.208	The system shall generate Audit Report of W-2	**Critical**	**S**	
PR.209	The system shall generate a W-2c File for Transmission to	**Critical**	**S**	
PR.210	The system shall provide reprint of W-2s by individual	**Critical**	**S**	
PR.211	The system shall produce W-2Cs (amended W-2s) for	**Desired**	**S**	
PR.212	The system shall store W-2 information for a minimum of	**Critical**	**S**	
PR.213	The system shall reprint W-2s for a minimum of seven	**Critical**	**S**	
PR.214	The system shall generate Federal Tax Summary Report	**Critical**	**S**	
PR.215	The system shall track taxable earnings quarterly and	**Critical**	**S**	
PR.216	The system shall generate Quarterly Federal Tax	**Critical**	**S**	
PR.217	The system shall produce a report showing FICA (Medicare and Social Security) wages, by individual and in	**Critical**	**S**	
PR.218	The system shall produce a report showing additional Medicare wages, by individual and in total.	**Critical**	**S**	

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Payroll				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PR.219	The system shall generate a report with a user-defined look back date/time for such purposes as average hours per week, benefit eligibility, and other user-defined criteria.	**Critical**	**S**	NEOGOV provides flexibility for defining selection criteria, data ranges, sorting, and grouping options. Users can customize reports based on specific parameters, such as date ranges, employee types, or departments. Additionally, the platform supports various report output formats (PDF, Excel, CSV), allowing users to tailor the information to meet their unique reporting needs and preferences. This flexibility ensures that reports are highly customizable and relevant to each user's requirements.
PR.220	The system shall schedule reports at a user-defined	**Desired**	**S**	
The system shall produce earnings and withholdings and Medicare total reports, including associated taxes, for the				
PR.221	Fiscal Year;	**Desired**	**S**	
PR.222	Calendar Year;	**Critical**	**S**	
PR.223	Policy Year (e.g., Worker's Compensation); and	**Desired**	**S**	
PR.224	User-defined.	**Critical**	**S**	
The system shall produce the following standard reports for a				
PR.225	Annual, compensatory, sick leave accrual report;	**Critical**	**S**	
PR.226	Arrears report;	**Critical**	**S**	
PR.227	Census report/file;	**Critical**	**S**	
PR.228	Check register;	**Critical**	**S**	
PR.229	Child support report/file;	**Critical**	**S**	
PR.230	Current, quarterly, and year-to-date balancing reports;	**Critical**	**S**	
PR.231	Deduction registers by deduction code;	**Critical**	**S**	
PR.232	Department earnings and benefit report by calendar year, fiscal year, quarterly, month;	**Critical**	**S**	
PR.233	Employee history;	**Critical**	**S**	
PR.234	Employee pay stub reprint;	**Critical**	**S**	
PR.235	Federal 941 report;	**Critical**	**S**	
PR.236	FEMA Emergency time/benefits report;	**Critical**	**S**	FEMA Emergency Time and Benefits report would need to be vetted during implementation. With NeoGov's robust report builder, we would be able to create a report outlining time and benefit needs.
PR.237	Full-Time Equivalent (FTE) count by	**Critical**	**S**	
PR.238	Leave balance and usage reports;	**Critical**	**S**	
PR.239	Longevity report;	**Critical**	**S**	
PR.240	Manual issue check;	**Critical**	**S**	Using the report builder, we can supply users with a report showing employees who received a manual check. NEOGOV supports laser print checks using MICR where dependent upon the layout of your check stock, the purchase of our checkstock is required.
PR.241	Mid-pay period changes report;	**Critical**	**S**	
PR.242	Overtime liability reports;	**Critical**	**S**	Using NEOGOV's report builder users will be able to create many reports. This includes a report showing overtime liability.
PR.243	Overtime hours;	**Critical**	**S**	
PR.244	Hours not worked;	**Critical**	**S**	Hours not worked report can be produced using NEOGOV's robust report builder.
PR.245	Hours lost due to work related injury or illness;	**Critical**	**S**	Loss of work time reporting can be provided using NEOGOV's report builder. Reports can use calculated fields to grant employees loss of work time by filters and totaling hours under specific timecode types requested.
