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April 15, 2025



City of Superior, WI

Jane Darwin

1316 N. 14th Street, Suite 200

Superior, WI 54880

Subject: Software and Implementation Services for an Enterprise Resource Planning (ERP) Software Systems Environment – UKG Inc. Proposal

Dear Ms. Darwin,

Enclosed with this letter is UKG's response to the City of Superior, WI Software and Implementation Services for an Enterprise Resource Planning (ERP) Software Systems Environment RFP.

Strategic human capital management (HCM) leadership. UKG is a privately held corporation with a corporate seal, delivering best-in-class HCM via our unmatched suite of solutions and services, backed by people who care about you and your people. UKG solutions manage every facet of the workforce experience, from recruitment through retirement. After careful review of your project goals, our proposal presents an optimum combination of solutions and services to solve the challenges stated in your RFP.

Key points of our proposal. In support of our proposal please note the following:

- This offer to City of Superior, WI is valid for 180 days from the date on the cover page.

At UKG, we advance life-work technology. Our life-work technology approach to HR, payroll, and workforce management is derived through our deep understanding of both people and work. Leveraging our combined 70 years' expertise, we are creating global workforce experiences that authentically reflect the true connection between life and work for all people. That means insights are deeper, work is easier, and interactions are more meaningful—powering breakthrough outcomes for businesses and the people that move them forward.

At UKG, we partner for life. Partner for life means we provide premium experience and partnership to all our customers as our standard. It means our customer experience is inclusive, personally collaborating to strengthen your experience and providing all the training, resources, and tools you and your teams need to be successful. Ultimately, it means we're dedicated to inspiring your people. With more than half our organization dedicated to customer success, our laser-focused care helps you support and evolve your people strategy to deliver business success.

We acknowledge that we are in receipt of Addendum 1, dated March 25, 2025, and Addendum 2 dated March 27, 2025, that were posted on the DemandStar website for this RFP. UKG asserts that this proposal does contain some confidential information, which is designated as such throughout the RFP. We look forward to working with the staff at City of Superior. If you have any questions, please do not hesitate to contact Danny Spencer, UKG Account Executive at (816)645-3514 or by email at danny.spencer@ukg.com.

Sincerely,


Robert DePonte, President

Kronos SaaShr, Inc., a UKG Company

T: (816)645-3514



City of Superior, WI

**Software and Implementation Services for an Enterprise Resource Planning
(ERP) Software Systems Environment
RFP-25-11-FIN-0-2025/JD**

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UKG Legal Disclaimer

Kronos SaaShr, Inc. Legal Disclaimer

Kronos SaaShr, Inc., a UKG company (herein after “UKG”) submits this proposal in good faith with the intention of using the terms and conditions of the Master Agreement Reference # 18221 dated March 18th, 2019, between the Cobb County, GA (acting as the “Lead Agency”) and UKG which are hereby incorporated herein by reference (referred to as the “U.S. Communities Agreement #18221”) and is available at: <https://www.omniapartners.com/suppliers/ukg/public-sector/contract-documents>. UKG does not consider the proposal itself to be a legally binding offer to contract. If awarded business by **City of Superior, WI** pursuant to this RFI/RFP, UKG is willing to negotiate limited, necessary and reasonable changes to the U.S. Communities Agreement #18221 that would be mutually agreeable to both parties. UKG expects that neither the RFI/RFP nor UKG’s proposal will be incorporated into any definitive agreement, but such agreement will address the topics in the RFI/RFP and UKG’s proposal and supersede both. While UKG has attempted to clearly state its response for the requirements and specifications, **City of Superior, WI** should not assume that the proposal implicitly meets all the stated requirements and specifications as stated in the RFI/RFP. The implementation scope and time frame are estimates only and will be subject to a final statement of work and order form to be mutually agreed upon by **City of Superior, WI** and UKG prior to finalizing the contract. Additionally, UKG has included its certificate of insurance as part of its proposal and takes exception to any insurance requirements of the RFI/RFP that are inconsistent with the UKG certificate of insurance it has provided. More information about UKG’s partnership with U.S. Communities and Omnia Partners can be found at: <https://www.omniapartners.com/suppliers/ukg/public-sector>

Relationship between Kronos & UKG Inc.

UKG Kronos Systems, LLC, Kronos SaaShr, Inc., and Great Place To Work® Institute, Inc. are subsidiaries of UKG Inc. This proposal and the responses provided may include information containing UKG Kronos Systems, LLC, Kronos SaaShr, Inc., and UKG Inc. product descriptions, facts, operations, procedures, certifications, etc. available at the time of proposal submission. Statements regarding future actions, services, or products of UKG or any UKG companies are subject to change as integrated product enhancements or additions, discontinuation of product modules/services or other changes to products or services offered by UKG evolve. All responses are based on our total solution offering and may not be accurate if some components are not purchased.

Confidential Information

This document contains confidential, proprietary and trade secret information belonging to UKG Inc. and its affiliates (collectively “UKG”) and is intended only for the person(s) or entity and for the purpose for which it is provided. UKG reserves any and all rights in the information contained in this document. If **City of Superior, WI** is a public entity, UKG acknowledges that **City of Superior, WI** is subject to applicable public record laws. UKG expects that any such confidential, proprietary, and trade secret information will remain confidential. To the extent permitted under applicable law, **City of Superior, WI** hereby agrees to provide UKG with notice and a chance to object to any disclosure of UKG’s proposal.

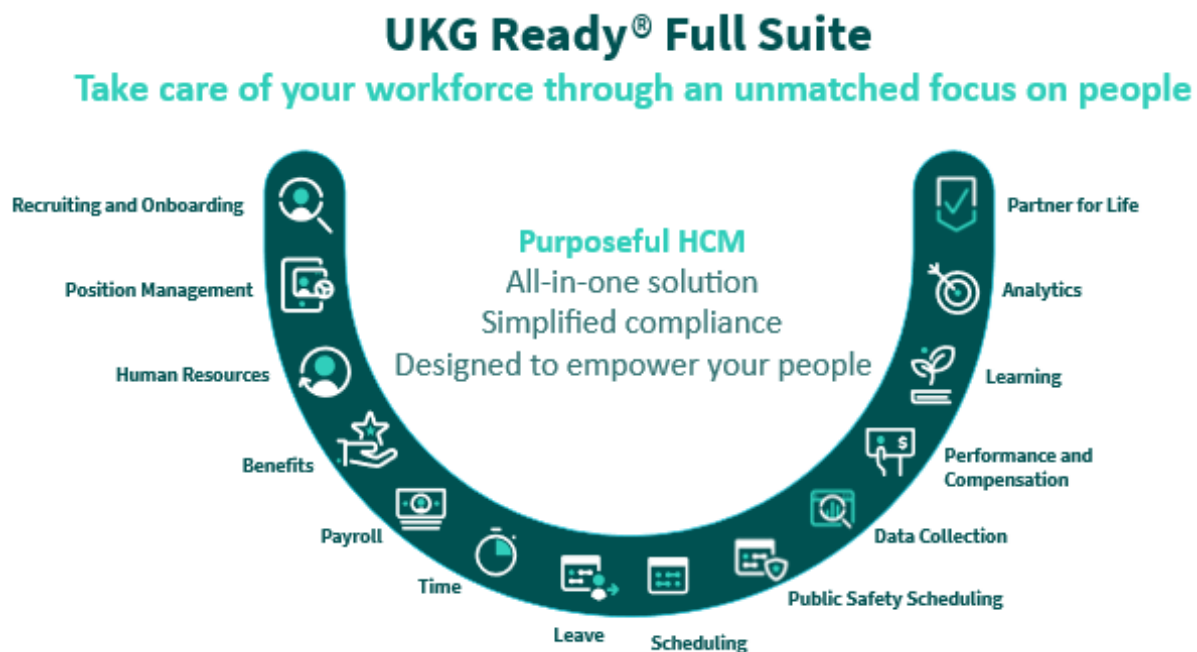
Executive Summary

The City of Superior (City) seeks a software and consulting services related to deployment of an Enterprise Resource Planning (ERP) solution built upon the newest technology to gain operational efficiencies and enhance business processes performed across multiple City departments.

As stated by the City in *RFP Section 2.2 Alternate Proposals, Partnerships and Proposers of Subsets of Functionality*, “As part of this process the City will be allowing Proposers to submit point solutions (best of breed) and encourages Proposers to participate in this process in order to consider and evaluate a range of marketplace offerings.” Additionally, “The City is willing to consider best-of-breed solutions (“point” solutions), subject to certain conditions as outlined in this section.”

Aligned with the City’s approach that “The City has a preference on software solutions that provide for the highest level of fit and facilitate the exchange of information between any disparate systems, **UKG is committed to our best-of-breed approach to decouple “people systems” from “business systems” to launch a modern path to success for our clients’ operational ecosystems.**

Presented as a best-of-breed human capital management (HCM) solution, **UKG Ready® HCM** delivers the **PEOPLE** side of your operational equation while integrating with leading **FINANCE** and ancillary systems. UKG is dedicated to putting City employees at the center of its operational ecosystem by creating a singular employee lifecycle experience across all HCM processes via **UKG Ready HCM** while streamlining business functions and ensuring consistent, ongoing updates across its comprehensive service scope.



UKG’s 80,000 clients stand as our valued success stories, demonstrating proven integrated coexistence between our HCM solutions and our clients’ selected ERP and finance systems. As a consultative partner, UKG understands that while standard ERP solutions offer strong financial feature functionality,

shortcomings have been exposed when administering HCM services. *Decoupling HCM from ERP has proven to be a powerful and valuable strategy for many of our local government and public sector clients.*

Your biggest investment is your people. Invest in their employee experience.

The City's ERP initiative focuses on streamlining the employee experience through a single system of record to centralize functions across all services. Delivered through SaaS, **UKG Ready HCM** manages *hire-to-retire services through one easily accessible web portal*, including human resources and personnel management, employee relations, onboarding, performance management, applicant tracking, benefit administration, payroll processing, payroll services, tax administration, time entry, leave management, scheduling, compensation management, employee and manager self-service, and reporting and analytics.

By unifying the HCM component of your solution suite, the City will *optimize the user experience, reduce errors, and eliminate manual effort* while ensuring integration with selected City financial and ancillary systems. Furthering the City's goals, UKG is committed to developing and delivering excellent and innovative services in cooperation with the City to enhance business processes through an intuitive employee experience. UKG will collaborate with the City to configure your **UKG Ready HCM** solution suite to deliver the full scope of work and HCM functional areas.

UKG is aligned with the key objectives and outcomes anticipated by the City's ERP initiative:

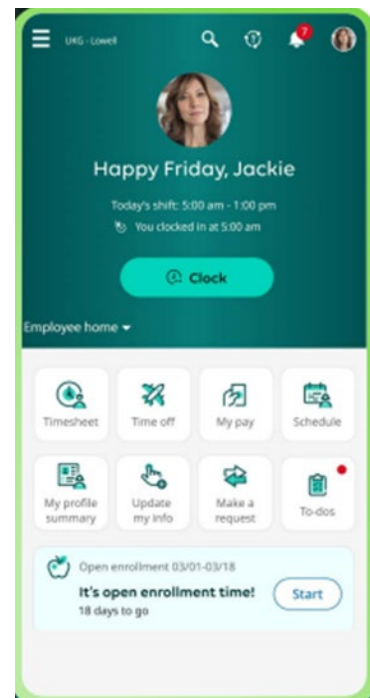
Enhanced Operational Effectiveness

The City seeks a solution that achieves transparency and ease of access for its employees. The City expects timely, accurate, and complete information available for its managers and employees to drive efficiency and engagement. To meet the City's operational expectations, **UKG Ready HCM** mobile app is a comprehensive tool that connects your employees and managers to all your HR, payroll, talent, and time needs from anywhere, anytime. With all information available, your people can efficiently perform various tasks to balance their work and personal life.

UKG Ready HCM offers an intuitive user experience through a modern, consumer-grade interface. Our intuitive workflows ensure greater user adoption and a better employee experience. Additionally, the City enables your employees to manage their experiences via the **UKG Ready HCM** mobile app, putting all HR tools at your fingertips whenever you need them.

Whether on a job site, on the road, at home, or simply on the move, your employees can access everything they require from their mobile device. In just a few clicks, they can clock in or out of a shift, check their pay, request time off, enroll in benefits, or handle any other similar tasks.

Your managers can adjust their team's schedule to fill gaps, work on performance reviews, handle approvals, or even analyze trends, such as who may be likely to leave or

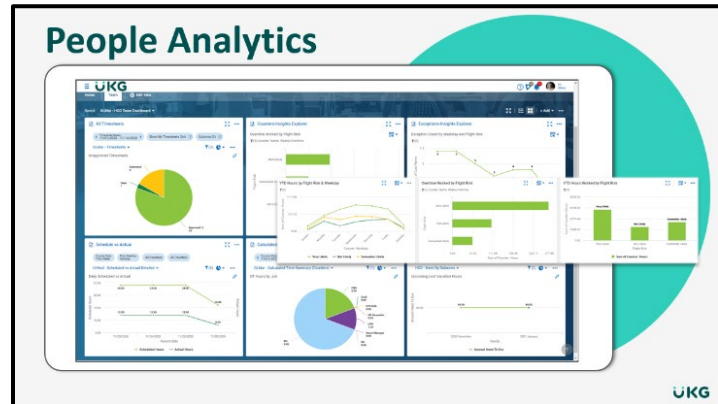


how the team is feeling about their work. To make a difference for your people and your business, all HCM activity can be completed on the go with the **UKG Ready HCM** mobile app.

Whether in the workplace, on the road, or working remotely, the City's employees can access the full system to stay informed, keep tasks moving, and make an impact on people and processes seamlessly. You can give your people the exact tools they need anytime, anywhere with personalized self-service options based on their role, common activities, location, and preferences. The City can build or access reports, charts, and even predictions and recommendations in real time on your mobile device to ensure you're always ready for strategic actions and conversations.

Intuitive Reporting

The City requires access to data for real-time reporting and analytics to drive business decisions. **UKG Ready HCM** has more than 150 standard reports. Every standard report can be modified using the built-in, ad hoc reporting tools. The City can quickly and easily create reports with the data you need in the format that works best for your individual organization. Both detail and summary report formats are available.



UKG Ready HCM also provides flexible, dynamic data visualization options as part of its people analytics tool suite to help you make smart decisions quickly. You can transform tabular reports into intuitive charts and graphs that highlight what's most important. With just a few clicks, you can pull multiple visuals into dashboards that focus on key metrics, so you can turn insight into action.

Additionally, **UKG Bryte™ AI** is embedded into **UKG Ready HCM** to work alongside every person in their diverse role and help them achieve better outcomes. Built into **UKG Ready HCM** through a seamless experience, **UKG Bryte AI** helps the City achieve outcomes faster across your organization, breaking down silos between teams and improving:

- Employee and manager guidance
- Schedule optimization and recommendations
- Statistics-based forecasting
- Retention, flight risk, and fatigue prediction
- Employee feedback and sentiment analysis
- Team insights
- External benchmarks
- HR and payroll administrative burden by reducing questions from employees and managers



UKG Bryte™

With HR and workforce technology infused with AI and generative AI powered by the right data, the City can reimagine your employee experience and build a thriving culture by making administrative work simpler and more meaningful. **UKG Bryte AI** helps engage and motivate your employees with personalized experiences and empower them with self-service insights.

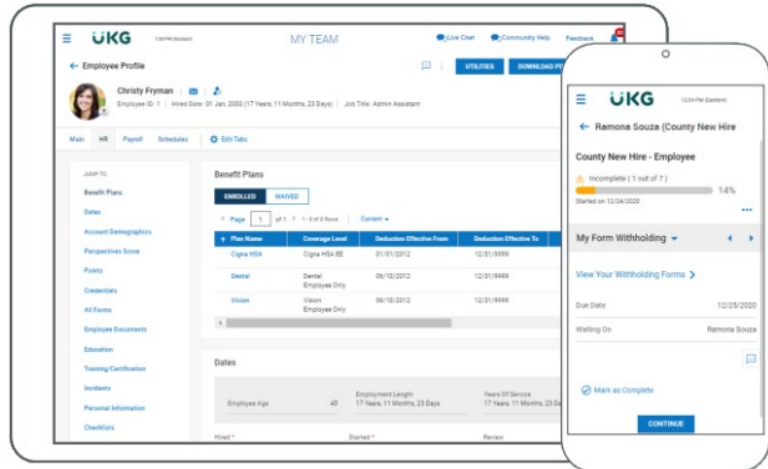
Single Source of Truth

Integral to **UKG Ready HCM's** comprehensive platform is its single employee record shared across all applications. All employee data is maintained in a single database, with a single user interface to pull reports and launch workflows for the entire organization. Employee information only needs to be entered once, which saves time, reduces entry errors, and streamlines reporting.

With **UKG Ready HCM**, *one single employee data record drives all modules and delivers visibility across the City's entire employee population.* A single update to the employee record effectively updates all modules within the platform.

Our HCM solutions enable the City to automate core HR functions, including onboarding and benefits management, while providing a single database that stores and tracks all employee information in one place.

Automated workflows, configurable forms and reports, and real-time access to accurate and consistent employee information help you reduce your administrative workload and minimize compliance risk.



Enhanced Workflows

With **UKG Ready HCM**, our flexible workflow engine provides visual drag-and-drop tools to easily model your current business processes and policies. **UKG Ready HCM** provides a flexible, intuitive workflow engine that enables you to reduce time on administrative tasks by automating your business processes step-by-step from start to completion with minimal training and no vendor services required. The City can easily create workflows using our graphic display, which helps you see the direction and actions associated with the workflow steps and other information, such as the person responsible for completing the action(s) displayed within the workflow. Configurable steps can be easily added by dragging and dropping options within the workflow diagram, such as approve, reject, modify, or generate email, notification, SMS, and collect notes.

Sample configurable workflows address tasks such as time off and leave requests, HR actions, benefit plan change requests, job requisitions, and overtime requests. You can create as many steps and approval levels as needed. Each step can have multiple outcomes with different actions required for each outcome, such as a PTO request sent to two different approvers. The parallel steps for that process can then be joined to create one approval or rejection email. The workflow automatically populates all the resulting to-do items, making tracking action items easy for employees and managers.

UKG Ready HCM automated workflow features enable the City to *streamline routine tasks and reduce paperwork* by providing a best-in-class employee experience through our modern self-service tools and mobile application.

UKG Brings Differentiators

Streamlining and integrating systems: The City seeks a single solution delivering integration across its HCM and financial systems as part of an overall business initiative. To ensure accurate data is reflected among HCM and financial and additional supplementary processes, **UKG Ready HCM** offers direct integration via our tool, *Workforce Integration Hub*.



Synchronized Information

Ensure consistency across your different systems of record and applications, whether cloud-based or on-premise, with a dynamic and flexible integration toolset that can uniquely approach and manage a variety of different information types so you always see the most accurate results.



Faster Time to Value

Work with a dedicated services team to assess your unique requirements, determine the best integration strategy to meet your needs, and deliver rapid integration deployment so you get up and running with results you can trust faster.



Seamless Data Connections

Eliminate the headaches of managing separate systems, cut down on manual administration, and improve data integrity and consistency by building a connected ecosystem consolidating your most critical operations using the best interfaces for the job.