PR.246	Lost time injury rate;	**Critical**	**S**	Lost time injury report with rates report can be produced using NEOGOV's robust report builder. NEOGOV would be able to create "lost time due to injury" time and pay codes that connect to hours and rates which, when used, can be produced in a report.
PR.247	Payroll adjustment register showing all changes to employee payroll record;	**Critical**	**S**	The Employee Changes report will show all changes for a given date range. This includes items related to payroll such as deductions, enrollments, etc. An audit log also available to show employees' direct deposit and tax change history.
PR.248	Payroll costs (including City and employee contribution);	**Critical**	**S**	NeoGov will supply clients with payroll reporting that outlines employee and employer costs.
PR.249	Payroll register;	**Critical**	**S**	

Payroll				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
PR.250	Quarterly and annual payroll control register;	Critical	S	Employee Year to Date data is reported by Quarter to Date, Year to Date, and Fiscal to date as a default. There is the ability to run numerous standard reports and/or create ad hoc reports for payroll information. These are based on date ranges, and do not require the use of special accumulators. The following Payroll Reports are available to run within the parameters mentioned above: Payroll: -Employee Change Report -Payroll Structure reports for G/L Accounts, Tax Agencies, Processing Frequencies, and Calendars -Taxation Requirements reports for Total Earnings and US Tax Filing information -Payroll Cycle Current Register, History Register, and Totals Register -Print Check List -Deposit Report -Print Pay Checks -Print Vendor Checks -Positive Pay File -G/L Distribution in PDF and Excel -G/L Interface File -Detail Entries by Employee -Generic Labor Distribution -Total Earnings per WC Class 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.
PR.251	Quarterly withholding summary;	Critical	S	
PR.252	Retirement report;	Critical	S	
PR.253	Retroactive pay;	Critical	S	
PR.254	Retroactive deductions;	Critical	S	Retro deductions report can be produced using NEOGOV's robust report builder.
PR.255	Incentive pay and base wages;	Desired	S	
PR.256	Salary changes;	Critical	S	
PR.257	Termination reports;	Critical	S	NeoGov offers both a report builder and standard report functionality for termination reports.
PR.258	Turnover reports;	Critical	S	NEOGOV does not offer a standard turnover report in our Standard report library as most customers have their definition of how they calculate turnover. More information would be needed from the customer on which data points they would include in a turnover report to determine if our easy-to-use, free, Custom Report Builder would be able to calculate a Turnover rate for you.
PR.259	Vacancy reports;	Critical	S	With our robust report builder, users will be able to create a position report with FTE count included. This will allow users to view all positions and determine vacancies through FTE.
PR.260	W-2 transmittal report;	Critical	S	
PR.261	W-3 summary report; and	Critical	S	
PR.262	Workers Compensation report.	Critical	N	More information is needed on what type of workers' compensation reports are needed, as we don't support incident tracking/reporting, but may be able to support wage or leave reports for workers' compensation.
PR.263	The system shall generate an FLSA cycle report to be run every cycle that lists all shift information worked by each employee including any overtime.	Critical	S	Through NEOGOV's robust report builder users would be able to create many reports including an FLSA report outlining FLSA shifts, work times, and overtime.
PR.264	The system shall export salary data to a .csv and .xlsx	Critical	S	salary export in a CSV format.
PR.265	The system shall calculate multiple child support orders based on the current amount due according to the State of	Critical	S	
PR.266	The system shall calculate multiple garnishments and other mandatory deductions.	Critical	S	
PR.267	The system shall calculate cumulative overtime per departments by calendar or fiscal year.	Critical	S	

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Compensation Management				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
		General Requirements		
COM.1	The system shall provide a date-based compensation system that allows employee salary actions to be automatically triggered based upon City-defined effective dates and rules.	**Critical**	**S**	Effective dating is standard throughout HRIS products. Certain changes can auto trigger, such as scale/step adjustments. More infomation needed about what is to be auto triggered based on effective dates to fully align.
COM.2	The system shall automate compensation and benefits information updates with automated workflow approvals.	**Critical**	**S**	Effective dating is standard throughout HRIS products. Certain changes can auto trigger, such as scale/step adjustments. More information needed about what is to be auto triggered based on effective dates to fully align. Benefits are automatically updated based on the assignment details approved within personnel actions.
COM.3	The system shall change the compensation table and have the change impact employee records.	**Critical**	**S**	Our system has the ability to apply salary ranges or scales and steps to positions. This will help ensure compensation stays in line with agency policies. In addition, we can change these in mass with effective dating.
COM.4	The system shall allow a user to update one section of a pay table without updating the rest of the pay table.	**Critical**	**S**	Pay rule modification and maintenance can be done directly through NEOGOV's payroll module without the need for vendor intervention. These permissions can be given to payroll admins so they can update as needed.
COM.5	The system shall provide a mass pay increase function based on user-defined criteria (e.g., by department, by temp or regular employee, by civil service classification).	**Critical**	**S**	NEOGOV can support specific pay, calculations, and lump sums using positions based on job classes. More information is required for Civil Service Classes and user-defined fields.
COM.7	The system shall provide a mass pay increase function by percentage amount or flat dollar amount.	**Critical**	**S**	
COM.8	The system shall calculate longevity/stability payment.	**Critical**	**S**	This could be done using calculated columns on ad hoc reports and/or HR Grid. Longevity premiums can be attached to the employee assignment to automatically grant the premium per payroll. It can also be administered using our Attendance product if longevity needs to accrue and get paid out on a set schedule.
COM.9	The system shall calculate multiple longevity/stability payment based upon varying levels of longevity/stability criteria.	**Critical**	**S**	This could be done using calculated columns on ad hoc reports and/or HR Grid. Longevity premiums can be attached to the employee assignment to automatically grant the premium per payroll. It can also be administered using our Attendance product if longevity needs to accrue and get paid out on a set schedule.
COM.10	The system shall calculate longevity award amounts based on employee length of service including breaks in service.	**Critical**	**S**	
COM.11	The system shall automatically assign specific earnings codes to an employee/position based on job class, civil service classification, or other user defined fields.	**Critical**	**S**	NEOGOV can support specific earning code allocation based on positions based on job classes. More information is required for Civil Service Classes and User Defined fields.
COM.12	The system shall support both grade and step compensation structures.	**Critical**	**S**	Our system has the ability to apply salary ranges or scales and steps to positions. This will help ensure compensation stays in line with agency policies. In addition, we can change these in mass with effective dating.
COM.13	The system shall establish and process multiple overtime	**Critical**	**S**	
COM.14	The system shall process multiple additional pay types in	**Critical**	**S**	
COM.15	The system shall track additional pay in order to eliminate any duplicate payments.	**Critical**	**S**	
COM.16	The system shall provide a mass pay function for additional payments.	**Desired**	**S**	Additional pay lines can be directly imported into a payroll batch.
COM.17	The system shall track all additional payments.	**Critical**	**S**	
COM.18	The system shall identify, calculate, and pay lump sum payments by job class, employee base rate, hours of service, benefit eligible, civil service classification, and other user defined.	**Critical**	**S**	NEOGOV can support specific pay, calculations, and lump sums using positions based on job classes. More information is required for Civil Service Classes and user-defined fields.
COM.19	The system shall provide automatic assignment (in addition to payroll) of earnings at certain scheduled times.	**Critical**	**S**	Automatic earnings can be established on employees Timesheets using timecodes that feed into pay codes or added to employee profile as a standard earning with start and end dates.

Compensation Management				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
COM.20	The system shall identify exceptions-based employees and isolate from mass compensation adjustments.	**Critical**	**S**	NEOGOV supports mass compensation adjustments using our mass salary increase tool. This will allow admins to complete mass salary adjustments for anyone within the organization and will allow for isolation using reporting filters. This will allow clients to specifically select groups, units, positions, employees, employee lists, departments, etc, to properly filter out employees for their increases.
COM.21	The system shall report on salary step schedules.	**Critical**	**S**	
COM.22	The system shall track part-time hours for WRS or other	**Critical**	**S**	
COM.23	The system shall round to two decimal points for hourly employees	**Critical**	**S**	
COM.25	The system shall provide notification to HR reps about a pay increase.	**Critical**	**S**	HR reps can receive notification for employee pay increases if included in the approval processes. This will trigger a notification to HR to review and approve the submission. These changes are also tracked and reported. Reports can be created and scheduled to be sent to HR for reviewing purposes.