By leveraging **UKG Ready HCM**, the City can extend your business operations through automated import of employee demographics data, such as employee contact information, job class, pay type, wage rate, position information, and reporting hierarchy. UKG Services can rapidly implement the Data Extraction Tool as a seamless component of your solution set, thereby making **UKG Ready HCM** data available to specified applications across the organization.

The City will benefit from UKG's expertise delivering powerful system integration to unify your HCM environment with your selected financial solution and other business systems. As a provider-agnostic organization, UKG has successfully delivered HCM services in tandem with ERP leaders. **UKG Ready HCM** offers seamless integration to ensure accurate employee data is incorporated between **UKG Ready HCM** and your preferred financial operations solution to support the City's current and future business systems.

Ease of contracting: Ease of contracting is a bonus with the UKG partnership. Our public sector clients frequently leverage OMNIA (formally US Communities) purchasing contracts to facilitate service purchasing decisions. The vetted agreement ensures simplicity in the contracting process, should UKG be selected as the City's HCM solution partner.

Ensure system enhancements: The City seeks a cloud-based solution requiring minimal attention from its internal resources while maintaining enhanced feature functionality. **UKG Ready HCM** enables you to achieve your HCM goals without exceeding capital equipment budget or placing additional demands on your busy IT staff. Because **UKG Ready HCM** is hosted in the Google Cloud, you get 24/7 access to your solution. The City gains peace of mind knowing that experienced UKG technical consultants are managing the solution infrastructure and your data to help ensure high availability, reliable performance, and multilayer security. In addition, because updates take place in the cloud, you enjoy instant access to the latest software enhancements to help you manage your people processes for optimal results.

To keep the City operating on the latest system, **UKG Ready HCM** will provide releases every 4 to 8 weeks. Updates are performed globally by our technical team, and the release distribution typically occurs in the overnight hours on a weekend to have minimal impact on our customers. Since there is nothing an end user must do to upgrade, customers are always on the most recent release. Our product direction is

to continually offer new functions and features within **UKG Ready HCM's** suite of products while frequently updating the technology stack.

Investment in technology: UKG offers the industry's most technologically advanced HCM solutions driven by our combined research and development (R&D) spending exceeding \$2 billion over the past 3 years across our product line—including \$650M in FY2024. As a result, UKG is frequently recognized as an HCM industry leader.

For example, *in 2024, our proposed solution, UKG Ready®, received the top overall ranking* from Nucleus Research. In their annual, comprehensive evaluation of the HCM industry, Nucleus Research analyzes how solution providers meet the needs of customers today while also helping them prepare for the future.

In the [NUCLEUS RESEARCH SMB HCM TECHNOLOGY VALUE MATRIX™ 2024](#), the **UKG Ready Suite** is named as an extremely strong **LEADER**, recognized for leading functionality and extremely strong usability. The 2024 report represents UKG's fourth year with **UKG Ready** in this Leader Quadrant.



Please visit the [UKG Newsroom](#) for details on information about our company accolades and awards.

Public sector expertise: The City requires a proven partner *adept at navigating the unique requirements of public sector organizations*. As a long-standing public sector provider partner, UKG understands the distinct challenges the City faces across your diverse workforce. With budgetary constraints always top-of-mind for governmental entities, UKG aligns with cost-consciousness through single-provider service delivery. The City can consolidate all HCM services through our solution suite and eliminate duplicate efforts to unify processes across the organization. We are poised to collaborate with you to ensure we deliver the exacting regulatory requirements for the City.

As the HCM industry leader, UKG offers more than 40 years' experience working with government partners, with dedicated sales, presales, services, and support staff for public sector clients. UKG's track record includes more than 2,500 public sector customers, including more than 2,000 federal, state, and local government agencies across all 50 states.



2,000 governments and agencies
across all **50 states**
3,000,000 government users

In fact, UKG currently supports 79 public sector clients across the State of Wisconsin, including Brown County, Dodge County, Racine County, Kenosha County, the City of Waukesha, the City of Wauwatosa, Milwaukee Police Department, Milwaukee Fire, Green Bay Police, as well as the City of Madison and Madison Police.

Engage a Proven Partner

At UKG, **Our Purpose is People**. As part of our **Partner for Life** approach, UKG proactively engages with our client organizations and commits to understanding their business goals and objectives, which allows us to anticipate their needs and guide each client down the right path.

UKG has been engaged with the City, having presented demonstrations of our **UKG Ready HCM** solution. In response to our demos, the City recognized the value of **UKG Ready HCM: *Everything to drive accurate payroll is housed in UKG Ready HCM, fed to GL, to drive accurate and real-time financial reporting.***

We are poised to collaborate with you to deploy your comprehensive HCM solution to drive efficiency, effectiveness, and ease of use across your entire employee population. To support the City's HCM program, and to optimize your client experience, UKG offers our customer *Community* as another valuable component of the **UKG Ready HCM** solution.

Partner for Life.



Inspiring people is our focus

Our people are the critical foundation to building lifelong partnerships that enable you to grow and evolve. That's why we focus on attracting and retaining the best talent, inspiring them to create top-notch solutions and provide superior service.



Inclusive and collaborative is our approach

With UKG, you get all the training, resources, and tools you need to be confident in your solution. And with our dynamic, collaborative Community and events, you're able to get the most out of your investment.



Premium partnership is our standard

We provide a premium experience and partnership to all our customers as our standard. With our unique model, you can leverage dedicated, trusted advisors for both your day-to-day support and your long-term business goals so you can optimize the value of your solution.



Community lets the City grow your expertise, expand your professional network, and influence our products through our customer events and programs. You can connect with peers and experts in our dynamic, growing *Community* at our annual conference and frequent regional events. The City can collaborate on product enhancements with the UKG team as your insights contribute to our product roadmap. The County can also share your experiences and expertise through our Insiders program. In fact,

UKG's new feature requests from clients represent 40 percent of our research and development investment to drive product and service improvement inspired by user experience.

The City is focused on exploring a new ERP solution, including financial operations alongside people operations. The City also expects commitment from its provider partners, and UKG is committed to propelling our long-term relationship into the future through best practices and best-fit solutions determined by the City. We are poised to collaborate with you to deploy your comprehensive HCM solution to drive efficiency, effectiveness, and ease of use across your entire employee population.

UKG is absolutely intentional with our narrative in separating PEOPLE processes from FINANCE processes to prevent costly ERP expense overruns, vendor lock in, drastically reduced capabilities surrounding HCM, significantly less R&D investment, and extended time to value.

With flexibility to integrate with the City's current financial solution, UKG is prepared to grow with you as you expand as an organization and a community. We welcome the opportunity to demonstrate **UKG Ready HCM** and how our experience supporting other public sector clients will benefit the City as you embark on modernizing and unifying your HCM ecosystem.

City of Superior ERP RFP Attachment A

Tab 1 – Company Introduction and Relevant Experience

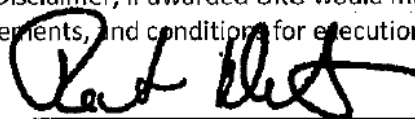
I. TRANSMITTAL CERTIFICATION

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.

With respect to Sections 1 and 2 above, UKG will comply with all applicable federal, state, and local laws and regulations which govern UKG's respective business. UKG can agree with Sections 3 and 4 above.

Table 1-01: Transmittal Certification and Primary Contact Information

Field	Response
Name of the Proposer Representative	Danny Spencer
Title	Account Executive
Name of Company	Kronos SaaS, Inc., a UKG Company
Address	3040 Route 22 West, Suite 200 Branchburg, NJ 08876
Telephone Number	T: (816) 645 - 3514
Email Address	danny.spencer@ukg.com
Signature of Authorized Officer of the Firm	<p>A signature provides the County with the Proposer's acknowledgement of the RFP terms, requirements, and conditions, and as stated in the UKG Legal Disclaimer, if awarded UKG would mutually negotiate such terms, requirements, and conditions for execution of a final definitive contract.</p> <p>* </p> <p>Robert DelPonte, President</p>
<p>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.</p>	

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.

Please see cover letter of this response document.

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.

In February 2020, Kronos and Ultimate Software announced a definitive merger agreement, uniting two industry leaders to form one of the world's largest cloud companies and most innovative HCM and workforce management providers. With an unparalleled combination of cloud solutions, Kronos and Ultimate Software will assist organizations across all industries manage their people more effectively.

At UKG, *Our Purpose Is People*. Built from a merger that created one of the largest cloud companies in the world, UKG believes organizations succeed when they focus on their people. As a leading global provider of HCM, payroll, HR service delivery, and workforce management solutions, UKG's award-winning Pro, Pro Workforce Management, and Ready solutions help tens of thousands of organizations across geographies and in every industry drive better business outcomes, improve HR effectiveness, streamline the payroll process, and help make work a better, more connected experience for everyone. UKG has earned numerous awards for its culture, products, and services, including consecutive years on *Fortune's 100 Best Companies to Work For* list.



As part of our overall business strategy, UKG acquires complementary businesses, products, and technologies from time to time. These transactions could be material to our financial condition and the results of operations. We expect to continue to evaluate and potentially enter into acquisitions and a wide array of strategic transactions in the future.

Recent acquisitions include:

- July 2023 - UKG acquired Immedis, a multi-national payroll provider.
- November 2022 - UKG acquired workforce planning startup Quorbit. The U.K.-based startup specializes in long-term workforce planning solutions for people in frontline and hourly roles.
- March 2022 - UKG acquired Ascentis Corporation. Ascentis was a provider of full-suite HR and workforce management solutions.
- February 2022 - UKG acquired Interboro Systems Corporation, a longtime authorized UKG reseller partner in Puerto Rico, the Dominican Republic, and the Caribbean. Headquartered in San Juan, our Interboro acquisition expands UKG's international footprint by allowing us to sell and service the entire Caribbean market directly.
- February 2022 - UKG acquired SpotCues, a mobile-first employee communications company, and its Groupe.io customer solution. Groupe.io provides communications solutions for virtual employees.
- September 2021 - UKG acquired the Great Place to Work Institute, the world's most trusted authority on workplace culture, whose mission is to help organizations become great workplaces For All™.

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.

N/A - UKG is not partnering with any subcontractors.

Table 1-02: Company Background and History

Metric	Response
Name of Proposer:	Kronos SaaShr, Inc., a UKG Company
<i>(Copy form and Complete if applicable for each)</i> Name of Partner/Third-Party Firm:	N/A
Total number of employees	14,000+
Type and number of employees committed to the product and support being proposed	UKG has approximately 2,000 employees in customer support worldwide.
Office locations (City and State)	<p>UKG has two primary headquarters:</p> <ul style="list-style-type: none"> Weston, Florida Headquarters: 2250 North Commerce Parkway, Weston, FL 33326 Lowell, Massachusetts Headquarters: 900 Chelmsford Street, Lowell, MA 01851 <p>UKG has offices worldwide serving our global client base. Please view the following locations link (https://www.ukg.com/about-us/careers/featured-locations) to view a list of all locations from the UKG website.</p>
Total number of active clients	UKG currently has 19,489 clients operating as private businesses.
Total number of active Private Sector ERP clients	N/A; UKG is not an ERP company.
Total number of active Government Sector ERP clients	N/A; UKG is not an ERP company.

Metric	Response
Total years offering proposed software systems	UKG Ready was purchased in 2012 and was formerly offered under SaaShr and Ready. UKG Ready has been in production since 2002.
Total number of Wisconsin Government clients with breakout by Municipality, County, Other that are using the proposed system	Municipality: 7 County: 15 Other: 41 (Public Safety, Tribal Council, Public Works, Higher Education, K-12)
Total number of completed implementations of the proposed product and version	UKG currently has 6,782 clients using UKG Ready, as proposed for the County.
Total number of active government clients using the proposed product version	UKG supports more than 2,500 Public Sector clients, including more than 2,000 Federal/State/Local Government Agencies.
Largest and smallest active government installation	As a private company we cannot disclose this information. However, our customers range in size from

IV. RELEVANT EXPERIENCE

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

UKG has an extensive history supporting Wisconsin entities. UKG currently supports 52 public sector clients across the State of Wisconsin, including Brown County, Dodge County, Racine County, Kenosha County, the City of Waukesha, the City of Wauwatosa, Milwaukee Police Department, Milwaukee Fire, Green Bay Police, as well as the City of Madison and Madison Police.

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

UKG has over 2,000 public sector, governmental customers.

UKG is experienced in servicing companies of nearly all sizes in all industries because all organizations need high-functioning HR, payroll, talent management, and workforce management solutions. Our sole focus is on developing leading people management solutions that provide deep, robust, and comprehensive HCM technology and functionality needed for businesses to reduce costs, increase efficiencies, manage turnover, and grow in a competitive environment. UKG's business philosophy is "Our Purpose is People." We view each of our customers as partners, and our aim is to build long-term relationships with each one of our customers. Our customers are varied, and their stories are available to view on our website at: <https://www.ukg.com/Customer-Stories>

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.

The timeline for onboarding to your UKG solution will vary by customer and is directly driven by your ability to support the project with internal resources. UKG assigns skilled resources that can move quickly to onboard the solution. However, UKG manages onboarding in concert with the customer, not independent of them. Variables that affect the length of onboarding include: customer project team's availability, complexity of the solution design and integration; your organization's ability to manage change, type of training required and the onboarding strategy.

While most customers are implemented between 4 to 8 months, without a detailed onboarding strategy discussion, it would be inappropriate for UKG to propose a meaningful project duration, as this could serve to mislead and set expectations based on certain presumptions. Projects that contain multiple entitlements tend to gain efficiencies through concurrent onboarding. A UKG Project Manager will collaborate with the Customer Project Manager to develop a mutually agreeable, customer specific project plan.

I. Great Lakes Community Action Partnership (Formerly WSOS Community Action - WSOS) is a private, non-profit, locally controlled Community Action Agency (CAA) that employs about 300. Headquartered in Fremont, Ohio—the organization aims to reduce poverty and to help low-income people become self-sufficient by providing a wide range of human services. WSOS's programs include summer and after school programs; employment education programs for youths; employment training for adults; foreclosure prevention programs; homebuyer, home repair, and home weatherization assistance; infant and toddler programs; preschool and daycare services; senior services; utility assistance; transportation programs; and small business loans. Great Lakes Community Action Partnership (Formerly WSOS Community Action - WSOS) chose UKG Ready in April 2014. WSOS went live with Ready Time Keeping, Accruals, HR, Payroll, Leave, and ACA Manager for 393 employees in January 2015. Prior to Ready HR, WSOS used Sage Abra HRMS for HR. WSOS uses BNI for tax filing. They are also using eBenefits Network (eBN).

II. The Central Connecticut Coast YMCA is a charitable, not-for-profit, community service organization dedicated to putting Judeo-Christian principles into practice through programs that build healthy spirit, mind, and body for all. The Y strengthens the foundations of communities and families through youth development, healthy living, and social responsibility in twenty-four towns and cities in the Greater Bridgeport and New Haven areas. Additionally, programs and services are offered through YMCA Camp Hi-Rock located in Mount Washington, MA. The Central Connecticut Coast YMCA is a UKG Ready reference customer. The Y looked to UKG Ready to help maintain and manage its daily workforce management processes for a workforce of approximately 900 employees. The Central Connecticut Coast YMCA went live with Ready Time, HR, Accruals, Payroll, and Payroll Services in November 2017. With UKG Ready, they automated payroll, moved to a paperless environment, enhanced the HR support to their branches, and streamlined the hiring process with Recruitment module. Prior to UKG Ready, the Y used Sage.

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?

Here's what sets UKG Ready apart:

- **Single Platform:** First is our single platform – our platform is truly a single, comprehensive platform that provides a single employee record. Not having a single database or employee record can limit reporting (because not all reports will have access to the same data), compromise data integrity (data is not updated in real-time and integration points may only pass limited data points), and ultimately make it more difficult for you and your employees to use (they may have multiple windows popping up in their browser or have to download various apps) which reduces the value a solution can bring to your organization.
- **Industry Expertise:** Next is Industry Expertise. It's not enough for vendors to say that their solutions can accommodate all federal, state, and local regulations. They also need to understand the unique regulations specific to your industry. After all, a nurse's union has very different rules than a machine operations unions. This is important, especially when you consider how this could impact operational efficiency. If your solution can't accommodate specific regulations or rules or it wasn't configured correctly to handle your unique needs, it means that you have to manage these manually outside of your solution, which wastes time, or you have to go back to the vendor and have them help you reconfigure something which could cost money and reduces the overall value of your solution. So, with UKG Ready, you get a flexible solution that can handle the operational nuances of your organization while leveraging a team of experts in your industry (and your size) to ensure you're implementing best practices and you're supported by support and services teams that know your business.
- **Customer Experience:** And lastly, our customer experience. We all know customer support and service is mission critical for organizations with limited resources. It can often mean the difference between submitting payroll on time and with no errors to submitting payroll late – and risk paying employees late or submitting it with mistakes – and risk compliance violations. But our customer experience goes beyond support, we start on day one, by building strong, collaborative partnerships with our customers through customer success programs, customer events, and online communities – ultimately enabling you to realize the most value from your solution.

When you look at these 3 critical areas, other solutions may be strong in one or even two of these areas, but only UKG Ready has been recognized for successfully delivering all three.

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.

N/A - UKG is not partnering with any subcontractors.

Table 1-03: Subcontractor Questions


Question	Response
Does your firm complete the implementations of the product being proposed or is this effort outsourced?	UKG completes our own implementations.
Has or will any portion of the proposed work be completed by subcontractors or contract employees?	No
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

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	Kronos SaaShr, Inc., a UKG Company	Danny Spencer	Account Executive	(816) 645 - 3514	danny.spencer@ukg.com
Partner/Third-party software provider	UKG is not responding with any partners.				
Partner/Third-party software provider	N/A	N/A	N/A	N/A	N/A

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

X  _____

Robert DelPonte, President

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. 1

March 25, 2025

Addendum No. 2

March 27, 2025

Please click links below or see Exhibits 1&2 below to view signed Addenda.

Tab 1 Exhibits 1 and 2 - Addenda 1 and 2

SUPERIOR

Addendum No. 1 - March 25, 2025

Request for Proposals for Software and Implementation Services for an Enterprise Resource Planning Software Systems Environment

[UPDATED Due Date and Time: Tuesday, April 15, 2025 by 2:00 pm Cij]

A Pre-Proposal Vendor Teleconference was held on March 6, 2025 at 11:00 a.m. (CT). The Pre-Proposal Teleconference was facilitated by the City and the City's consulting partner, BerryDunn. The Pre-Proposal Vendor Conference was held via teleconference.

Attendance at the Pre-Proposal Vendor Teleconference was **not** mandatory.

The following vendors identified themselves as being in attendance via phone:

Company	Representative
Andrews Technology	Jamie Blundell
BS&A	Max Bisschop
ClearGov	Tyler Bridges
Crowe	Glendon Haney
Gravity	Megan Gonyo
Oracle NetSuite	Matt Sorrell
PDS	Darrell Vandergriff
ProLim	Ashif Bagalkoti
ProLim	Aditya Kulkarni
Righit Solutions	Madhu Navale
Righit Solutions	Jainy Varghese
Strada	Matt Friedman
Strada	Peg Daneau
TCP Software	Dana Nance
Tyler Technologies	Alban Michaud
UKG	Danny Spencer
Univerus	Tom Glassco

Please find below questions received prior to and during the March 6, 2025, Pre-Proposal Teleconference, and responses from the City.