COM.26	The system shall calculate back pay for a minimum of two years.	**Critical**	**S**	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.
COM.27	The system shall allow users (with appropriate security) to maintain and modify all complex pay rules without vendor intervention.	**Critical**	**S**	Pay rule modification and maintenance can be done directly through NEOGOV's payroll module without the need for vendor intervention. These permissions can be given to payroll admins so they can update as needed.
COM.28	The system shall validate minimum and maximum salary of grade when pay is changed (and provide warning if min/max threshold is exceeded).	**Desired**	**S**	This is supported for both Ranges and Scales/Steps. Once the parameters for these are defined, the system will warn users when employee rates fall outside of these parameters.
COM.29	The system shall perform macro-level compensation analysis for reporting purposes.	**Critical**	**S**	NEOGOV can assist in supporting this request using our robust report builder. The reports can have employee compensation which can be pulled based on date to help with comp analysis.
COM.30	The system shall generate an active positions report that includes positions that are vacant, approved, and active	**Critical**	**S**	
COM.31	The system shall perform ad-hoc reporting on any field or feature per user defined based on security permissions.	**Critical**	**S**	Most fields are supported for reporting in our Report Builder and users can define what fields to use based on fields provided by NEOGOV - but more information is needed on 'any' field to fully understand your needs.
Garnishments				
COM.32	The system shall withhold garnishments from employee	**Critical**	S	
The system shall track, calculate and deduct employee				
COM.33	Fixed amounts;	**Critical**	**S**	
COM.34	Multiple child support orders; and	**Critical**	**S**	
COM.35	Other user-defined.	**Critical**	**S**	
COM.36	The system shall define custom disposable earnings definitions for garnishment purposes.	**Critical**	**S**	
COM.37	The system shall define custom garnishment rules including exemption variables and frequency.	**Critical**	**S**	
COM.38	The system shall provide pay period calculation of garnishment(s) and support amounts each period based on employee disposable earnings and garnishment rules (priority of garnishments, proration %, etc.).	**Critical**	**S**	Deduction and garnishment priorities are set per Pay Component Code, wage order setup screens, and within groups of codes used for the calculation of net pay, eligible earnings, and deduction hierarchy.
COM.39	Ability to calculate multiple child support orders per state	**Critical**	**S**	
COM.40	The system shall flag garnishments nearing end of collection based on user defined end date or dollar threshold.	**Critical**	**S**	The system will flag garnishments on the back end and end once the threshold is met. Users can then review the garnishments within the employee profile or report on them with their caps associated. This report can be scheduled to run and delivered as often as needed by the organization.
COM.41	The system shall input, deduct and track unlimited	**Desired**	**S**	
COM.42	The system shall process multiple garnishments per employee and assign user defined priorities.	**Critical**	**S**	
COM.43	The system shall enforce a minimum paycheck amount after all garnishments have been taken (e.g., percentage, dollar).	**Critical**	**S**	
COM.44	The system shall establish caps for garnishments so that it will not exceed specified total amount is not exceeded.	**Critical**	**S**	Per pay amounts can be added to any garnishment so that it will not exceed the deduction.

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Compensation Management				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
COM.45	The system shall establish a cap for garnishments so that a maximum percentage of total pay is not exceeded.	**Critical**	**S**	
COM.46	The system shall configure the prioritization of garnishments and support orders based on legal requirements.	**Critical**	**S**	
COM.47	The system shall define garnishment vendors including address and bank routing information.	**Desired**	**S**	
COM.48	The system shall provide a history of employee	**Critical**	**S**	
COM.49	The system shall calculate garnishments based on state and federal calculation rulings.	**Critical**	**S**	
COM.50	The system shall recover/retrieve deduction amounts that have not been withheld from an employees' pay.	**Critical**	**S**	NeoGov provides admin users the ability to add additional garnishment amounts to make up for missed amounts. This can also be done with other deductions outside of garnishments.