1. Would the City consider accepting email submissions of the proposal and waiving the requirement for a mailed hard copy/USB to support environmental sustainability?

City Response: No.

2. Has a budget range been identified for the current project - Implementation cost, Annual cost, and number of years? If so, is it possible to share?

City Response: Refer to Section 2.9 of the RFP Specifications document.

3. How many administrative roles will be required for both Financial and HR departments?

City Response: Approximately 5 individuals.

4. The City is currently using Time Clock Plus, does the City wish to interface with Time Clock Plus or replace it?

City Response: The City is open to review what is available in the marketplace and proposing vendors' best practices.

5. Will scheduling for the City's Fire and Police remain in place? Do they use Time Clock Plus?

City Response: No, the Fire and Police Departments do not use Time Clock Plus. The City is only open to reviewing what is available in the marketplace for the general government staff for time and attendance.

6. How many City employees does the City anticipate using time and attendance?

City Response: Approximately 300.

7. Does the proposal have to include all the functional areas?

City Response: Refer to Section 2.2 of the RFP Specifications document.

8. Demo Logistics - Our Sales team has a mandatory all-hands business meeting from June 9-11, 2025, and if we are down-selected for a demo, we would not be available during those dates. Would it be possible to schedule the demo the following week instead? Also, could you confirm whether the demo will be virtual or on-site?

City Response: The City may be able to accommodate demonstration dates and will make a determination at the time of shortlist if the demonstrations will be held onsite or virtually. The City reserves the right to determine when the demonstration dates will be at the time of shortlisting.

9. Employee Count Breakdown -Could you provide a breakdown of the City's employee counts, including Full-time employees, Part-time employees, and Seasonal/temporary employees.

City Response:

Full-time employees: 300

Part-time employees: 8

Seasonal/temporary employees: 56

10. Contract Term - How long does the City anticipate the contract term to be with the selected vendor? Do you have a preferred contract duration in mind?

City Response: The City reserves the right to determine contract term length during the contract negotiations process.

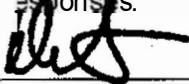
11. Given the many detailed requirements necessary for this response, will the city consider a 2-week extension to enable the best responses from vendors?

City Response: The City will grant a one (1) week extension to the due date. The proposal submission due date is now Tuesday, April 15, 2025 by 2:00 pm CT.

12. Can the agency extend the response deadline.

City Response: See response to question #11.

Respondents are instructed to return a copy of this addendum form signed by an authorized firm agent as part of their final responses.



SIGNATURE

UKG

COMPANY

4/9/25

DATE



Addendum No. 2 - March 27, 2025

Request for Proposals for Software and Implementation Services for a Enterprise Resource Planning Software Systems Environment

Updated Due Date and Time: Tuesday, April 15, 2025 by 2:00 pm CT

1. How many total employees need to be tracked on the system (full time, part time, and seasonal combined)? (please consider the City's busiest month of the year when answering) does the 350 number provided in the RFP include all part time and seasonal?

City Response: Full-time employees: 300
Part-time employees: 8
Seasonal/temporary employees: 56

2. How many supervisors, managers, administrators will need access to the system to make approvals, edits or run reports?

City Response: Approximately 5 individuals.

3. How many time clocks should we include in our proposal?

City Response: 1

4. Is it desired for the time clocks to be Biometric Finger, Biometric Facial Recognition, or HID proximity (Card Swipe)?

City Response: The City is open to reviewing what is available in the marketplace.

5. If proximity is preferred will the new Vendor provide the HID cards? or will we be asked to work with the City's existing HID cards?

City Response: The City is open to reviewing what is available in the marketplace

6. Will Advanced scheduling be included in this scope of work? (Advanced scheduling is defined as employees who need to do Shift swaps, vacation bidding, or having scheduling rules in the system which automatically assign the correct employees to open shifts)

City Response: No.

7. If Advanced scheduling is needed. how many employees will need to be licensed for it?

City Response: N/A

8. Is FMLA Case Management required? Defined as the new time & attendance system automating the process of requesting FMLA leave, allowing employees to fill out required forms directly in the new Time & Attendance system, and tracking the open case, automatically alerting employees/managers when an employee is due back or running out of FMLA time?

City Response: Refer to Attachment B, Tab 12. Time Entry, TE.29, TE.104, and TE.141.

9. Is it desired for employees to punch in/out from a computer or smart phone?

City Response: The City is open to both.

10. Will any employees be allowed to either fill out their timesheets online, or have their timesheets auto populate based on their schedules? (these groups of employees would not punch in/out)

City Response: Yes.

11. Is it desired for employees to request time off electronically at a computer or smart phone?

City Response: Yes.

12. Do employees need to be able to view timesheets, view schedules, or request time off from the time clock? or will the ability to do these functions at a computer /smartphone suffice?

City Response: The City is open to reviewing what is available in the marketplace.

13. Is there a need to support multiple languages at the time clock?

City Response: Yes.

14. Do employees need to be restricted (locked out) from punching too early before their scheduled start time at the time clock? or restricted from punching too late after their scheduled end time at the time clock? Example: employees can only punch in up to X number of minutes before their scheduled start time, anything earlier then that means the employee is locked out at the time clock and would require a manager override.

City Response: The City is open to reviewing what is available in the marketplace.

Respondents are instructed to return a copy of this addendum form signed by an authorized firm agent as part of proposal responses.



SIGNATURE

UKG

COMPANY

4/9/25

DATE

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.

HR (Human Resources)

UKG Ready offers a comprehensive Human Resources solution designed to streamline HR processes and enhance employee engagement. The platform provides a single employee record that integrates all aspects of HR administration, allowing for efficient management of employee data, compliance, and reporting. With features such as automated workflows, customizable checklists, and document management, HR teams can easily track employee information and ensure compliance with regulations. The system also supports various HR actions, including performance reviews, goal setting, and succession planning, which empower managers to make informed decisions about their teams.

Moreover, UKG Ready emphasizes the importance of employee experience by providing tools for engagement surveys and sentiment analysis. This allows organizations to gauge employee satisfaction and address potential issues proactively. The platform's robust analytics capabilities enable HR professionals to derive insights from employee data, helping to identify trends and inform strategic decisions. By focusing on the whole person, UKG Ready fosters a positive workplace culture that supports employee well-being and productivity.

Recruiting

The Recruiting module within UKG Ready is designed to simplify the hiring process and enhance the candidate experience. It provides a centralized workspace for recruiters, allowing them to manage job postings, applications, and candidate communications seamlessly. The platform features customizable application forms and pre-screening questions that help filter candidates effectively, ensuring that only the best-fit applicants move forward in the hiring process. Additionally, the integration with popular job boards and social media platforms expands the reach of job postings, attracting a diverse pool of candidates.

UKG Ready also streamlines the transition from candidate to employee through its onboarding capabilities. Once a candidate is hired, their information can be automatically transferred into the employee record, initiating a tailored onboarding process that includes necessary training and compliance tasks. This seamless integration not only saves time but also enhances the new hire's experience, making them feel welcomed and prepared for their new role. With features like interview scheduling, candidate tracking, and reporting on recruitment metrics, UKG Ready equips organizations with the tools needed to attract and retain top talent.

Time Management

UKG Ready's Time Management capabilities provide organizations with the tools to efficiently track employee time and attendance. The platform offers features such as automated timekeeping, timesheet management, and leave tracking, which simplify the process of recording hours worked and managing time-off requests. Employees can easily submit their hours and request time off through a user-friendly interface, while managers can approve or deny requests with just a few clicks. This streamlined process reduces administrative burdens and ensures accurate time tracking, which is essential for payroll accuracy.

Additionally, UKG Ready supports advanced scheduling features that allow organizations to create and manage employee schedules effectively. The platform includes tools for shift swapping, coverage requests, and real-time notifications, ensuring that staffing needs are met while accommodating employee preferences. With built-in compliance features, organizations can also ensure adherence to labor laws and regulations regarding work hours and breaks. By providing a comprehensive time management solution, UKG Ready helps organizations optimize workforce productivity and maintain a positive work environment.

Benefits

The Benefits module in UKG Ready is designed to simplify the management of employee benefits and enhance employee engagement with their benefits packages. The platform offers a modern, user-friendly interface that allows employees to easily navigate their benefits options, enroll in plans, and make changes during open enrollment periods. With features such as automated notifications and reminders, employees are kept informed about important deadlines and changes to their benefits, ensuring they make the most of their available options.

UKG Ready also provides HR teams with powerful tools to manage benefits administration efficiently. The platform supports integration with third-party benefits administration tools, allowing for seamless data exchange and reporting. Additionally, the system includes features for compliance tracking, ensuring that organizations meet regulatory requirements related to benefits offerings. By offering tiered benefits options and customizable plans, UKG Ready enables organizations to tailor their benefits packages to meet the diverse needs of their workforce, ultimately enhancing employee satisfaction and retention.

Payroll

UKG Ready's Payroll capabilities are designed to ensure accurate and timely payroll processing while minimizing administrative overhead. The platform automates calculations for pay policies, gross pay, and net pay, allowing HR teams to focus on strategic initiatives rather than manual data entry. With features such as direct deposit, mobile self-service options, and automated tax reporting, employees can access their pay information anytime, anywhere, enhancing their overall experience.

Moreover, UKG Ready provides robust reporting tools that allow organizations to track payroll expenses against budgets and identify discrepancies. The payroll processing checklist guides users through the necessary steps to ensure compliance and accuracy, while post-payroll processing options offer flexibility in managing payroll-related tasks. By integrating payroll with time management and HR

functions, UKG Ready creates a seamless experience that supports organizational growth and employee satisfaction.

Payroll Services

UKG Ready's Payroll Services extend the platform's payroll capabilities by offering additional support for organizations looking to streamline their payroll processes further. These services include check printing, tax filing, and garnishment disbursements, allowing organizations to offload complex payroll tasks to UKG experts. This not only reduces the administrative burden on HR teams but also ensures compliance with local, state, and federal regulations.

The Payroll Services module also provides organizations with access to advanced payroll analytics, enabling them to gain insights into payroll trends and expenses. With features like pay variance reporting and automated compliance checks, organizations can proactively manage their payroll processes and make informed decisions. By leveraging UKG Ready's Payroll Services, organizations can enhance their payroll efficiency and focus on strategic initiatives that drive business success.

Compensation

UKG Ready's Compensation module is designed to help organizations manage employee compensation effectively and equitably. The platform provides tools for creating and managing compensation plans, including salary grades, pay scales, and merit matrices linked to performance. This ensures that organizations can align their compensation strategies with their overall business goals while maintaining fairness and transparency in pay practices.

Additionally, UKG Ready offers advanced reporting capabilities that allow HR teams to analyze compensation data and identify trends. With features such as budget roll-ups and modeling, organizations can track compensation expenses against their budgets and make informed decisions about pay increases and adjustments. By providing a comprehensive compensation management solution, UKG Ready empowers organizations to attract and retain top talent while fostering a culture of performance and accountability.

Performance

The Performance module in UKG Ready is designed to facilitate continuous performance management and employee development. The platform offers tools for setting goals, conducting performance reviews, and providing feedback, enabling organizations to create a culture of accountability and growth. With customizable performance review templates and peer feedback options, managers can engage employees in meaningful conversations about their performance and development.

UKG Ready also supports the tracking of competencies and skills, allowing organizations to identify gaps and create targeted development plans. The platform's analytics capabilities provide insights into employee performance trends, helping HR teams make data-driven decisions about promotions, training, and succession planning. By fostering a culture of continuous improvement and development, UKG Ready's Performance module enhances employee engagement and drives organizational success.

Onboarding

UKG Ready's Onboarding capabilities streamline the process of integrating new hires into the organization. The platform offers customizable onboarding workflows that guide new employees

through essential tasks, such as completing paperwork, setting up benefits, and receiving training. This structured approach ensures that new hires feel welcomed and prepared for their roles, ultimately enhancing their overall experience.

Additionally, UKG Ready allows for the seamless transfer of applicant information into employee records, reducing administrative burdens and minimizing errors. The platform's self-service options empower new hires to complete onboarding tasks at their convenience, while managers can track progress and ensure compliance with onboarding requirements. By providing a comprehensive onboarding solution, UKG Ready helps organizations accelerate the time-to-productivity for new employees and foster a positive workplace culture.

Leave Management

The Leave Management capabilities within UKG Ready are designed to simplify the administration of employee leave and absence tracking. The platform offers tools for managing various types of leave, including vacation, sick leave, and family leave, ensuring compliance with regulations and organizational policies. Employees can easily request time off through a user-friendly interface, while managers can approve or deny requests with just a few clicks.

UKG Ready also provides robust reporting features that allow HR teams to track leave balances, usage trends, and compliance with leave policies. This data-driven approach enables organizations to identify potential issues and make informed decisions about leave management. By streamlining the leave management process, UKG Ready helps organizations maintain workforce productivity while supporting employee well-being.

Learning

The Learning module in UKG Ready is designed to facilitate employee development and continuous learning within organizations. The platform offers a comprehensive learning management system that allows organizations to create, manage, and deliver training programs tailored to their workforce's needs. With features such as course catalogs, training assignments, and progress tracking, employees can easily access learning opportunities and develop their skills.

Additionally, UKG Ready supports the integration of external learning resources, enabling organizations to provide a diverse range of training options. The platform's analytics capabilities allow HR teams to measure the effectiveness of training programs and identify areas for improvement. By fostering a culture of continuous learning and development, UKG Ready's Learning module empowers employees to enhance their skills and contribute to organizational success.

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.

UKG Ready documentation provides comprehensive resources for both end-users and technical users. End-users benefit from easy-to-understand guides, tutorials, and FAQs that explain the software's features and functionality in clear, concise language, with visual aids and step-by-step instructions. Technical users have access to detailed API documentation, SDKs, and code samples, enabling them to

integrate with other systems and customize the software to meet specific business needs. UKG also offers role-based learning paths and certifications to ensure users have the necessary skills and knowledge to use the platform effectively.

The UKG Ready KnowledgePass provides online access to release notes, user guides, and a searchable knowledge base covering every aspect of the solution. The documentation is version-specific, context-sensitive, and searchable, allowing users to quickly find the information they need, including technical specifications, known issues and workarounds, best practices, and troubleshooting tips. UKG fosters a collaborative approach to documentation, encouraging user feedback and contributions to ensure it remains relevant, up-to-date, and user-friendly. Additionally, in-application help guides provide targeted guidance within specific modules and workflows.

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	
1. Product Component/Suite <i>(Name and Version of the Proposed Software Solution)</i>	UKG Ready, R98
2. Time on Market	Since 2002
3. Release Date of Most Current Version	March 2025
4. Next Major Release Date	UKG Ready issues a new release approximately every 4-8 weeks.
5. Next Minor Release Date	N/A
6. Was the product proposed originally developed by your firm, or was the product acquired from another developer/entity?	Acquired
7. If the proposed product was acquired, what was the date of acquisition?	2012
8. What is the future roadmap for the proposed product? Is there an	There is no end-of-sales or support date for the UKG Ready solution.

Proposed Software Information	
end of sales or support date for the product?	<p>We have more than 600 full-time employees dedicated to development, implementation, and support for UKG Ready, enabling us to execute on an aggressive product roadmap. UKG makes product decisions based on customer, industry research, UKG sales, and professional services feedback. The weighting is even throughout the feedback. We have an established customer advisory panel that meets twice a year. The final decision is made via the UKG management committee. UKG offers the industry's most technologically advanced products.</p> <p>Information regarding specific functionality to be included in future versions has not been released, and UKG considers our future development plans sensitive and confidential. However, if down selected, we would be glad to share our future plans with you face-to-face or during a product demonstration.</p>
9. Does your company have plans to release a differing product that offers the same or similar functionality in the next 5-10 years?	To the best of our knowledge, UKG has no plans to release a differing product that offers the same or similar functionality in the next 5-10 years.

Licensing	
1. Describe how the software is licensed (e.g., named user, concurrent users, enterprise/site, power user) and the options available for licensing:	The UKG platform is licensed Employee
2. How many licenses have been proposed for each license type?	358 = Full time and Part time Employee Count
3. 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)?	Yes, all of the same licenses are required for all users.
4. How are new users added to the system? Are there incremental costs per user?	New users are added to the system by the system administrator, or equivalent. This is licensed at the Per Employee Per Month cost for any overage over the 358 employee base, during the months of usage.

Licensing	
5. 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.?	If an existing user separated the services from the city, the license may be re-assigned.

Deployment Model			
1. Deployment Model Proposed to the City <i>(Corresponding Attachment C Cost Worksheets shall be completed for deployment model proposed)</i>	City-Hosted (Perpetual License)	Proposer-Hosted (Perpetual License)	Software-as-a-Service (Subscription)
	<input type="checkbox"/>	<input type="checkbox"/>	X

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	Not Responding	
2	Budgeting	Not Responding	
3	Capital Asset Accounting	Not Responding	
4	Purchasing	Not Responding	
5	Accounts Receivable	Not Responding	
6	Accounts Payable and Cash Receipts	Not Responding	
7	Project Accounting and Grant Management	Not Responding	
8	HR and Personnel Management	UKG Ready Human Resources Solutions	

Summary of Modules Proposed			
9	Applicant Tracking	UKG Ready Recruiting Solutions	
10	Benefit Administration	UKG Ready Benefit Solutions	
11	Time Entry	UKG Ready Time Management Solutions	
12	Payroll	UKG Ready Payroll and Payroll Services Solutions	
13	Compensation	UKG Ready Compensation Solutions	
*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?

Table 2-02: Optional and Complementary Modules

No.	Module Name	Narrative Description of Functionality Provided
1	Telestaff - Optional	<p>UKG Telestaff is a workforce management solution specifically designed for public safety organizations, such as fire departments, police departments, and emergency medical services. It focuses on optimizing staffing, scheduling, and communication for organizations that require 24/7 coverage and have unique operational needs.</p> <p>Key Features of UKG Telestaff:</p> <ol style="list-style-type: none"> Automated Scheduling: Telestaff automates the scheduling process, allowing organizations to efficiently manage shifts, track availability, and ensure adequate coverage for all shifts. Real-Time Notifications: The system provides real-time notifications to staff regarding schedule changes, shift openings, and other important updates, helping to keep everyone informed and engaged.