	Pay Codes			
COM.51	The system shall support an unlimited number of	**Critical**	**S**	
COM.52	The system has ability to calculate prorated out of class rate based on average hours worked.	**Critical**	**S**	
COM.53	The system has ability to calculate prorated out of class rate based on user defined rules.	**Critical**	**S**	
COM.54	The system shall separately identify pension eligible earnings from non-pension eligible earnings by pay type.	**Critical**	**S**	
The system shall establish various pay codes and special pay codes				
COM.55	Administrative leave;	**Critical**	**S**	
COM.56	Allowance - gun allowance;	**Desired**	**S**	
COM.57	Allowance - uniform and clothing allowance;	**Critical**	**S**	
COM.58	Allowance - cell phone allowance;	**Desired**	**S**	
COM.59	Allowance - car allowance;	**Critical**	**S**	
COM.60	Allowance - other allowances (e.g., tool allowance);	**Critical**	**S**	
COM.61	Bereavement;	**Critical**	**S**	
COM.62	Call-back;	**Critical**	**S**	
COM.63	FMLA (multiple types);	**Critical**	**S**	
COM.64	Floating holiday;	**Critical**	**S**	
COM.65	Holiday;	**Critical**	**S**	
COM.66	Incentive pay;	**Desired**	**S**	
COM.67	Leave adjustments;	**Critical**	**S**	
COM.68	Longevity awards (one-time pay);	**Desired**	**S**	
COM.69	Longevity pay;	**Critical**	**S**	
COM.70	Mileage;	**Critical**	**S**	
COM.71	Military leave (multiple types);	**Critical**	**S**	
COM.72	Multiple comp time accruals and payouts;	**Critical**	**S**	
COM.73	On-call;	**Critical**	**S**	
COM.74	Other differentials (e.g., driver, program manager);	**Critical**	**S**	
COM.75	Overtime (straight, time and a half, double time, two and a half, triple time, three and a half) based on association	**Critical**	**S**	
COM.76	Personal;	**Critical**	**S**	
COM.77	Regular time;	**Critical**	**S**	
COM.78	Severance/termination pay;	**Critical**	**S**	
COM.79	Shift differentials (e.g., second shift, third shift, etc.);	**Critical**	**S**	
COM.80	Leave Donation Program;	**Critical**	**S**	
COM.81	Sick leave;	**Critical**	**S**	
COM.82	Sick leave rollover;	**Critical**	**S**	
COM.83	Accrual payouts (sick, comp time, vacation, etc.);	**Critical**	**S**	
COM.84	Communicable disease leave;	**Critical**	**S**	
COM.85	Signing incentive;	**Critical**	**S**	
COM.86	Training;	**Critical**	**S**	
COM.87	Vacation;	**Critical**	**S**	
COM.88	Wellness;	**Critical**	**S**	
COM.89	Retention;	**Critical**	**S**	
COM.90	Field training; and	**Critical**	**S**	
COM.91	Other user-defined.	**Critical**	**S**	
COM.92	The system shall pay non-payroll items (e.g., boot allowance) on payroll checks via earnings codes.	**Desired**	**S**	
COM.93	The system shall define earnings with maximum amounts.	**Critical**	**S**	NEOGOV provides clients with a robust report builder that will allow for an earnings report to be created to see amounts associated with the earnings and employees that have the earnings to verify if they have exceeded max earnings. Earnings are added and tracked manually.
COM.94	The system shall define earnings pay frequencies, including weekly, bi-weekly, semi-monthly and monthly.	**Critical**	**S**	
COM.95	The system shall support start/stop dates on pay/earnings	**Critical**	**S**	
COM.96	The system shall allow pays/earnings to be scheduled in the	**Critical**	**S**	
COM.97	The system shall support an unlimited number of earning codes. Any limitations should be noted in the Comments	**Critical**	**S**	There is no limit of pay codes. This includes Earning, Deduction, Contribution, and Statistical pay codes.

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Compensation Management				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
The system shall establish employee eligibility controls for				
COM.98	Position;	**Critical**	**S**	
COM.99	Department;	**Critical**	**S**	
COM.100	Exempt;	**Critical**	**S**	
COM.101	Non-exempt;	**Critical**	**S**	
COM.102	Job classification;	**Critical**	**S**	
COM.103	Leave Donation Eligibility (Sick, Vacation);	**Critical**	**S**	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.
COM.104	By employee (including multiple jobs); and	**Critical**	**S**	
COM.105	Other user-defined rules and controls.	**Critical**	**S**	More information needed about other user-defined fields.