No.	Module Name	Narrative Description of Functionality Provided
		<ol style="list-style-type: none"> Self-Service Portal: Employees can access a self-service portal to view their schedules, request time off, and swap shifts with colleagues, promoting greater flexibility and employee satisfaction. Compliance Management: Telestaff helps organizations maintain compliance with labor laws and regulations by tracking hours worked, overtime, and other relevant metrics. Reporting and Analytics: The platform offers robust reporting and analytics capabilities, allowing organizations to analyze staffing patterns, overtime costs, and other key performance indicators to make informed decisions. Integration with Other Systems: UKG Telestaff can integrate with other UKG solutions and third-party systems, providing a seamless experience for managing workforce data across different platforms. Mobile Access: The mobile application allows employees and managers to access schedules and communicate on the go, enhancing flexibility and responsiveness.
2	UKG People Insights - Optional	<p>The UKG Ready People Insights module is an advanced analytics tool designed to provide organizations with proactive insights into their workforce. It is an add-on feature that enhances the capabilities of the UKG Ready platform, which integrates various HR functions such as payroll, time management, and employee engagement.</p> <p>Key Features of UKG Ready People Insights:</p> <ol style="list-style-type: none"> Proactive Insights: People Insights utilizes built-in AI to automatically highlight opportunities for improvement within the workforce, allowing organizations to focus on the right data without additional effort. Flight Risk Analysis: The module provides predictions regarding employee retention, helping organizations identify high-performing employees who may be at risk of leaving. This feature allows HR leaders to take proactive measures to engage and retain talent. Fatigue Detection: It includes tools for detecting employee fatigue, which can help prevent burnout by providing recommendations for optimizing work schedules and improving work-life balance. Sentiment Analysis: The module analyzes employee feedback from various sources, such as engagement surveys and performance reviews,

No.	Module Name	Narrative Description of Functionality Provided
		<p>to gauge overall sentiment and emotional responses within the organization.</p> <p>5. Benchmarking: People Insights offers internal and external benchmarking capabilities, allowing organizations to compare their metrics against industry standards and identify areas for improvement.</p> <p>6. Guided Reporting: The module simplifies reporting by providing quick-start visualization templates and guided analysis options, enabling users to easily access critical business metrics and trends.</p> <p>7. Continuous Improvement: The AI-driven insights continuously adapt based on new data, ensuring that the recommendations and alerts remain relevant over time.</p>
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.

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
Not applicable, no Partnership/Third-Party software proposed			
N/A	N/A	N/A	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 There are no third-party products proposed.

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

N/A There are no third-party products proposed.

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

N/A There are no third-party products proposed.

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).

Confirmed, Exhibit attached.

N/A There are no third-party products proposed.

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

N/A There are no third-party products proposed.

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.

Importing and exporting data is an important feature of any Human Capital Management solution. UKG Ready solution has several options available to support the ability to import or export data. Included in UKG Ready is a tool called the Workforce Integration Hub. Workforce Integration Hub includes a set of technologies that allow UKG to build and deploy integrations between UKG Ready solution and third-party systems. The benefits of Workforce Integration Hub include:

- Share employee data with other applications in target formats
- Keep all information synchronized across all systems
- Achieve seamless integration across all applications
- Accelerate time to value with easy to build and deploy integrations
- Improve data integrity and consistency by quickly integrating disconnected information silos in your business
- Auto-schedule interface processes for timely, effortless data exchange

The tools available as part of the Workforce Integration Hub include a marketplace (with a library of preexisting integrations), Rest APIs, Boomi, Middleware, and Custom Integrations. In addition to the Workforce Integration Hub users also have the ability to build and export on-demand reports to data formats including xls, csv, txt, pdf, and other options.

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

The APIs are public facing and available to all clients including all calls and types

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.

UKG Ready offers a broad suite of human capital management, workforce management, and HR service delivery solutions, providing a connected work experience from a single solution. Designed for efficiency and ease of use, UKG Ready combines the power of HR, talent, payroll, and time to deliver a personalized, people-centered experience that cuts out busy work, increases efficiency, and helps you maintain compliance.

Cash register/drawer functionality is not in scope.

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.

UKG Ready Time offers a variety of options for employee time capture, ensuring flexibility and accuracy in tracking work hours. Employees can clock in and out using multiple methods, including:

1. **Time Clocks:** Physical time clocks that integrate seamlessly with the UKG Ready solution, allowing employees to punch in and out easily.
2. **Mobile Devices:** A mobile app that enables employees to capture their time from anywhere, utilizing GPS capabilities for location tracking during clock-ins and outs.
3. **Web Entry:** Employees can log into the UKG Ready platform via a web browser to enter their hours directly into their timesheets.
4. **Telephony:** Employees can also use telephony options to clock in and out, which is particularly useful for remote or field-based workers.
5. **Facial Recognition:** For added security and accuracy, UKG Ready includes facial recognition options for clocking in and out, ensuring that the right employee is recording their time.

These diverse time capture methods help organizations accommodate various work environments and employee needs, enhancing overall efficiency and compliance in time tracking.

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.

UKG Ready offers robust reporting capabilities natively within the solution. These include hundreds of standard reports covering all areas of HR, payroll, timekeeping, and talent management. All standard reports are fully modifiable by the client to meet specific requirements. Furthermore, UKG Ready provides an ad-hoc reporting tool that allows clients to build reports from scratch, selecting desired fields, calculations, groupings, sorting, and filters without IT involvement.

Training for City staff on report development and configuration will be delivered as part of the standard UKG Ready implementation methodology. This training will cover both modifying existing standard reports and creating new reports using the ad-hoc reporting tool. UKG will provide hands-on exercises and documentation specifically tailored to the City's reporting needs, ensuring staff proficiency in utilizing these powerful tools.

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

UKG strategic decisions include investing in artificial intelligence, supporting Great Place to Work tools, and following a Partner for Life approach within our product suite.

UKG Bryte AI for Ready serves as a trusted advisor helping leaders achieve better outcomes for themselves and their organization. In today's world where organizations face a rapidly changing business landscape and are tasked with delivering success, Bryte AI unlocks insights and experiences that make work simpler, frictionless, and impactful for every person in their role. It gives users the ability to have a conversation with an intelligent agent that can help them search for content, complete important tasks, or gain deep and meaningful insights into your organization.

Bryte AI Generative AI Features in UKG Ready

UKG Bryte AI for Ready is comprised of the following features:

- *Employee Assist* helps employees and managers quickly find answers to their questions and take action – improving efficiency and productivity.
- *Job Genius & Interview Guide*^[1] simplifies the recruiting process by leveraging GenAI to generate compelling job descriptions and interview questions.

Additional AI Features Available in UKG Ready

AI has been available in the UKG Ready solution for almost a decade. These features are not included in the Bryte AI SKU and require other entitlements; however, they will help tell a larger AI story for UKG Ready. Below is an overview of these features:

- **Fatigue Analysis:** Tracks employee work patterns and alerts managers of employees with rising work fatigue to help teams avoid burnout. Fatigue Analysis also provides recommendations on how to reduce fatigue based on proven practices. *Needs: UKG Ready People Insights and Time*
- **Flight Risk:** Provides managers with insights into who may be a flight risk based on a variety of data points and provides guidance on the steps they should take to help mitigate the risk based on proven HR practices. *Needs: UKG Ready HR, People Insights, Time, and Payroll*
- **Guided Analysis:** Delivers meaningful insights into a variety of reports including compensation distribution, flight risk, fatigue, tax wage report, and more. Simply fill in the prompts and UKG Ready will create helpful charts and recommendations built on best practices. *Needs: UKG Ready People Insights*
- **Scheduling Optimization:** Proactively creates scheduling recommendations based on shift budgets, employee preferences, availability, training and certifications, and credentials and licenses. *Needs: UKG Ready Scheduling*
- **External Benchmarking:** Provides on-demand access to reliable, validated industry benchmarking data to ensure companies are staying competitive and can make decisions confidently. *Needs: UKG Ready HR, People Insights, Time, and Payroll*
 - Tenure
 - Compensation
 - Turnover Rate
 - Hiring Rate
 - Overtime
 - Training

- **Sentiment Analysis:** Helps ensure fair hiring practices by compiling unbiased overviews of an interview based on responses to post-interview questionnaires. *Needs: UKG Ready HR, Recruiting, and People Insights*

UKG Ready Great Place To Work Hub

In today's competitive business landscape, fostering a culture of trust, innovation, and engagement is crucial for success. The UKG Ready Great Place To Work® Hub empowers businesses by integrating Great Place To Work research, their unique people data, and employee feedback. Based on this powerful combination of data, UKG Ready then provides customers with actionable guidance and helps them find ways to seamlessly incorporate feedback, recognition, and development into daily operations. With real-time insights and analytics, companies can pinpoint areas for improvement, celebrate achievements, and create a more inclusive and supportive work environment. This leads to enhanced employee satisfaction and retention, increased productivity, and significant business growth, positioning their company as a leader in creating a great workplace.

Partner for Life Ready Support Services

UKG Partner for Life enhances business outcomes through customized success paths and technical expertise. Our comprehensive customer experience, which encompasses our subscription, includes our engaged team, inclusive approach, and proven track record, is included in your subscription. This partnership fosters enduring connections between you and your organization.

Dedicated Support Team

UKG Global Support provides unparalleled post-implementation support through our "small team" approach. This ensures that support teams are composed of 8-10 employees with a single manager. Upon customer transition from implementation to support, a dedicated team is assigned. This approach guarantees customer success as the uniquely trained team possesses industry expertise and comprehensive customer knowledge.

Support Services

- **Support Hours:** 8 a.m. - 5 p.m. local time, Monday through Friday. While our Service Level Response time for high-priority cases is 30 minutes, UKG Customer Success responds to customer support calls in an average of 90 seconds or less.
- **24x7 Mission Critical Support:** We provide immediate and ongoing support for critical issues, including system or module downtime, significant system degradation, data corruption, or other related factors. International support hours vary by geography and product; please refer to your sales agreement for specific details.

Success Services

- **Community:** Access a wealth of content, including how-to articles, discussion boards, and direct connections with other UKG customers in your industry.
- **Welcome Program:** Step-by-step guidance from the outset of your UKG journey to assist you in achieving your business objectives and understanding expectations.
- **Learning and Training:** Access an industry-leading online education portal featuring change management toolkits and resources, on-demand learning, webinars, live virtual instructor-led courses, and more.

Customer Relationships

- **Customer Success and Account Management:** Collaborate with our trusted advisors to develop a strategic people strategy and enhance your employee experience. Our team assists you in mitigating administrative burdens, optimizing your solution, and supporting your long-term business objectives.
- **New Feature Review:** Regular product release reviews and new feature recommendations tailored to your business objectives.
- **Configuration Review:** Optimize the utilization of your UKG solution based on your specific usage patterns.
- **Industry Best Practice Review:** Analyze the configuration and usage of your UKG solution compared to industry peers and provide best-practice recommendations to maximize value.

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.

UKG believes investing in artificial intelligence, supporting Great Place to Work tools, and a Partner for Life approach within our product suite are key differentiators. These were described above. In addition, here’s what sets UKG Ready apart:

- **Single Platform:** First is our single platform – our platform is truly a single, comprehensive platform that provides a single employee record. Not having a single database or employee record can limit reporting (because not all reports will have access to the same data), compromise data integrity (data is not updated in real-time and integration points may only pass limited data points), and ultimately make it more difficult for you and your employees to use (they may have multiple windows popping up in their browser or have to download various apps) which reduces the value a solution can bring to your organization.
- **Industry Expertise:** Next is Industry Expertise. It's not enough for vendors to say that their solutions can accommodate all federal, state, and local regulations. They also need to understand the unique regulations specific to your industry. After all, a nurse’s union has very different rules than a machine operations unions. This is important, especially when you consider how this could impact operational efficiency. If your solution can’t accommodate specific regulations or rules or it wasn’t configured correctly to handle your unique needs, it means that you have to manage these manually outside of your solution, which wastes time, or you have to go back to the vendor and have them help you reconfigure something which could cost money and reduces the overall value of your solution. So, with UKG Ready, you get a flexible solution that can handle the operational nuances of your organization while leveraging a team of experts in your industry (and your size) to ensure you’re implementing best practices and you’re supported by support and services teams that know your business.
- **Customer Experience:** And lastly, our customer experience. We all know customer support and service is mission critical for organizations with limited resources. It can often mean the difference between submitting payroll on time and with no errors to submitting payroll late – and risk paying employees late or submitting it with mistakes – and risk compliance violations. But our customer experience goes beyond support, we start on day one, by building strong,

collaborative partnerships with our customers through customer success programs, customer events, and online communities – ultimately enabling you to realize the most value from your solution.

When you look at these 3 critical areas, other solutions may be strong in one or even two of these areas, but only UKG Ready has been recognized for successfully delivering all three.

VII. DATA CONVERSION APPROACH

i. 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.

During the build phase of the launch process, all imports/data conversions of all applicable employee data will be migrated by your UKG Technical resource. The customer will review imported data with UKG and perform data validation and confirm the system is built and data is migrated according to the Requirements Document.

Our Data Conversion Center is equipped with seasoned professional's adept at transitioning data from a broad spectrum of HR/Payroll legacy systems to UKG Ready. This dedicated team utilizes its profound knowledge and expertise to offer guidance, share best practices, and extend unparalleled support throughout the conversion journey. At UKG, we have honed universal conversion tools, templates, and methodologies to ensure a consistent, high-quality process.

Specific spreadsheet templates are prepared and validated for each customer, then seamlessly integrated into your UKG Ready solution. To facilitate the data conversion, we encourage you to submit reports from your legacy system containing the required data. UKG Ready will generate models to align the data with our import template format. We collaborate closely with you to confirm the accuracy of the data within the template, meticulously tracking any discrepancies and providing comprehensive control totals for record counts and payroll figures throughout the transition from the import templates to the UKG Ready system.

Here's a concise breakdown of the data conversion process:

- The customer's project team extracts and refines current data from the existing HR/Payroll database.
- Under UKG's expert guidance, the customer fills the UKG-designed import template spreadsheets with the refined data or supplies UKG with reports from the legacy system that contain the necessary data.
- UKG then inputs the data into the UKG HR/Payroll tenant.
- The customer assesses and confirms the integrity of the imported data.

Our approach simplifies the transition and ensures that your move to UKG Ready is smooth, efficient, and tailored to meet your specific needs.

Typically, the migrated data sets include, employee master demographics data, payroll, HR data, benefits, taxes, and workflows. We will upload your current year's data starting from the beginning of that year. For historical data, we can show your teams how to upload that information or have our teams process it for an additional cost. A general best practice for historical legacy data is to back up the

data to be accessed by third-party reporting tools or keep it available in the current legacy system for access as required.

Please discuss data conversion with your primary UKG contact, so we may better understand your unique requirements.

ii 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.

Your data is stored in the system as long as you are a UKG customer. We never purge, archive, or delete client data as long as they are clients. Employee maintenance is managed from within the UKG Ready system through various tools and methods, including Employee Self-Service and Manager Self-Service. In addition, Ready offers a configurable data retention policy directly within the application.

UKG only provides information about its customers with permission, as stated in their contract. Without a contract or a formal business relationship, UKG does not have the right to provide private names of any district. Should you consider UKG to be among your vendor finalists following your review of our RFP response, we will contact districts with shared characteristics, such as those shown below, to ask for their consent to release implementation and contact details. We hope you will respect our commitment to our customers' privacy. We will, of course, show you the same courtesy as a UKG customer.

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.

Data Conversion is included in your scope. Your project would include a Project Sponsor, Project manager, System Consultant, and an integration consultant.

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

Using Workforce importing capabilities, you can import your history during implementation. To do so, a mapping will have to be performed and completed to identify what is being loaded where. There are several approaches that will be discussed further in the selection process. For example, do you want to set the new application up exactly the same as the old for conversion purposes, or set up a separate district structure to handle that?

IX. RESPONSIBILITY OF DATA CONVERSION ACTIVITIES

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

The data conversion methodology and approach involve several key roles and responsibilities to ensure a successful transition from the legacy system to the new platform. The UKG project team includes a Project Manager, who serves as the primary point of contact and is responsible for coordinating all project resources, managing the project schedule, mitigating risks, and providing overall project status updates. The HR/Payroll Consultant acts as the functional expert for human resources and payroll-related service requests, completing the configuration lifecycle. Similarly, the Benefits Consultant, Time Consultant, and Talent/Compensation Consultant handle their respective areas, ensuring the configuration lifecycle is completed according to the Launch methodology. The Payment Services Subject Matter Expert manages payment services-related activities, while the Technical Consultant oversees the successful migration of source data. The Integration Analyst facilitates interface design discussions, configures, and tests interfaces.

On the customer side, the Executive Sponsor provides executive-level support and ensures the project team's needs are met by the steering committee. The Project Manager/Lead coordinates customer project resources, communicates project status, and serves as the initial point of escalation for issues. Various Subject Matter Experts (HR, Benefits, Payroll, Time, Talent Acquisition, Talent, Learning, and Compensation) act as primary representatives and decision-makers in their areas. The System Admin/Owner manages system configuration, knowledge, and application security, while the Technical Resource handles technical issues related to data conversion, integrations, and security.

The data conversion methodology begins with a discovery phase, where the project team gathers relevant documentation and business use cases to determine the current system setup and define new system requirements. During the build phase, the new system is configured, interfaces are developed, and employee data is migrated from the legacy system. The test phase involves unit testing, functional testing, user acceptance testing (UAT), and parallel testing to ensure the system meets defined requirements and outputs are consistent with the legacy system. The go-live phase includes support for the first live processing and transition to ongoing support.

Quality control and testing are integral to the process, with continuous validation and verification of data throughout the implementation. A secure feedback tool is used for data uploads, and templates are provided to facilitate data collection. This structured approach, combined with detailed planning and robust testing, ensures a smooth and successful data conversion and integration with identified source systems.

X. GENERAL APPLICATION ARCHITECTURE OVERVIEW

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

At UKG, we understand that SaaS offerings must be backed by a world-class technology infrastructure that customers can count on day in and day out. That's why UKG Ready cloud infrastructure environment features a true multi-tenant architecture that provides the highest levels of data security, solution uptime, and built-in redundancy. The cloud-based UKG Ready solution is the ideal choice for organizations looking to achieve their HCM goals without exceeding their capital equipment budget or placing additional demands on their busy in-house IT staff. Because UKG Ready is hosted in the Google Cloud, you get 24/7 access to your solution without having to purchase additional hardware, operating systems, or database licenses. You gain peace of mind knowing that experienced UKG technical consultants are managing the solution infrastructure, as well as your applications and employee data, to help ensure high availability, reliable performance, and multilayer security. In addition, because upgrades and add-ons take place in the cloud, you enjoy instant access to the latest software enhancements to help you manage your workforce for optimal results.

- Security and auditing
- 99.79% or greater solution uptime
- solution backup and disaster recovery
- solution update communications
- Physical and logical security features
- Support by fully certified team members

XI. SYSTEM AND APPLICATION ARCHITECTURE QUESTIONS

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

For the server platform the primary programming language is Java/J2EE/JSP. The web customer utilizes standard HTML-browser technologies (HTML5, CSS, Ajax). Acrobat Reader is used to present PDF forms.

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

Your implementation environment will be your test environment, which we will flip to Production at the Go-Live phase. Once it is flipped, if you would like a copy of your system for testing purposes, we will provide you with a copy of your Production environment to test in.

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

End-users may access UKG Ready applications via a web browser or mobile app provided the following requirements are met:

- Edge
- Chrome™/Firefox®/Safari®: Current versions
- Mobile: We have limited support for mobile platforms using the browsers listed above

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.

UKG Ready is a SaaS based product. At UKG, we understand that SaaS offerings must be backed by a world-class technology infrastructure that customers can count on day in and day out. That's why UKG Ready cloud infrastructure environment features a true multi-tenant architecture that provides the highest levels of data security, solution uptime, and built-in redundancy.

The cloud-based UKG Ready solution is the ideal choice for organizations looking to achieve their HCM goals without exceeding their capital equipment budget or placing additional demands on their busy in-house IT staff. Because UKG Ready is hosted in the Google Cloud, you get 24/7 access to your solution without having to purchase additional hardware, operating systems, or database licenses. You gain peace of mind knowing that experienced UKG technical consultants are managing the solution infrastructure, as well as your applications and employee data, to help ensure high availability, reliable performance, and multilayer security. In addition, because upgrades and add-ons take place in the cloud, you enjoy instant access to the latest software enhancements to help you manage your workforce for optimal results.

UKG Ready database availability strategy relies on synchronization to maintain copies of its production database on four different servers. This strategy helps ensure that your data, application customizations, and stored code continue to be available even if a database server or Google Cloud site experiences failure. The primary database syncs to a secondary database in real time, and the secondary database syncs to two other databases to provide instant redundancy in the event one server fails. As a result, your organization can rely on secure, continuous access to the automated tools and high-quality information needed for effective HCM that drives competitive advantage and bottom-line results.

UKG hosts and manages UKG Ready on the ISO 27001 and SSAE 18 Type II compliant Google Cloud Platform with multilevel physical and logical security features, including:

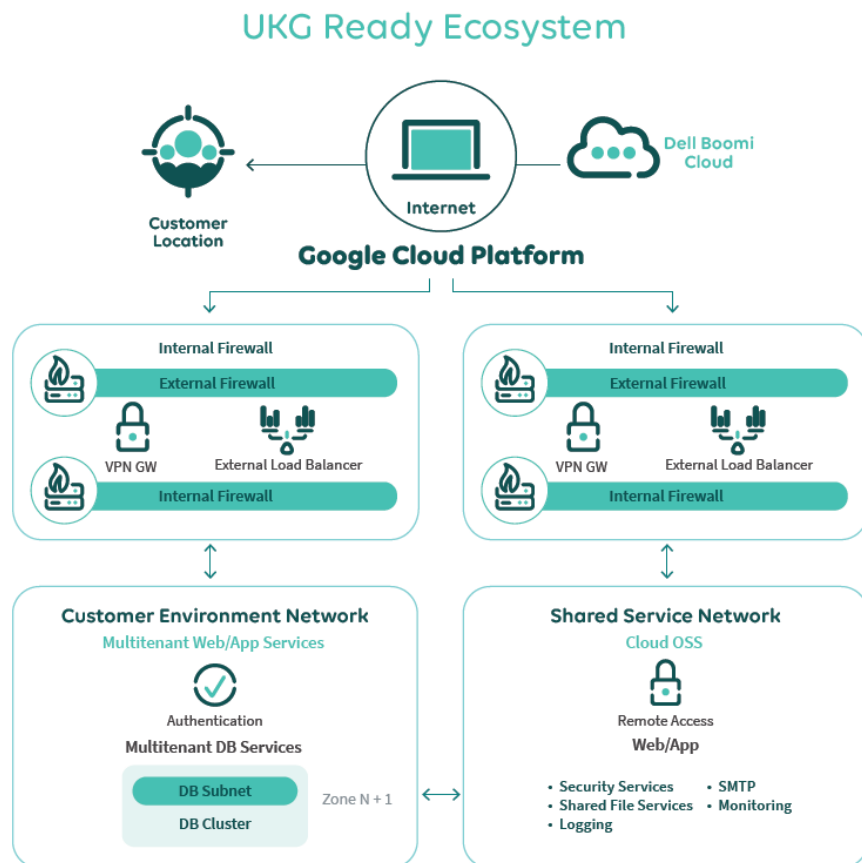
- **Intrusion Prevention solution (IPS)/Intrusion Detection solution (IDS):** UKG deploys next-generation firewalls, which restrict network traffic to authorized traffic.
- **Secure Transmission Sessions:** Secure protocol versions TLS 1.2 and above are supported.
- **Virtual Code Authentication:** UKG Ready requires virtual code authentication — username, password, and a solution-generated code. Passwords are required to be complex, with a minimum number of characters and expiration at a predefined interval.
- **Best-Practice Coding:** UKG employs secure coding practices and control processes across application development and software maintenance. Code reviews are conducted regularly to identify potential security flaws.
- **Penetration Testing:** UKG uses a qualified third-party vendor to perform penetration testing annually.
- **Vulnerability Scanning:** UKG conducts vulnerability scanning using a third-party tool, evaluates identified risks, and develops remediation and/or mitigation plans to address the vulnerability.
- **Antivirus Software:** UKG deploys a third-party, commercially available antivirus solution on servers to prevent viruses and malware from being deployed in the cloud environment.
- **Patch Management:** UKG patches UKG Ready environment regularly as a routine part of maintaining a secure cloud infrastructure. Patches are reviewed by UKG engineers as they are

released from the vendors. Approved patches are tested and then deployed to the environment in accordance with UKG change management policies.

- **Risk Assessment:** UKG conducts an annual risk assessment of UKG Ready cloud environment to determine whether the control framework achieves the data privacy and data security objectives.
- **Security Incident Management:** UKG maintains an escalation procedure to notify appropriate UKG management staff and customer contacts in the event of a security incident. The event is worked to resolution and a root-cause analysis is performed.

The product then has a business rules layer that is contained in libraries. These libraries consist of content, business process definitions, workflows, rules, and other aspects of the application and business solution. These libraries are configured in a generic format and used as the building blocks for our customer solution. The product finally features a customer-specific content and process definition layer. These components hold the information specific to a customer's implementation and contain any customer-specific content and workflow definitions required by the implementation.

Below is UKG Ready Infrastructure Environment.



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

Security profiles can be configured to disable views of certain employee data, but UKG Ready, in and of itself, is not HIPAA compliant by default.

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.

UKG Ready is a Modular Monolith consisting of independent modules deployed as a single unit. Each module has stable, encapsulated functionality with clear interfaces. With a multi-tenant design at both the application and database levels, it is fully hosted on Google Cloud, ensuring optimal performance, scalability, and availability.

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

End-users may access UKG Ready applications via a web browser or mobile app provided that the following requirements are met. The list shown below are operating systems we support, though they may not be actively tested.

Desktop

- Platform: Windows (OS Version 7, 10)
- Platform: Mac (OS Version 10.13.4 High Sierra)

Mobile

UKG Ready Mobile app runs on the following Apple or Android mobile devices with a data plan or Wi-Fi:

- Apple® iOS: Latest versions
- Android™ OS: 5.0 and higher

Browser

End-users may access UKG Ready applications via a web browser or mobile app provided the following requirements are met:

- Edge
- Chrome™/Firefox®/Safari®: Current versions
- Mobile: We have limited support for mobile platforms using the browsers listed above

XII. GENERAL SECURITY OVERVIEW

i. 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.

UKG hosts and manages UKG Ready on the ISO 27001 and SSAE 18 Type II compliant Google Cloud Platform with multilevel physical and logical security features, including:

- **Intrusion Prevention solution (IPS)/Intrusion Detection solution (IDS):** UKG deploys next-generation firewalls, which restrict network traffic to authorized traffic.
- **Secure Transmission Sessions:** Secure protocol versions TLS 1.2 and above are supported.
- **Virtual Code Authentication:** UKG Ready requires virtual code authentication — username, password, and a solution-generated code. Passwords are required to be complex, with a minimum number of characters and expiration at a predefined interval.

- **Best-Practice Coding:** UKG employs secure coding practices and control processes across application development and software maintenance. Code reviews are conducted regularly to identify potential security flaws.
- **Penetration Testing:** UKG uses a qualified third-party vendor to perform penetration testing annually.
- **Vulnerability Scanning:** UKG conducts vulnerability scanning using a third-party tool, evaluates identified risks, and develops remediation and/or mitigation plans to address the vulnerability.
- **Antivirus Software:** UKG deploys a third-party, commercially available antivirus solution on servers to prevent viruses and malware from being deployed in the cloud environment.
- **Patch Management:** UKG patches UKG Ready environment regularly as a routine part of maintaining a secure cloud infrastructure. Patches are reviewed by UKG engineers as they are released from the vendors. Approved patches are tested and then deployed to the environment in accordance with UKG change management policies.
- **Risk Assessment:** UKG conducts an annual risk assessment of UKG Ready cloud environment to determine whether the control framework achieves the data privacy and data security objectives.
- **Security Incident Management:** UKG maintains an escalation procedure to notify appropriate UKG management staff and customer contacts in the event of a security incident. The event is worked to resolution and a root-cause analysis is performed.

XIII. SECURITY QUESTIONS

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

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).

Your end-users may gain access to UKG Ready via Single Sign-On (SSO). To implement Security Assertion Markup Language (SAML) 2.0, UKG Ready requires an X.509 certificate, which may be self-signed. You will also need to provide the entity ID of your Identity Provider, such as ADFS 2.0, and a login redirect URL. Once a user is logged in via SSO, a multi-faceted security profile controls the role-based functional and data access rights of supervisors and employees.

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 application supports federation/SSO or AD integration onsite and supports any SAML 2.0 identity provider.

Active Directory is utilized to manage access; the identity management system is integrated with mobile infrastructure to support people joining/leaving/changing roles; the system is designed using a least privilege role-based access model.

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?

Your end-users may gain access to UKG Ready via Single Sign-On (SSO). To implement Security Assertion Markup Language (SAML) 2.0, UKG Ready requires an X.509 certificate, which may be self-signed. You will also need to provide the entity ID of your Identity Provider, such as ADFS 2.0, and a login redirect URL. Once a user is logged in via SSO, a multi-faceted security profile controls the role-based functional and data access rights of supervisors and employees.

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?

Yes

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?

Your end-users may gain access to UKG Ready via Single Sign-On (SSO). To implement Security Assertion Markup Language (SAML) 2.0, UKG Ready requires an X.509 certificate, which may be self-signed. You will also need to provide the entity ID of your Identity Provider, such as ADFS 2.0, and a login redirect URL. Once a user is logged in via SSO, a multi-faceted security profile controls the role-based functional and data access rights of supervisors and employees.

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.

Functions and access to functions are role-based. Roles are deployed to individual users based on how the organization is using your solution. When users log on, the solution automatically recognizes assigned roles within the organization. Each user only has access to the pages, functions, and parts of the organization that the user is authorized to access.

Multi-faceted security profiles provide user access rights to supervisors and employees. The profiles control the editing and viewing rights.

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.

UKG will not require access to the City's systems or networks. That said, in rare circumstances, a screen share/virtual desktop session with UKG may be required to provide support. This type of access would be initiated by the City and is tightly controlled and provisioned based on the principles of least privilege and business need only. Any such access is monitored by our internal tools and all actions are logged. All UKG remote users are required to use Virtual Private Network (VPN) technology with multi-factor authentication to connect to UKG’s corporate network using secured, encrypted communications.

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?

N/A - this is a SaaS solution where City users will access the application over the internet using any modern browser.

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 access to the City's systems or networks is needed to provide the services.

XIII. SOFTWARE HOSTING QUESTIONS

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

i. Where are the data center and storage facilities?

UKG leverages a dual region deployment strategy for production and disaster recovery in which each region consists of three availability zones within the continental US. An additional layer of air gapped, immutable backups is housed in a non-disclosed, segregated, and isolated location within the continental US.

ii. What availability and response time do you guarantee?

UKG works closely with Google to help ensure both the physical security and consistent availability of your UKG Ready data and applications. As a result of these efforts, UKG Ready uptime has historically measured 99.79% or greater monthly for unscheduled outages.

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?

There have been no significant failures, breaches or issues encountered in the last five years in the UKG Google Cloud hosting platform

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?

UKG works closely with Google to help ensure consistent availability of your UKG Ready data and applications. As a result of these efforts, UKG Ready uptime has historically measured 99.75% or greater monthly for unscheduled outages.

UKG considers outage report details confidential. We can tell you that all data stored in UKG is backed up extensively in geographically different locations. Our databases run in redundant clusters that ensure point-in-time recoverability. Documents stored in our electronic archiving system are backed up and synchronized in short intervals, providing a minimum loss of data in case of disaster. Our Recovery Time Objective (RTO) is four hours, and our Recovery Point Objective (RPO) is two hours.

Our Cloud Operations team is constantly monitoring the Google Cloud and UKG solutions for outages or service disruptions; however, should there be an outage, the District will be notified within 24 hours of the incident. UKG will provide timely updates and information via email, phone, or another communication mechanism if the incident is prolonged.

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

UKG Global Support will send solution administrators a notification for all solution updates. These notifications will also be posted in UKG Community.

- Service Packs: Weekly — updates typically occur on Wednesdays
- solution Releases: Bimonthly — updates typically occur on Thursdays
- solution Maintenance: 24-hour notice — updates typically occur during the weekend

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

UKG Ready database availability strategy relies on synchronization to maintain copies of its production database on four different servers. This strategy helps ensure that your data, application customizations, and stored code continue to be available even if a database server or Google Cloud site experiences failure. The primary database syncs to a secondary database in real time, and the secondary database syncs to two other databases to provide instant redundancy in the event one server fails.

UKG hosts and manages UKG Ready on the ISO 27001 and SSAE 18 Type II compliant Google Cloud Platform with multilevel physical and logical security features, including:

- **Intrusion Prevention solution (IPS)/Intrusion Detection solution (IDS):** UKG deploys next-generation firewalls, which restrict network traffic to authorized traffic.
- **Secure Transmission Sessions:** Secure protocol versions TLS 1.2 and above are supported.
- **Virtual Code Authentication:** UKG Ready requires virtual code authentication — username, password, and a solution-generated code. Passwords are required to be complex, with a minimum number of characters and expiration at a predefined interval.
- **Best-Practice Coding:** UKG employs secure coding practices and control processes across application development and software maintenance. Code reviews are conducted regularly to identify potential security flaws.
- **Penetration Testing:** UKG uses a qualified third-party vendor to perform penetration testing annually.
- **Vulnerability Scanning:** UKG conducts vulnerability scanning using a third-party tool, evaluates identified risks, and develops remediation and/or mitigation plans to address the vulnerability.
- **Antivirus Software:** UKG deploys a third-party, commercially available antivirus solution on servers to prevent viruses and malware from being deployed in the cloud environment.
- **Patch Management:** UKG patches UKG Ready environment regularly as a routine part of maintaining a secure cloud infrastructure. Patches are reviewed by UKG engineers as they are released from the vendors. Approved patches are tested and then deployed to the environment in accordance with UKG change management policies.
- **Risk Assessment:** UKG conducts an annual risk assessment of UKG Ready cloud environment to determine whether the control framework achieves the data privacy and data security objectives.

- **Security Incident Management:** UKG maintains an escalation procedure to notify appropriate UKG management staff and customer contacts in the event of a security incident. The event is worked to resolution and a root-cause analysis is performed.

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

Data at rest is encrypted across UKG Ready environment by utilizing Transparent Data Encryption.

Your organization's users access UKG Ready cloud environment from a web browser or mobile device via encrypted Transport Layer Security (TLS) sessions using port 443. UKG InTouch® terminal connections are Ethernet-based, using port 80 or 443. They can utilize TLS to encrypt data transmission when you provide a digital ID certificate from a third-party vendor. Data at rest is encrypted across UKG Ready environment by utilizing Transparent Data Encryption.

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.

UKG hosts and manages UKG Ready on the ISO 27001 and SSAE 18 Type II compliant Google Cloud Platform with multilevel physical and logical security features.

Additional information is available in the Customer Due Diligence package after a signed NDA.

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.

End-users may access UKG Ready applications via a web browser or mobile app provided that the following requirements are met. The list shown below are operating systems we support, though they may not be actively tested.

Desktop

- Platform: Windows (OS Version 7, 10)
- Platform: Mac (OS Version 10.13.4 High Sierra)

Mobile

UKG Ready Mobile app runs on the following Apple or Android mobile devices with a data plan or Wi-Fi:

- Apple® iOS: Latest versions
- Android™ OS: 5.0 and higher

Browser

End-users may access UKG Ready applications via a web browser or mobile app provided the following requirements are met:

- Edge
- Chrome™/Firefox®/Safari®: Current versions
- Mobile: We have limited support for mobile platforms using the browsers listed above

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

Customer data is hosted in a multi-tenant environment where customer data is logically segregated by unique customer ID and database schema.

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?

There is no file storage limitation imposed on our customers.

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?

This is described in more detail in the hosting agreement.

Solution Uptime

UKG works closely with the data center to help ensure both the physical security and consistent availability of your UKG Ready data and applications. As a result of these efforts, UKG Ready uptime has historically measured 99.79 percent or greater monthly for unscheduled outages. UKG Ready data center facility, which is designed to eliminate any single point of failure within the solution architecture, provides the following features to maximize uptime:

- 24x7x365 monitoring of solution operations
- N + N power redundancy
- Connectivity to multiple backbone providers
- Variable switch load technology
- Hardened operating systems on all servers

Uptime Architecture

UKG Ready database availability strategy relies on SQL Server transaction log shipping to maintain copies of its production database on three different servers. This strategy helps ensure that your data, application configurations, and stored code continue to be available even if a server, SAN, or site experiences failure. The primary SQL database solution consists of two databases built in a cluster to provide instant redundancy in the event that one server fails.

Transaction logs are shipped to another SQL Server in the production environment, thereby creating a local backup SQL server. Transaction log files are also shipped via a secure transmission to an off-site SQL server at UKG Ready disaster recovery location. Full database backup is performed weekly — with incremental backups running daily — to further minimize risk.

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.

The Launch methodology presents a framework that outlines how the project will progress from start to finish. The project team adheres to this framework to transition the customer's existing human capital management and workforce management functions, where applicable, from the legacy provider to the Applications. UKG's deployment methodology encompasses the following phases:

Welcome Phase: Preliminary preparation includes four essential elements: UKG's internal orientation meeting, customer preparation, an initial kickoff meeting for the project team, and software installation.

Requirements Phase: UKG analyzes by interviewing key personnel from various functional areas. The information gathered during this analysis helps determine the current system setup, define the new system requirements, and identify the best alignment between the customer's business needs and the functional capabilities of the UKG products.

Build Phase: This phase involves configuration, integration, and conversion.

Test Phase: Testing is a critical aspect of the Launch process. UKG recommends both functional and parallel testing.

Go-Live Phase: This phase includes UKG supporting the customer during the first live processing of the implemented functionality. At this point, the consultant officially transfers the customer's support to the UKG Product Support Team.

Please click link to view attached [UKG Launch Overview 2025.pdf](#) for additional details. Due to size constraints and hard copy requirements, this document is available electronically only.

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?

UKG takes a proactive approach to risk management and considers it a critical and ongoing aspect of project management.

A critical element of project success will be the formal identification of risks and actively mitigating their impact on both your business environment and achievement of project goals before they actualize into issues.

UKG's quality initiative provides that all systems development and delivery projects adhere to well-defined policies and procedures. We use our Quality Risk Management Strategy, based on thousands of implementations, as a mechanism to provide objective feedback to the project leadership team. This process consists of a comprehensive risk assessment and action plan that is periodically reviewed with

project leadership. These reviews are typically conducted at formal project checkpoints by the Engagement Principal who has relevant industry and application experience.