COM.106	The system shall establish multiple pay out rules by department or job class for comp and deferred holiday time.	**Critical**	**S**	More information is required. NEOGOV can support pay-out rules by calendar which is associated with the position which carries departments and job classes.
COM.107	The system shall define earnings that are contributable to pension, FICA, Medicare, or other accumulators.	**Critical**	**S**	
COM.108	The system shall charge hours worked without pay, for management tracking and analysis, for exempt employees.	**Critical**	**S**	
COM.109	The system shall limit chargeability to FMLA, if an employee has not worked enough hours for eligibility.	**Critical**	**S**	NEOGOV can determine FMLA eligibility and chargeability through assessment of eligible hours worked runs off of processed pay lines in payroll. Once eligible, FMLA hours can be tracked as a leave type. If employees have not worked enough hours, they would not qualify for FMLA selection.
COM.110	The system shall accumulate, store, and maintain creditable service by employee in order to calculate the amount of an annual longevity/stability payment.	**Desired**	**S**	This could be done using calculated columns on ad hoc reports and/or HR Grid. Longevity premiums can be attached to the employee assignment to automatically grant the premium per payroll. It can also be administered using our Attendance product if longevity needs to accrue and get paid out on a set schedule.
COM.111	The system shall process imputed income for non-cash	**Critical**	**S**	
COM.112	The system shall set-up standard allocations, including both one-time and special allocations (e.g., for differing projects).	**Critical**	**S**	This is standard functionality. Labor Allocation can be set up by percentage or flat amounts at the position and employee levels. However, special types of labor can be over-ridden to distribution codes set by over-riding Jobs, Time Codes, and/or Cost Centers.
Deductions				
COM.113	The system shall support an unlimited number of general deduction codes for items such as insurance, retirement,	**Critical**	**S**	
COM.114	The system shall allow employee deductions with a stop date when amount due is paid in full.	**Critical**	**S**	Yes, we are able to allow deductions to be future dated with stop and start dates.
COM.115	The system shall link an AR account with employee deductions for arrears collection purposes.	**Desired**	**S**	When Gross and/or Net pay are insufficient to cover benefits or any other deduction, NEOGOV can configure them to be held in arrears until the deductions are made up. Payroll admins can identify un-collected deductions directly from the payroll batch or reporting available through NEOGOV's robust report builder.
COM.116	The system shall assign an unlimited number of deduction codes to each employee.	**Critical**	**S**	
COM.117	The system shall support both pre-tax and post-tax	**Critical**	**S**	
COM.118	The system shall support deduction limits and maximum	**Critical**	**S**	
COM.119	The system shall support deduction start and end dates.	**Critical**	**S**	
COM.120	The system shall support designated default amount for	**Critical**	**S**	
COM.121	The system shall stop and start a deduction on an employee-by-employee basis. Year-to-date totals should be	**Critical**	**S**	
COM.122	The system shall allow a user to specify the number of pay periods for a deduction to be taken.	**Critical**	**S**	Deductions can be set up with start and end dates per employee profile.
COM.123	The system shall accommodate one-time deductions.	**Critical**	**S**	
COM.124	The system shall allow deductions to be scheduled in the payroll calendar.	**Critical**	**S**	Deductions can be added directly to employee profiles with start and end dates attached which sync overs for payroll processing.
COM.125	The system shall support user-defined prioritization of	**Critical**	**S**	
COM.126	The system shall allow temporary override of deduction amounts (with appropriate security).	**Critical**	**S**	NEOGOV supports value edits and overrides for earnings, deductions, and hours within Payroll.

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Compensation Management				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
COM.127	The system shall allow temporary inactivation of deduction/s at the employee level, for one-time or on-going basis (with	**Critical**	**S**	
COM.128	The system shall allow temporary inactivation of deduction/s at the organization level, for one-time or on-going basis	**Critical**	**S**	
COM.129	The system shall support predefined deductions for a designated group of employees.	**Critical**	**S**	
COM.130	The system shall identify employees who have changed department, position, etc. and adjust deduction rules and payment rules based upon the new role or user defined	**Desired**	**S**	
COM.131	The system shall calculate and store tax withholdings and retirement earnings for non-cash benefits (e.g., excess life insurance, and employee incentives, etc.).	**Critical**	**S**	This is standard NEOGOV functionality within Payroll. The most commonly used non-cash benefit for imputed income is Group Term Life Insurance, but many other benefits can be configured to add pay component codes into payroll for imputed income.
COM.132	System shall automatically calculate, track, and collect deductions for previous deductions missed or arrears amounts distributed over specified period of time/pay periods due to insufficient pay for various reasons.	**Critical**	**S**	When Gross and/or Net pay are insufficient to cover benefits or any other deduction, NEOGOV can configure them to be held in arrears until the deductions are made up. Payroll admins can identify un-collected deductions directly from the payroll batch or reporting available through NeoGov's robust report builder.
COM.133	The system shall calculate and deduct retirement contributions for multiple retirement plans.	**Critical**	**S**	This is set up in the initial programming of your retirement plans, during which we will define the eligible group of earnings used to assess both employee and employer contributions.
COM.134	The system shall record Section 457 and other tax-deferral plan information in conformance with IRS and other	**Critical**	**S**	
COM.135	The system shall track IRS 125 benefits package (cafeteria plan) by employee.	**Critical**	**S**	NEOGOV can build out your 401K, retirement, 125 and cafeteria to meet your taxation needs for deductions.

Potential Data Conversions								
Req #	**Data Conversion Object**	**Source**	**Quantity of Data Available**	**Quantity of Data Needed in Future System**	**City Criticality**	**Vendor Response**	**Cost to Convert**	**Vendor Standard Conversion Scope** (Please outline standard scope of conversions for the objects identified)
DC.1	Gl Account Balances	Naviline	26 years	5 years	Critical	Not Proposed		
DC.2	GL Account Transaction Data	Naviline	26 years	2 years	Critical	Not Proposed		
DC.3	GL Account Summary Data	Naviline	26 years	5 years	Critical	Not Proposed		
DC.4	Budget History	Naviline	26 years	3 years	Critical	Not Proposed		
DC.5	AP History	Naviline	26 years	5 years	Critical	Not Proposed		
DC.6	AP Detail	Naviline	26 years	2 years	Critical	Not Proposed		
DC.7	Open AP Invoices	Naviline	26 years	1 year	Critical	Not Proposed		
DC.8	Vendor File (Active)	Naviline	2,367 vendors	2,367 vendors	Critical	Not Proposed		
DC.9	Vendor File (Historic)	Naviline	26 years	Non-active within 2 years	Critical	Not Proposed		
DC.10	AR Customer File	Naviline	200 customers	200 customers	Critical	Not Proposed		
DC.11	AR Invoice History	Naviline	26 years	2 years	Critical	Not Proposed		
DC.12	Cash Receipts History	Naviline	26 years	3 years	Critical	Not Proposed		
DC.13	Open AR Invoices	Naviline	26 years	1 year	Desired	Not Proposed		
DC.16	Fixed Assets	Naviline	~1,450 active assets	~1,450 active assets	Critical	Not Proposed		
DC.17	Project Accounting Detail (Open Projects)	Naviline	26 years	5 years active	Critical	Not Proposed		
DC.18	Employee Master File (Active)	Naviline	~500 active employees	~500 active employees	Critical	Proposed In-Scope		
DC.19	Summary Historic Employee Master File (Name, SSN, Hire/Term Dates)	Naviline	~2600 historic employees	~2600 historic employees	Critical	Proposed In-Scope		
DC.20	Time and Attendance Accrual and Leave Data (Active)	Naviline	26 years	3 years	Critical	Proposed In-Scope		
DC.21	Public Safety Time and Attendance Data	Naviline	26 years	3 years	Critical	Proposed In-Scope		
DC.22	Benefit Enrollment and ACA History	Naviline	26 years	2 years	Critical	Proposed In-Scope		
DC.24	Employee Personnel Action Data	Naviline	26 years	2 years	Critical	Proposed In-Scope		
DC.25	Employee Payroll History	Naviline	26 years	3 years	Critical	Proposed In-Scope		
DC.26	Compensation Data	Naviline	26 years	3 years	Critical	Proposed In-Scope		


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