Continuous risk management requires that risks be identified throughout the project, not as a one-time only activity during the planning of the project. UKG will work with you to analyze risks on an ongoing basis to deal with changing conditions and priorities on the project. As new risks are identified, strategies and plans to deal with them will be developed.

UKG addresses and manages six main risk areas:

- **Executive Risk** - Verify that key executives are involved, understand and are committed to support the project objectives.
- **Project Risk** - Assess that the project is properly planned, scope is well-defined, and managed, decision making is timely and accurate.
- **Functional Risk** - Assess user requirements are well-defined and aligned to business purposes. In addition, verify strong user commitment/involvement to manage expectations and gain acceptance to the delivered system.
- **Resource Risk** - Assess proper definition of resource requirements (skills and time) for project. In addition, assess project team is effectively positioned to perform.
- **Organizational Risk** - Verify communication strategies are in place to manage in expectations and gain buy-in. In addition, verify appropriate training and support for business user community.
- **Technical Risk** - Verify technology architecture is sound and stable. In addition, verify integrity of the data in the new system. Finally, verify appropriate security and controls are in place.

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?

UKG has developed several ways to assist the customer on-site and off-site throughout the project and into deployment. UKG will tailor our approach to fit your needs, whether they prefer more on-site or off-site assistance.

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?

The approach to developing interfaces/integrations/data exchanges is defined in the mutually agreed Statement of Work for the project. Integrations may be developed by UKG, a partner or customer developed. Customer developed integrations would require basic knowledge of integration technology including the following: APIs, SQL, flat file exports, authentication, mapping and transforming data, etc.

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?

UKG staffs a large deployment team that has the breadth and depth of IT experience, technical skills, and UKG application expertise required to manage, support, and maintain your cloud-hosted solution. Our team members have earned a wide range of technical and security certifications, which prove they

have amassed the experience and mastered the skills needed to deliver reliable, high-performance cloud hosting services.

UKG Support provides ongoing assistance with issues that might occur with integrations. Support Services are available:

- **Support Hours:** 6:30 a.m. - 1:30 a.m. EST., Monday - Friday, while our SLA is a 1-hour response time to high priority cases, UKG Customer Relationship responds to customer support calls in an average of 90 seconds or less.
- **24x7 Mission Critical Support:** Immediate and ongoing support for a critical issue with no available workaround, when the system or a module may be down, major system degradation or data corruption is experienced, or other related factors are present

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?

The approach to configuration and set-up activities for UKG Ready involves a collaborative effort between the Proposer team and the City subject matter experts. The Proposer team will conduct a discovery process by interviewing the City's subject matter experts from various functional areas to gather information about the current system set-up and define the new system requirements. The Proposer team is responsible for configuring the City's applications, building interfaces, and migrating employee data from the legacy system to UKG Ready, including unit testing to ensure each iteration delivers a fully configured component of the system. Functional testing and user acceptance testing, including parallel testing, dual maintenance, and validation, will also be conducted by the Proposer team. Additionally, the Proposer team will assist the City with the first two live payroll processing sessions, the rollout of the applications, and the transition to support.

The City's responsibilities include providing policy, procedure documentation, and business use cases to complete the data collection process for the modules. The City will also participate in requirements meetings, provide rapid review, feedback, and sign-off on all project documentation as required to meet project deadlines. Furthermore, the City will review imported data with the Proposer team and perform data validation to confirm the system is built according to the requirements document. The City will engage in training sessions provided by UKG, which include virtual instructor-led courses, self-paced learning, and live webinars.

In conclusion, the majority of the configuration will be completed by the Proposer team based on information gathered from the City's subject matter experts. The City will be involved in providing necessary documentation, reviewing configurations, and validating data, but the heavy lifting of configuration and set-up activities will be managed by the Proposer team. This collaborative approach ensures that the system is tailored to the City's specific needs while leveraging the expertise of the Proposer team for technical implementation.

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.

UKG will work closely with your organization to develop a deployment plan tailored to your needs and environment. This plan will consider your current systems, purchased products, available resources, and other factors to ensure the most efficient and successful implementation.

The timeline for Launch will vary by customer and is directly driven by your ability to support the project with internal resources. UKG assigns skilled resources that can move quickly to onboard the solution. However, UKG manages Launch in concert with the customer, not independently. Variables affecting the onboarding length include the customer project team's availability, the complexity of the solution design and integration, your organization's ability to manage change, the type of training required, and the onboarding strategy.

II. 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.

UKG Ready offers comprehensive pre- and post-go-live support under the proposed fee structure. Pre-go-live support includes full discovery, project planning, assessment, system build, certification and testing, and go-live support. This involves configuring the City's applications, building interfaces, and migrating employee data from the legacy system to UKG Ready. Additionally, UKG provides role-based training for project team members, managers, administrators, and IT staff before, during, and after deployment. Training options include self-paced learning, webinars, instructor-led courses, and live virtual sessions. The Learning Center offers demonstrations, hands-on practice simulations, and job aids to ensure effective use of the UKG system. UKG also has a formal change management process to guide the request, development, testing, approval, and implementation of changes to the Ready environment, including pre-implementation planning and providing a Change Management Toolkit.

Post-go-live support includes a dedicated support team assigned to each customer, consisting of 8-10 employees with one manager. This team provides post-implementation support, ensuring customer success through their expertise in the industry and knowledge of customer history. UKG offers award-winning support services, including standard support hours from 8 a.m. to 5 p.m. local time, Monday to Friday, with a 30-minute response time for high-priority cases. They also provide 24x7 mission-critical support for immediate and ongoing support for critical issues with no available workaround, such as system outages or major system degradation. Additionally, UKG offers online self-help services, including a Knowledge Base, learning quick tips, customer groups, case management, and live support.

UKG provides various success services to enhance customer experience, such as community access, a welcome program, and the SuccessCare program, which offers one-on-one coaching with UKG SuccessCare Advisors for 90 days after go-live. They also provide executive relationships for strategic guidance, new feature reviews, configuration reviews, and industry best practice reviews. The service

level agreements (SLAs) include a 30-minute or immediate response for high-priority issues, a one-business-hour response for medium-priority issues, and a two-business-hour response for low-priority issues.

In conclusion, UKG Ready offers robust pre- and post-go-live support, ensuring a smooth transition and ongoing success for the City. The proposed fee structure includes comprehensive support services tailored to meet the City's needs, with varying levels of support available to address different priorities and requirements.

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?

Yes. As part of the standard support offering, all customers have access to after-hours, 24/7 mission-critical support for infrastructure outages.

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.

Support is included with the purchase of a UKG solution. It includes 24/7 Mission-Critical support for infrastructure outages—if your system is down, we'll get you back up and running quickly.

Mission-critical processes, which are coded as "High Priority," are managed with the following guidelines in mind:

- Target Response Time: Thirty (30) minutes or immediately via Rapid Response
- A critical Customer issue with no available workaround where the Subscription Services cannot be accessed or where the Subscription Services are experiencing significant system degradation, such as:
 - Cloud outage
 - Unable to sign-off timecards
 - Payroll data accuracy or inability to process payroll
 - Totals are not accurate
 - Unable to collect punches from terminals
 - Unable to access a critical function within the Subscription Services

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

Support is provided by UKG.

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

While we don't have specific "enhanced" support tiers outlined, our post-live case management system has proven efficient and comprehensive. We assign dedicated account and executive relationship managers, serving as effective escalation points for support-related issues.

v. 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?

UKG Ready will provide releases every 4 to 8 weeks. Our technical team globally updates, and the release distribution typically occurs overnight on a weekend to have minimal impact on our customers. Since an end user must not upgrade, customers are always on the most recent release.

We typically release documentation one week before the release.

UKG Ready always ensures all features are turned off when it releases a product to ensure the customer experience does not change after a release is complete. It is left up to the customer to determine feature availability for its end users.

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

No. All customers are using the same version. Production environments are updated for all customers simultaneously.

vii. 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.

There is no additional charge associated with upgrades, as these are included in your subscription agreement. UKG Ready will provide releases every 4 to 8 weeks.

viii. 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?

We recommend that customers support their solution through these roles:

- **Timekeeper Application Administrator** - Minimum of 20 percent for continuous support. Responsible for assessing and implementing any new pay rules and payroll policies, configuration changes, and scheduling changes within UKG.
- **Timekeeper Application Administrator (Backup)** – Provides backup to main UKG Administrator.
- **HR/Payroll Operations** – Provides complete comprehension of your time, attendance, and payroll policies and works with Timekeeper Application Administrator to maintain and implement those policies within your solution.
- **Interface Specialist** – Depending on the customer, this role can be accomplished by the Application Administrator. Responsible for monitoring and maintaining interfaces.
- **Help Desk Support** – Typically 10-15 percent for UKG end-user support. Works directly with UKG Customer Relationship for any support activities. Call volume typically increases on days leading up to payroll closeout.

III. STATUS REPORTING

- i. 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.**

Our approach to providing status reports is adaptable and customized based on the collaborative preferences of the City and their project management practices. UKG's project team is experienced in working with diverse methodologies and approaches preferred by various organizations. Often, we facilitate regular meetings at specified intervals to review ongoing items, upcoming deliverables, and progress updates. Additionally, we employ shared collaborative tools such as Smart Sheets to ensure transparency and seamless collaboration. These platforms allow all stakeholders involved in different facets of the project to contribute their insights and feedback, fostering a cohesive approach to project management.

IV. RESOURCE HOURS

- i. 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.**

Various customer resources are required and engaged during your UKG deployment. Except for the Customer Project Manager and System Administrator, who are fully involved in the whole project, additional customer resources can expect to spend 20 to 80 percent of their time working on your UKG project. This level of effort varies depending on the project phase and their required role. We expect that subject matter experts from IT, HR, Payroll, and operations will participate at various points throughout the project. A representative sample of the customer resources typically required for a UKG project is defined below. Multiple roles and responsibilities may be shared or assigned to the same customer resource.

Executive Sponsor

- Responsible for the overall success of the implementation
- Responsible for internal communications to endorse the project and prepare resources/end users for upcoming changes
- Attends critical milestones, phase reviews, and other essential status meetings
- Help advocate the UKG system to other managers/departments

Project Manager

- Responsible for the overall success of the implementation
- Responsible for internal communications to endorse the project and prepare resources/end users for upcoming changes
- Accountable for the completion of client tasks and deliverables
- Accountable for scheduling resources, mitigating risks, and working within the project schedule
- Responsible for gathering and defining business rules and policies
- Attends standard weekly or bi-weekly status meetings
- Identify and supply interface/integration information
- Responsible for attending all prescribed UKG product training

- Help create and execute test plans to ensure a successful implementation
- Provides UKG with network-related information, helps configure UKG clocks and any browser settings
- Attends critical milestones, phase reviews, and other essential status meetings
- Help endorse the UKG system to other managers/departments

Product Champion

- Responsible for gathering and defining business rules and policies
- Attends standard weekly or bi-weekly status meetings
- Identify and supply interface/integration information
- Responsible for attending all prescribed UKG product training
- Help create and execute test plans to ensure a successful implementation
- Attends critical milestones, phase reviews, and other essential status meetings
- Help endorse the UKG system to other managers/departments

Subject Matter Experts

- Responsible for gathering and defining business rules and policies
- Attends standard weekly or bi-weekly status meetings
- Identify and supply interface/integration information
- Responsible for attending all prescribed UKG product training
- Help create and execute test plans to ensure a successful implementation
- Attends critical milestones, phase reviews, and other essential status meetings
- Help endorse the UKG system to other managers/departments

Technical Experts

- Attends standard weekly or bi-weekly status meetings
- Identify and supply interface/integration information
- Provides UKG with network-related information, helps configure UKG clocks and any browser settings
- Attends critical milestones, phase reviews, and other essential status meetings
- Help endorse the UKG system to other managers/departments

V. IMPLEMENTATION PLAN

i. 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.

UKG will work closely with your organization to develop a deployment plan tailored to your needs and environment. This plan will consider your current systems, purchased products, available resources, and other factors to ensure the most efficient and successful implementation.

The timeline for Launch will vary by customer and is directly driven by your ability to support the project with internal resources. UKG assigns skilled resources that can move quickly to onboard the solution. However, UKG manages Launch in concert with the customer, not independently. Variables affecting the onboarding length include the customer project team's availability, the complexity of the solution design and integration, your organization's ability to manage change, the type of training required, and the onboarding strategy.

Estimated Time Commitment Overview



Our deployment methodology follows a structured approach, starting with a **Welcome Phase** that includes:

- Internal meetings: UKG and your organization will meet to discuss the project scope, goals, and responsibilities.
- Project kickoff: We'll officially launch the project and outline the key milestones and communication plan.
- Training overview: We'll provide an overview of your team's training plan and resources.
- Analysis tool: We'll introduce you to the tool, which will help us gather information about your current systems and processes.

UKG will conduct in-depth interviews with key stakeholders across different functional areas during the Requirements Phase. This information will be used to:

- Understand your current system setup: UKG will analyze your existing human capital management and workforce management systems to identify areas for improvement.
- Define new system requirements: We will work with the city to determine the specific features and functionalities you need in UKG Ready to meet your business objectives.
- Develop a detailed project plan: We'll create a comprehensive plan outlining the scope, timeline, resources, deliverables, assumptions, risks, and system requirements.

The **Build Phase** focuses on configuring UKG Ready to meet your specific needs and migrating your data. This includes:

- Building company setup tables: We'll configure the system to reflect your company structure, tax management, payroll, General Ledger, HR, benefits, and other vital areas.
- Building third-party interfaces: We'll integrate UKG Ready with your existing systems to ensure seamless data flow.
- Unit testing: We'll thoroughly test the configuration to ensure everything works as expected.
- Data Migration: UKG will convert data from legacy systems to UKG Ready. This process involves:
- Data mapping: We'll work with you to map your existing data to the new UKG Ready structure.
- Data conversion: Our specialized tools will convert your data accurately and efficiently.
- Data delivery: We'll deliver the converted data for validation, testing, and user acceptance.

The **Test Phase** is crucial for ensuring the system's accuracy and functionality. We recommend functional and parallel testing to identify and address potential issues.

- Functional testing: System components will be tested to ensure they meet the requirements outlined in the project scope.
- Parallel testing: Payroll and other vital processes will be run in your legacy system and UKG Ready to compare results and identify discrepancies.

Once everything is tested and approved, we'll move to the **Go-Live Phase**. This phase involves:

- Processing the first live payroll: We'll assist you with running your first payroll in UKG Ready, ensuring accurate and timely employee payments.
- Transitioning support: Your organization will be officially transitioned to your dedicated Success Krew team, which will be available to answer your questions and provide ongoing support.

We'll provide easy-to-understand, up-to-date system documentation throughout the Launch process. We'll also provide you access to a collaborative online workspace to share project materials, track progress, and communicate with the UKG team.

By working closely with you and following our proven deployment methodology, we're confident that we can deliver a successful UKG Ready Launch that meets your specific needs and helps you achieve your business goals.

Please click link below or see Exhibit 3 to view Implementation Plan for more details: [Implementation Sample Schedule UKG Ready September Go Live.docx](#)

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

Exhibit submitted: Yes

VI. PROJECT MANAGEMENT PROCESS

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

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

Any successful project is undoubtedly the result of teamwork and collaboration. Given our experience implementing human capital management and workforce management solutions, we've identified several critical success factors that can help achieve success:

- **Customer Onboarding:** We know your time is valuable, so we've developed a comprehensive onboarding program to help you understand the process ahead. We educate you and set you up with action steps for higher quality. We educate you and set conversations with your UKG team. Our welcome program and onboarding experience ensure you are confident and ready for a successful implementation.
- **Executive Sponsorship:** Customers with an active and engaged executive sponsor help your implementation team members focus on goals and outcomes, ensure project decisions align with those goals, define a clear escalation path, and drive change management throughout your organization.
- **Project Scope:** The statement of work forms the governing document by which UKG, and the customer will jointly manage the project. The statement of work clearly articulates and documents the project's goals and business outcomes.
- **Project Team:** Your project team is focused on successfully implementing your UKG solution. They need to prioritize the project, understand business requirements and desired outcomes, define current processes, identify areas of opportunity, issues, or concerns, establish and drive procedures for adoption, and champion the solution throughout their organization.
- **Risk Analysis and Planning:** Every project is subject to risk. As part of the risk management strategy, key areas relating to the system will be analyzed for potential problems that could endanger the ongoing deployment. Each identified risk will be assessed for its likely severity, and a plan will be developed to mitigate or alleviate its occurrence or impact.
- **Issue Resolution:** To achieve your goals and desired outcomes, a project must promptly resolve issues and functional questions. The Launch methodology includes collaborative workspaces to enable this process.
- **Education:** One key to customer success will be generating support from your end-user community. To ensure you obtain the desired business outcomes from your new UKG solution, users must be educated to fully adopt the UKG solution and begin using it to its full potential. This will be done by working with us to select the project's optimal change management and end-user training approach to improve productivity and achieve a faster ROI.
- **Deployment:** The project plan and schedule are critical elements that are planned together with you. The appropriate level of detail will be used to demonstrate a clear schedule of activities and responsibilities.
- **Communication Plan:** The project communication strategy is created in collaboration with you and your organization in mind. The plan defines the types of communication, purpose,

frequency, audience, and owner. It proactively defines the escalation path ahead of time and ensures alignment through project checkpoints.

VII. 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.**

Our commitment to the City's Project involves a dedicated team assigned to the implementation process. In the event of any staff changes or transitions, we maintain an agile approach to address such situations promptly. Should a need arise for staff changes or replacements during the implementation phase, we assure timely notification to the City within a 7-day period. Our goal is to seamlessly manage the transition process, ensuring continuity and consistency in service delivery. We prioritize swift resolution and collaborate closely with the City to address any concerns related to staff performance, ensuring that expectations are met throughout the implementation

- ii. Proposer to submit as an Exhibit to Tab 3, an Organizational Chart including subcontractors and reporting structure of the entire team.**

Exhibit submitted: Yes

Please click link or view Tab 3 Exhibit below.

[UKG Launch Team.pptx](#)

VIII. 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: No

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.

UKG will assign project team resources based on availability and bandwidth at the time of contract and the final scope of the project. Should UKG be considered a finalist, we are happy to provide additional details regarding potential project resources and their relevant experience. Below is a summary of the UKG project team roles and typical experience.

Depending on the final scope, the following UKG project team is a representative of the team you will be assigned:

Table 3-01: Proposer Project Team Members

Proposer Project Team Members							
Name	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	Relevant certifications (PMP, etc.)
Aspen Stuart	Practice Manager	Engagement Executive	10	10	5	<ul style="list-style-type: none"> • UKG Project Sponsor providing executive-level support to the project team • Builds trusted advisor relationships through open and frequent communication • Champions and drives escalated issues to migration and closure • Assign all project resources ensuring that the needs of the project team are well represented and met • Ensures consistent Best Practice methodology is applied to all tasks • Oversees the Relationship Health Check survey and participates in the monthly Governance Meetings Ensures UKG Pro has delivered all contractual items 	Project Management Professional (PMP) – Project Management Institute Lean Fundamentals for Healthcare – Healthcare Performance Partners

Suzanne Lungaro	Project Manager	Project Manager	16	3	5	<ul style="list-style-type: none"> • Primary Point of Contact and Escalation for all project issues • Responsible for achieving project objectives by coordinating all project resources required for the timely completion of project tasks • Develops and manages project schedule • Identifies and mitigates project risks including resource gaps across the combined UKG Pro and Customer project team • Clarifies project roles and responsibilities across the combined project team • Ensure participation across the combined UKG Pro and Customer project resources • Conducts the Relationship Health Check survey and participates in the monthly Governance Communicates overall project status and provides project reporting 	PSCC-1 Consulting Certificate
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Craig Coyle	Solution Consultant	Solution Consultant	18	10	4	<ul style="list-style-type: none"> • Customer's day-to-day point of contact and functional SME • Provides guidance beyond the basic configuration of UKG Pro as they re-engineer the business process • Provides advice on how to scrub and consolidate data they require currently produced by multiple legacy sources • Guide the Customer's Organizational Readiness and change Management Communications and Training Plans across Operations and Business Support teams • Provides Best practice to standardize across multiple and/or different business entities the first-time deployment of mobile, manager and employee self-service • Identifies opportunities and helps customer develop the Change Management Strategy and Training Plan to best leverage UKG Pro Application(s) for manager and end-user adoption 	BS: Management Information Systems, Business Management
Ana Irizarry	Solution Consultant	Functional Consultant	27	27	5	<ul style="list-style-type: none"> • Primary UKG resource and functional expert • Customer's day-to-day point of contact for all human resources and payroll-related service requests • Completes human resources and payroll configuration life cycle per the Launch methodology 	Bachelor's degree – Systems Engineering Prosci Change Management Practitioner Fundamentals of Payroll Certified

Steven Cooley	Solution Consultant	Data Conversion	17	17	7	<ul style="list-style-type: none"> Responsible for the successful migration of source data provided by the Customer 	Certified Payroll Professional 1995
Melanie Berg	User Adoption Consultant	Change Management	20	12	9	<ul style="list-style-type: none"> Primary point of contact for Organizational Change Management and Training Services 	Prosci certified Change Management Professional Six Sigma Green Belt Trained in PMI and SHPR
Al Giammarino	Integration Consultant	Integration Consultant	11	7	9	<ul style="list-style-type: none"> Responsible for integration file creation and delivery Works together with 3rd Party vendors to determine requirements for file automation ; initiates and manages the setup of data exchange services 	Bachelor of Arts; SUNY Albany IT courses in Pascal, C, Oracle PL/SQL at NYU School of Professional Studies

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.

We provide, at no additional cost, all the recommended learning for UKG Pro, Pro WFM, and Ready customers. We deliver flexible options, ranging from virtual instructor led courses to self-paced learning, and live webinars. In addition, we offer job aids, videos, change management tools, and other resources to help with the day-to-day tasks in the application. We invite customers to search our Learning Center, participate in just-in-time learning events, and join our online Community where they can build proficiency and share best practices. UKG recommends that you refresh content on a periodic basis and augment as necessary to address changing business rules and any enhancements that your organization chooses to implement. The deployment strategy will be reviewed during the User Adoption Assessment and will be aligned with the overall project timeline and project phases. Prior to deployment UKG will deliver a Train the Trainer Workshop to transition training delivery to identified instructors. This will allow for self-sufficiency with deployment of training to the various locations, based upon a phased approach.

UKG documentation falls into essentially the following categories:

- **Training Documentation supporting Webinars and Self-Paced learning** – These materials are used for note taking and for reference after class.
- **Training Documentation supporting Live Instructor Led learning** – Each student attending our UKG instructor led class receives a copy of the Student Participant Guide. These materials are used to follow along with the instructor lecture, note taking and for reference after class.
- **User Adoption tools including editable Employee and Manager editable learning content, Change Management tools and templates** - available to Training and Change Management leads.
- **Product Documentation** – All UKG products are extensively documented in PDF format and, in some cases, HTML. The product documentation is available via the UKG customer Community. There are also extensive documentation and help files built into each individual application, and which are available via menu options.
- **Integrated Product Documentation** – Installation guidelines and help files are built into each application and are available through menu driven options.

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.

At UKG, we understand that one size doesn't fit all regarding education. That's why we provide customized training to project team members, managers, administrators, and IT staff members. Our blended approach includes self-paced training, webinars, instructor-led training, and a user adoption resource center. We offer individualized, role-based, just-in-time learning to prepare your core project team and increase user acceptance of your new solution. Additionally, we provide instructor-led training, demonstrations, and hands-on education to ensure that your functional and technical team

members are fully prepared for deployment and ongoing support of your solution. Our User Adoption Resource Center provides expert answers, coaching, and tools to ensure solution adoption.

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

Because our deployment methodology is a collaborative process, the knowledge transfer takes place throughout the deployment process. The Adopt phase consists of deploying your UKG solution across your organization and initial support through your pay cycles as well as preparing for a successful transition to post-deployment support. The final step of your deployment is for you to transition to our support team, UKG Customer Relationship. Shortly after transitioning to support, we partner with your team — empowering you to improve adoption, critical processes, and system utilization. That way, your organization is prepared to hit the ground running for a strong start and early success.

- **Phase 1: Foundation**
 - **Explore the essentials for building your solution knowledge.** Just-in-time, tailored engagements set a strong foundation and ensure readiness during your critical first months after you transition to support.
- **Phase 2: Growth**
 - **Collaborate with mentors who make your success their priority.** With your unique business needs in mind — explore functionality through curated experiences and expert-led guidance to improve your utilization and adoption of your solution.
- **Phase 3: Confidence**
 - **We join you in celebrating your progress and your continued success.** Continue to grow your expertise and confidence in your solution to prepare you for success now and as your business needs evolve in the future.

iv. 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.

UKG provides, at no additional cost, all the recommended learning for our UKG customers. We deliver flexible options, ranging from virtual instructor-led courses to self-paced learning to live webinars. In addition, we offer job aids, videos, change management tools, and other resources to help with the day-to-day tasks in the application. We invite customers to explore the UKG Learning Center, participate in just-in-time learning events/webinars, and join our online Community where they can build proficiency and share best practices.

During the deployment process, a Project Manager will be assigned to help you, and your team design a system that will meet your needs. As part of the implementation, your Project Manager will guide you and your team through the recommended learning, including aiding with navigating the system and the learning journeys. The UKG learning system will facilitate the assigning of training, tracking the progress of each person's learning journey and reporting of learning completions. UKG uses Zoom to deliver the courses and webinars.

- v. 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.**

The recommended learning journeys, included at no additional cost, are a hybrid approach of virtual instructor- led courses and self-paced learning. In addition, we offer job aids, videos, change management tools, and other resources. The virtual instructor-led training are live (not recorded) sessions delivered remotely by an instructor. A learning environment with a practice company and data is provided for each learner to complete hands-on exercises for practical experience in the application. In order to share use cases, best practice and expand your learning, these classes are attended by multiple customers. These classes vary in topic and length and are assigned through the relevant learning journeys.

UKG uses Zoom to deliver our virtual instructor-led classes. To access the learning environment, a learner's computer will need to adhere to the application system requirements. While not required, it is recommended that learners have two monitors while participating in a virtual, instructor-led class.

X. TRAINING PLAN AND RESOURCE HOURS

- i. 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.**

We provide, at no additional cost, all the recommended learning for UKG Ready customers. We deliver flexible options, ranging from virtual instructor led courses to self-paced learning, and live webinars. In addition, we offer job aids, videos, change management tools, and other resources to help with the day-to-day tasks in the application. We invite customers to search our Learning Center, participate in just-in-time learning events, and join our online Community where they can build proficiency and share best practices. UKG recommends that you refresh content on a periodic basis and augment as necessary to address changing business rules and any enhancements that your organization chooses to implement. The deployment strategy will be reviewed during the User Adoption Assessment and will be aligned with the overall project timeline and project phases. Prior to deployment UKG will deliver a Train the Trainer Workshop to transition training delivery to identified instructors. This will allow for self-sufficiency with deployment of training to the various locations, based upon a phased approach.

UKG documentation falls into essentially the following categories:

- **Training Documentation supporting Webinars and Self-Paced learning** – These materials are used for note taking and for reference after class.
- **Training Documentation supporting Live Instructor Led learning** – Each student attending our UKG instructor led class receives a copy of the Student Participant Guide. These materials are used to follow along with the instructor lecture, note taking and for reference after class.
- **User Adoption tools including editable Employee and Manager editable learning content, Change Management tools and templates** - available to Training and Change Management leads.
- **Product Documentation** – All UKG products are extensively documented in PDF format and, in some cases, HTML. The product documentation is available via the UKG customer

Community. There are also extensive documentation and help files built into each individual application, and which are available via menu options.

- **Integrated Product Documentation** – Installation guidelines and help files are built into each application and are available through menu driven options.

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

Exhibit submitted: Yes

Please click link below to view detailed Training Plan. Due to size constraints, this document is available electronically only.

[Ready Training by Module 2021.pdf](#)

XI. TRAINING COORDINATION

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

Role/Responsibility	Identify if Role/Responsibility is City/Proposer (including any Subcontractors)/Shared
Training Coordination/Scheduling	Each administrator will self-manage the completion of their recommended learning journey. Additionally, change management and organizational readiness tools are provided to help your organization embrace the processes and policy changes as a result of implementing UKG.
Training Curriculum/Material Development	It is recommended to update or create business processes and policy changes as a result of implementing UKG.
Training Instruction/Delivery	It is recommended to create a plan for communicating business processes and policy changes as a result of implementing UKG.
Other:	

XII. SYSTEM DOCUMENTATION

i. **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.**

UKG documentation falls into the following categories:

- **Training Documentation supporting Webinars and Self-Paced Learning** – These materials are used for notetaking and reference after class.
- **Training Documentation supporting Live Instructor Led learning** – Each student attending our UKG instructor-led class receives a copy of the Student Participant Guide. These materials are used to follow the instructor's lecture, for notetaking, and reference after class.
- **User Adoption tools, including editable Employee and Manager editable learning content, Change Management tools, and templates** - available to Training and Change Management leads.
- **Product Documentation** – All UKG products are extensively documented in PDF format and, in some cases, HTML. The product documentation is available via the UKG Customer Community. There are also extensive documentation and help files built into each application, available via menu options.
- **Integrated Product Documentation** – Installation guidelines and help files are built into each application and are available through menu-driven options.

XIII. APPROACH TO TESTING AND QUALITY ASSURANCE

i. **Describe your standard approach to testing and quality assurance.**

Software product updates undergo the same rigorous quality testing as our version releases. UKG quality assurance testing concentrates on several levels, which typically include:

- Functional testing
- Regression testing
- Stress testing
- Test automation
- Metrics
- Beta program

XIV. SAMPLE PLAN

i. **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: Yes

Please click link below to view detailed Training Plan. Due to size constraints and hard copy requirements, this document is available electronically only.

[UKGR Time Testing Workbook Template \(1\) \(1\).xlsx](#)

XV. PLAN DETAILS

- i. **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.**

The UKG Launch deployment methodology ensures that there is constant communication between the customer and the project team. An online workspace is created that contains sections for risk and change management, ensuring that quality is maintained throughout the deployment process. Additionally, the UKG project team conducts checkpoint authorizations as the project progresses. Essential to effective project management and risk mitigation is planning for potential problems and maintaining high quality. As part of the UKG project methodology, several major activities are undertaken, including:

- **Communication Plan:** The project communication strategy is created in collaboration with you and your organization in mind. The plan defines the types of communication, purpose, frequency, audience, and owner. It's proactive by defining the escalation path ahead of time in case it's needed and ensures alignment through project checkpoints.
- **Checkpoint Authorization:** The checkpoint authorization formally documents the agreement that UKG and the Customer are ready to move forward to the next key step in the project, like the Configuration Acknowledgement Form or Signoff to Go-Live Form.
- **Risk Management Plan:** As part of the risk management strategy, key areas relating to the system will be analyzed for potential problems that could endanger the ongoing deployment. Each identified risk will be assessed for its potential severity, and a plan will be developed to eliminate or alleviate its occurrence or impact.
- **Testing Process:** Our testing process ensures the solution is performing as expected and in line with the business process and desired outcomes. The project will continue to the next stage only if the system is mutually acceptable and delivers the expected results.
- **Parallel Testing Phase:** Parallel testing is recommended over two full pay periods and is one of the critical milestones of the project. In the parallel test, time and attendance data are entered into both legacy and new systems, and the results are compared. The parallel phase is deemed finalized when the customer stakeholders are satisfied that the system and the overall performance are consistent with expectations.
- **Change Control Process:** UKG has a formal change control procedure. The purpose of the change control procedure is to define how the project will control changes to project baselines, including changes to the project scope. It structures and directs management actions toward

reaching an informed and timely decision on requests for such changes. As potential changes to the project baseline scope, schedule, and budget are identified, they will be documented, logged, and distributed to the Project Sponsor and core team for review during regularly scheduled status meetings.

Service Measurement Tools

UKG has a Customer Experience Team that conducts satisfaction surveys with customers who have UKG service contracts or who have purchased UKG professional services. The following surveys are included as part of Launch Methodology:

- Test Phase: Mid-Launch Reflection Survey
- Go Live Phase: Launch Survey

XVI. LEVELS OF SUPPORT

i. 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?

Testing is a streamlined process integrated into the Launch methodology that provides our customers with a complete, high-quality UKG solution that shares value and contributes to outcomes. Testing couples' automation and iteration with UKG expertise and simplifies the overall testing experience. The UKG project team actively prepares and guides the customer through the full testing cycle, which is modeled after testing industry standards to include Unit Testing, System and Integration Testing, and User Acceptance Testing. Additional information around the approach for each type of testing is below. Proposed testing services will be provided remotely, although onsite is an option that can be built into the project plan if desired.

Unit Testing

Unit testing and validation of individual configuration components or building blocks before passing the solution to the customer. Beginning with the Solution Development Workshop, the UKG Consultant can validate functional expectations of various configuration elements by walking through process- and persona-based scenarios with the customer and confirming the result, then updating and reviewing with the customer.

Additionally, the Consultant can use the Accelerated Testing Tool, as well as functional use cases, to validate the solution components. The Integration Consultant will unit test all interfaces to ensure functional requirements are met.

System and Integration Testing

Testing an integrated system to verify that it meets solution requirements. Ensure that all systems and integration efforts are functioning as desired. Systems testing is supported by the UKG Consultant and may involve the Technical Consultant. Integration Testing is supported by the Integration Consultant and includes testing and validating the data imports and exports. System and integration testing is performed by the customer. Integration is covered in Guided Testing Sessions with the Integration Consultant for person import and payroll export validation, with additional sessions scheduled if

necessary to support other interfaces. System tests are covered by the self-guided tests performed by the customer. The tests occur as stated, interfaces first, so the customer can verify the solution meets their requirements.

Other tests to consider:

- Performance testing
- Operational process testing

User Acceptance Testing

Formal testing with respect to user needs, requirements, and business processes conducted to determine if the solution satisfies the acceptance criteria and enables the user or customer to accept the system. Using Guided Testing Sessions, UKG Consultants will take an iterative approach to understanding test cases, answering questions, and resolving defects.

The following components of the User Acceptance test should be reviewed with your UKG Solution Consultant to ensure they are addressed properly in your test plan:

- End-user processes (including management, supervisor and employee representatives)
- End-user training program
- Help Desk processes

XVII. PARALLEL TESTING

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

Parallel Testing

Generically, parallel testing is a process that compares a current production system process with the same process that will be accomplished in a new system. During the system parallel test, the focus is the processing of employee time data from timekeeping through payroll. Parallel Testing is a part of the Collaborate phase of the project that begins after Unit and Integration testing have been completed.

These are the primary goals of parallel testing:

- Monitor the collection of time, presentation of time, transfer of time to payroll, and output of time from payroll.
- Validate that UKG produces the same results as the current system; if functionality changes are introduced into UKG but not the current system, validate that those changes match the specifications.

UKG recommends using a compressed parallel testing strategy if there have been minimal changes with respect to the processes and designed configuration requirements of the current system in place.

Using the parallel testing approach provides the benefits of concurrent parallel testing while reducing the labor-intensive nature of auditing and balancing two systems for payroll processing for an extended period of time. As an added benefit, the end-user community involved in the compressed parallel

testing has an opportunity to reinforce product training, gaining experience on their unique configuration and business processes under the guidance of the UKG Solution Consultant.

Compressed parallel testing is designed to recreate a significant volume of historical pay periods (minimum of two) and verify results against known values. Every time-card variance must be addressed to determine if the difference is due to a configuration error, modification of pay practice, various software behaviors, or other reasons.

Tab 3 Exhibit 1 - Implementation Sample Schedule UKG Ready_September Go Live

High Level Sample Timeline UKG Ready Implementation



*This is a sample document. Actual timing may vary based on contract signature, project delays, and go-live date.

*No Go lives in December if purchasing Payroll Services

Phase		Key Tasks	Key Players
April	Prior to Kickoff	<ul style="list-style-type: none">Identify Project Team and coordinate transition from Sales to ServicesMeet with your UKG Project Manager for Pre-Kick off MeetingReview Checklist of data gathering required prior to Kick off and begin loading into FeedbackReview Training Portal and begin training within MyLearning	<ul style="list-style-type: none">UKG Project TeamClient Project Team
May	Plan/Kickoff	<ul style="list-style-type: none">Official Implementation Kick Off to introduce UKG team and review project timeline and deliverables.Establish project Success Criteria.Confirm completion of Change Management training planRegister for module specific Instructor Led training courses and review additional Admin Training MaterialsSchedule Requirement Calls with each of the Module Specific Implementation Consultants	<ul style="list-style-type: none">UKG Project TeamClient Project Team
June-July	Requirements & Build	<ul style="list-style-type: none">Each Implementation Consultant conducts meeting to review system requirements.Define module specific Success CriteriaImplementation Consultants will complete data gathering and provide Requirement document to Client Project Team to review and confirm accuracy.Client Project Team signs off that Requirement document is complete.Implementation Consultants configure system based on approved Requirement DocumentsEntire UKG Project Team meets with Client Project Team to review full system Build.Implementation Consultants will also meet with Client Project Team to review more detailed system build for each module.Client project team attends Instructor Led training courses applicable to each module.	<ul style="list-style-type: none">UKG Project TeamClient Project Team

July-August	Testing	<ul style="list-style-type: none"> Begin verification that UKG Ready is configured correctly per the approved Requirement documents System Consultants work with Client Project Team to begin review and completion of Testing Plan Client Project Team begins dual maintenance of legacy system and UKG Ready Review Jobs and Position and employee set up in HR module Employee review in Payroll setup Review Time and Labor configuration and pay calculations Client Project Team completes any remaining Instructor Led training courses <ul style="list-style-type: none"> Client Project Team continues to complete Testing Plan Client Project Team continues dual maintenance. Complete review of General Ledger Continue review of pay calculations and additional Time configurations Review Benefit and Open Enrollment set up and workflow <ul style="list-style-type: none"> Client Project Team continues to complete Testing Plan Client Project Team continues dual maintenance Review Time workflows and approval processes Review Accruals test plan and balance import Prepare for dual punching or create plan for loading test punches Client Project Team conducts UKG Ready Time/Payroll parallel testing <ul style="list-style-type: none"> Client Project Team continues dual maintenance. Review Lifecycle Management and HR actions Client Project Team conducts UKG Ready Time Manager & Employee Training Client Project Team delivers communication materials to employees. 	<ul style="list-style-type: none"> UKG Project Team Client Project Team
September	Go Live	<ul style="list-style-type: none"> Final upload of QTD/YTD Payroll history in UKG Ready Client is live and is using UKG Ready as their primary system to capture data Client Project Team processes first live payroll in UKG Ready Client Project Team completes any remaining items and sign off 	<ul style="list-style-type: none"> UKG Project Team Client Project Team
September+	Post Go Live	<ul style="list-style-type: none"> Time and Payroll Consultant supports Client Project Team in first two pay periods based on specified pay period Client Project Team continues Launch of additional modules purchased with UKG Project Team if applicable 	<ul style="list-style-type: none"> UKG Project Team Client Project Team

Additional Modules		
Add On Modules typically begin implementation in a phased approach after Core Modules are Live.		
Module	Duration from Kickoff	Estimated Hours
Recruiting	45-60 days	40
Performance Management	45-60 days	40
ACA Manager	14 days	10
Compensation Manager	30 days	20
People Insights	30-45 days	10
Leave Manager	30 days	20
Learning	30-45 days	40
Attestation	14 days	10
Scheduler	60-100 days	40
GPTW	30-45 days	10
Bryte AI	7 days	5
One View Connect	30-45 days	40
Expense Tracking	7 days	8

Tab 3 Exhibit 2 - UKG Launch Team

UKG Launch Team

Comprehensive team of experts to guide you smoothly through the Launch process



Project Manager

Develops and manages Launch plan, communications, and schedule

Payroll Consultant



Payroll expert who partners with you to design, configure, and map data for your Payroll modules

HR Consultant



HR expert who partners with you to design, configure, and map data for your HR modules

Time Consultant



Time and scheduling expert who ensures your solution is designed and configured to your goals and needs

Specialized Consultants



Specialized expertise to partner with you on integrations, analytics, testing, and more

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.

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

Please click link below to view Gantt Chart. Due to size constraints and hard copy requirements, this document is available electronically only.

[High Level Sample Gantt.xlsx](#)

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.

Below are the key project deliverables and related acceptance criteria that UKG will deliver in each phase of the implementation.

Phase	Deliverable	Activity	Acceptance Criteria
Requirements	Interface Inventory	Customer reviews and confirms all Interfaces to be delivered by UKG are listed in the Assumptions Section of this document for UKG to begin analysis of the interface requirements and document in a scope document	Services as listed in the Activity column are completed and Customer accepts the Interface Inventory
Requirements	Data Conversion/Maintenance Strategy with Data Mapping of the employee Master file and Balances	Customer confirms all legacy data sources and completes with UKG assistance the data mapping document and the data conversion/maintenance strategy	Services as listed in the Activity column are completed and Customer accepts the Data Conversion/Maintenance Strategy with Data Mapping of the employee Master file and Balances
Requirements	Test Strategy and Test Methods	Customer confirms with UKG assistance the test strategy and test methods that will be used to valid and approve interfaces testing, functional testing, parallel testing, operational process testing, etc.	Services as listed in the Activity column are completed and Customer accepts the Testing Strategy Document
Requirements	Detailed project plan	UKG will refine and update the detail project plan	Customer receives and accepts the detailed project plan

Phase	Deliverable	Activity	Acceptance Criteria
Requirements	Project scope document	UKG will provide ProjectScope Document	Customer receives and accepts the Project Scope Document
Build	Application(s) configuration	Customer will review configuration with UKG	Acceptance criteria as outlined in UKG's configuration acceptance Form and/or as otherwise mutually agreed to by the Parties
Build	Completed interface specifications document(s) for interfaces as defined in the Launch Guidelines/Assumptions section of this document	Customer will review interface specification document(s) with UKG	Acceptance criteria as outlined in UKG's interface specification document(s) and/or as otherwise mutually agreed to by the Parties
Build	Completed conversion of employee master file data	Customer will review converted data with UKG	Acceptance criteria as outlined in UKG's Master file conversion acceptance form and/or as otherwise mutually agreed to by the Parties
Build	Completed data conversion (employee balances data)	Customer will review converted data with UKG	Acceptance criteria as outlined in UKG's initial opening balances acceptance form and/or as otherwise mutually agreed to by the Parties
Test	Complete UAT compare for 1st test parallel. Provide issues resolution for 1st parallel compare	Customer will participate in parallel testing and review results	Acceptance criteria as outlined in UKG's UAT testing acceptance form and/or as otherwise mutually agreed to by the Parties
Test	Complete UAT compare for 2nd test parallel. Provide issues resolution for 2nd parallel	Customer will participate in parallel testing and review results	Acceptance criteria as outlined in UKG's UAT testing acceptance form and/or as otherwise mutually agreed to by the Parties
Test	Complete final opening balances conversion (if applicable)	Customer will review converted data with UKG	Acceptance criteria as outlined in UKG's FinalOpening Balances Acceptance Form and/or as otherwise mutually agreed to by the Parties (if applicable)

Phase	Deliverable	Activity	Acceptance Criteria
Test	Operational readiness assessment	Customer with UKG assistance will create a production cut-over plan. Customer will provide for UKG review their contingency plan	Acceptance criteria as outlined in UKG's authorization to proceed to go live form and/or as otherwise mutually agreed to by the Parties
Go-Live	Live processing of Application(s)	Customer will have a "go"/"no go" decision for go live. UKG will review with the Customer the transition to Customer Success plan	Once decision to "go"live has been made and First Live Date has been achieved, this is considered acceptance

- 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

UKG is proposing a one-time fee for professional services due at execution. No other milestones will trigger payment for the one-time fees.

The recurring fees will be billed monthly in arrears after the agreed-upon start date.

III. PROJECT SCHEDULE QUESTIONS

Table 4-01: Project Schedule Questions

<p>1. Based on current obligations, what is the earliest you can begin implementation after contract signing?</p>	<p>Your UKG team will typically place a welcome email or call to you within 48 business hours of contract signing. The timeline for implementing your UKG solution will vary depending on customer availability and readiness, product selection, and UKG resource availability, but typically begins within 4 weeks from contract signing.</p>
<p>2. What activities would the Proposer expect to occur within the first 60 days of contract signing?</p>	<p>Our UKG implementation project team will typically place a welcome call to the customer within 48 business hours of contract signing.</p> <p><u>The UKG onboarding experience</u></p> <p>Launching a new solution can be daunting. Start off on the right foot and ensure a successful implementation through our Welcome program that provides a smooth transition from contract signing to implementation. Our phases of our program include:</p> <p>Welcome:</p> <p>You'll receive a welcome kit and an introduction to your support, success, and implementation team a few days after signing. From an internal Sales to Service Collaboration, the Knowledge Transfer Meeting, to the Introduction to Success meeting, your rep ensures a warm transition to our UKG teams who will guide you through your onboarding experience – so that you don't have to start over with every team member you meet.</p> <p>Within the first week, your team will connect with you to schedule the first meeting with your UKG team leads where you'll discuss the challenges you're looking to address and your desired outcomes. By the close of that meeting, we will have a mutual understanding of the success factors/measures that will drive everything we do. During this early phase, we will also provide you with information on the education and</p> <p>Supplemental resources designed to support you through your journey. Just before we start your deployment, we prepare you with education on the change management aspect of your project, as well as information on what you need to ensure a smooth transition for your team into the Deploy phase.</p> <p>Deploy:</p> <ul style="list-style-type: none"> · Provide seamless transition into project start

	<ul style="list-style-type: none">· Provide step-by-step guidance through each project milestone· Nurture Executive Sponsor relationship outside of project work <p>Ongoing Success:</p> <ul style="list-style-type: none">· Provide you with personalized guidance as you transition support· Educate you on how to get the most out of your UKG resources, including the Community· Your team prescribes success paths to drive your long-term success																														
3. How long does the typical implementation of the product being proposed take for an organization of similar size to the City?	<p>These are high level time commitment for your team broken out by each of our phases of our implementation methodology along with the typical duration of each phase. Although project timelines can fluctuate based upon need, scope, resources, etc., we try to keep projects to a 20-week timeline.</p> <h3>Estimated Time Commitment Overview</h3> <table><thead><tr><th>Phase</th><th>Duration</th><th>Payroll</th><th>Time & Labor</th><th>HR</th></tr></thead><tbody><tr><td>Welcome</td><td>*1-2 Weeks</td><td>1-2 hours per week</td><td>2-4 hours per week</td><td>2-4 hours per week</td></tr><tr><td>Requirements</td><td>*2-4 Weeks</td><td>2-4 hours per week</td><td>4-8 hours per week</td><td>2-4 hours per week</td></tr><tr><td>Build</td><td>*3-6 Weeks</td><td>3-6 hours per week (training)</td><td>4-8 hours per week (training)</td><td>4-8 hours per week (training)</td></tr><tr><td>Test</td><td>*4-6 Weeks</td><td>5-10 hours per week</td><td>5-10 hours per week</td><td>5-10 hours per week</td></tr><tr><td>Go live</td><td>*2-4 Weeks</td><td>4-5 hours per week</td><td>Varies based on timecard processing</td><td>2-3 hours per week</td></tr></tbody></table>	Phase	Duration	Payroll	Time & Labor	HR	Welcome	*1-2 Weeks	1-2 hours per week	2-4 hours per week	2-4 hours per week	Requirements	*2-4 Weeks	2-4 hours per week	4-8 hours per week	2-4 hours per week	Build	*3-6 Weeks	3-6 hours per week (training)	4-8 hours per week (training)	4-8 hours per week (training)	Test	*4-6 Weeks	5-10 hours per week	5-10 hours per week	5-10 hours per week	Go live	*2-4 Weeks	4-5 hours per week	Varies based on timecard processing	2-3 hours per week
Phase	Duration	Payroll	Time & Labor	HR																											
Welcome	*1-2 Weeks	1-2 hours per week	2-4 hours per week	2-4 hours per week																											
Requirements	*2-4 Weeks	2-4 hours per week	4-8 hours per week	2-4 hours per week																											
Build	*3-6 Weeks	3-6 hours per week (training)	4-8 hours per week (training)	4-8 hours per week (training)																											
Test	*4-6 Weeks	5-10 hours per week	5-10 hours per week	5-10 hours per week																											
Go live	*2-4 Weeks	4-5 hours per week	Varies based on timecard processing	2-3 hours per week																											
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)?	<p>For all US implementations, we are required to go live the first payroll of the month. However, our preference is the beginning of the quarter.</p>																														

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

Table 4-02: Projected Go-Live Dates

Phase	Functional Areas	Potential Start Date	Target Go-Live Date
I	HR, Recruiting, Time, Benefits, Compensation, Performance, Onboarding, Leave, Learning		July 2027
II	Payroll, Payroll Services,		July 2027

Tab 5 – References

I. INSTRUCTIONS FOR REFERENCES

Proposer is responsible for verifying correct phone numbers and contact information. Failure to provide accurate data may result in the reference not being considered, which includes the provision of contact person(s) who do not have knowledge of the services provided by your firm. Failure to submit references may result in the Proposal not being considered for evaluation.

The City may request a more detailed list, including other governmental agencies. The City reserves the right to request or contact additional or different references from the provided customer list for consideration, including past experience with the City.

Additional references may be submitted as an attachment to show depth of client base and number of installations within the past five years. This includes clients that are currently in the process of implementing the proposed software solution.

II. SOFTWARE AND PROFESSIONAL SERVICES REFERENCES

Proposers to use the format provided in the table below for providing reference information in conformance with the guidelines in Section I. The City has a strong preference for public sector references that are using the proposed software solution, for new implementation project references and not upgrades from a previous version, and for references that have worked with the proposed system integrator/value-added reseller.

- References Numbered 1 – 5:
 - *Entity had a go-live date within the past five years*
- Reference Numbered 6:
 - *Entity had a go-live date five or more years in the past*

In the event the Proposer cannot provide the required six references, the Proposer may substitute other organizations to ensure six total references are provided, with understanding that this will be reflective in the evaluation of the Proposer. Substitute references may include those that are in the implementation process, have implemented comparable scopes of work without including all system modules, etc.

Table 5-01 Reference Table

Reference Table
Reference Number: <u>1</u>
Governmental Entity Name: <u>St. John's Northwestern Military Academy Foundation</u> What is the approximate staff count of the Entity? <u>84 Employees</u>
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): St. John's Northwestern Military Academy Foundation is a Ready Full-Suite reference customer. In 2023, they went live on Ready Full Suite as a new implementation. They have Ready Time, HR, Payroll, Payroll Service with Smartcheck for Ready, Performance, Recruiting, Scheduler, Leave, Benefits, Attestation, Accruals Manager, and ACA Manager. In 2024, they added Compensation. Their prior HR/Payroll vendor was ADP.
<p><u>Contact Information</u></p> <p>Address: <u>1101 GENESEE ST</u> City, State, Zip: <u>DELAFIELD, WI 53018, USA</u> Reference Contact Name: <u>Kristin Byrnes</u> Title: <u>Director of HR</u> Phone No.: <u>2626467114</u> Email Address: <u>kbyrnes@sjnacademies.org</u> Go-Live Date: <u>June 2023</u></p> <p><u>Project Information</u></p> <p>Name and Version of software system installed: <u>UKG Ready Full-Suite</u> Legacy software system replaced: <u>ADP</u> Scope of Modules installed: <u>Ready Time, HR, Payroll, Payroll Service with Smartcheck for Ready, Performance, Recruiting, Scheduler, Leave, Benefits, Attestation, Accruals Manager and ACA Manager. In 2024, they added Compensation</u> Model used (Hosted, On-Premise, SaaS, etc.): <u>SaaS, Hosted</u> Is this reference still using the software? <u>Yes</u></p>

Table 5-02 Reference Table

Reference Table
Reference Number: <u>2</u>
Governmental Entity Name: <u>Kenton County Fiscal Court</u> What is the approximate staff count of the Entity? <u>500 Employees</u> What is the approximate population served by the Entity? <u>170,000 Residents</u>
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): This was a new implementation for the UKG Ready Full Suite. Kenton County Fiscal Court is a UKG Ready customer. In June 2021, they went live on Ready Time and Accruals Manager [350 ees]. In June 2022, they went live on Ready HR and Recruiting [500 ees]. In April 2024, they went live on Ready Payroll [350 ees]. Prior HR and Payroll vendor is unknown.
Contact Information Address: <u>303 Court St Ste 307</u> City, State, Zip: <u>Covington, KY 41011</u> Reference Contact Name: <u>Jessica Ramsey, Project Manager & Data Analyst</u> Phone No: <u>(859) 392-1474</u> Email Address: jessica.ramsey@kentoncounty.org Go-Live Date: <u>June of 2021</u> Project Information Name and Version of software system installed: UKG Ready Full Suite Legacy software system replaced: <u>Unknown</u> Scope of Modules installed: <u>Ready Time and Accruals Manager [350 ees]. In June 2022, they went live on Ready HR and Recruiting [500 ees]. In April 2024, they went live on Ready Payroll</u> Model used (Hosted, On-Premise, SaaS, etc.): <u>SaaS, Hosted</u> Is this reference still using the software? <u>Yes</u>

Table 5-03 Reference Table

Reference Table
Reference Number: <u>3</u>
Governmental Entity Name: <u>County of Thompson</u> What is the approximate staff count of the Entity? <u>800 Employees</u> What is the approximate population served by the Entity? <u>105,500 Residents</u>
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): This project was a new implementation from a different system. In 2020, they went live on Ready Time (800 ees), Integration Hub, Accruals Manager, TeleStaff Enterprise SAAS, and Bidding SAAS (100 ees) for their fire department. In 2021, they added Ready HR, Payroll, Off cycle Payrolls, and Payroll Services (800 ees). In 2022, they added the ACA Manager for benefits (800 ees).
<u>Contact Information</u> Address: <u>125 E Court St</u> City, State, Zip: <u>Ithaca, NY 14850</u> Reference Contact Name: <u>Thomas Nunn, Payroll Operations Administrator</u> Phone No.: <u>(607) 274-5532</u> Email Address: <u>tnunn@tompkins-co.org</u> Go- Live Date: June <u>2020</u> <u>Project Information</u> Name and Version of software system installed: <u>UKG Ready Suite</u> Legacy software system replaced: <u>Unknown</u> Scope of Modules installed: Ready Time, Integration Hub, Accruals Manager, Ready HR, Payroll, Off-Cycle Payrolls and Payroll Services, ACA Manager, and for their fire department: Telestaff Enterprise SAAS and Bidding SAAS Model used (Hosted, On-Premise, SaaS, etc.): <u>SaaS, Hosted</u> Is this reference still using the software? Yes

Table 5-04 Reference Table

Reference Table	
Reference Number: <u>4</u>	
Governmental Entity Name: <u>Jersey City Housing Authority</u>	
What is the approximate staff count of the Entity? <u>190</u>	
What is the approximate population served by the Entity? <u>15,000 residents</u>	
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system):	
<p>This was a net new implementation for Jersey City from a legacy system. The Jersey Housing Authority went live with Ready in June 2020. They are utilizing UKG Ready Time, Accruals, ACA Manager, HR, Payroll, Payroll Services, Performance, and Compensation for approximately 190 employees.</p>	
<p><u>Contact Information</u></p> <p>Address: <u>400 US HIGHWAY 1</u></p> <p>City, State, Zip: <u>JERSEY CITY, NJ 07306, USA</u></p> <p>Reference Contact Name: <u>Arlyn Agustin, CFO</u></p> <p>Phone No.: <u>201-448-0057</u> Email Address: <u>aagustin@jcha.us</u></p> <p>Go-Live Date: <u>June 2020</u></p> <p><u>Project Information</u></p> <p>Scope of Modules installed: <u>UKG Ready Time, Accruals, ACA Manager, HR, Payroll, Payroll Services, Performance, and Compensation</u></p> <p>Model used (Hosted, On-Premise, SaaS, etc.): <u>SaaS, Hosted</u></p> <p>Is this reference still using the software? Yes</p>	

Table 5-05 Reference Table

Reference Table
Reference Number: <u>5</u>
Governmental Entity Name: <u>Las-Vegas Clark County Library District</u> What is the approximate staff count of the Entity? <u>750 Employees</u> What is the approximate population served by the Entity? <u>1.5 M Individuals</u>
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): This project was a migration from UKG workforce central to UKG Ready. Las Vegas-Clark County Library District (LVCCLD) is a UKG Ready full suite customer with approximately 750 employees, that previously utilized UKG Workforce Central. They went live with Ready Time, HR, Payroll, Leave in April 2021, Payroll and Accruals in May 2021, ACA Manager in July 2021, Performance in August 2021, and Scheduler in February 2022. Their main business driver for migrating to Ready HCM was a single integrated solution, one employee record, and streamlined HR, payroll, and timekeeping reporting. Ready HR is used with all employees and to track applicants. Employee coursework for OCEA safety is also tracked within HR. LVCCLD takes advantage of self-service tools and can view their tax forms online. Employees use open enrollment for deferred compensation enrollment. The following interfaces existed with Workforce Central and were then migrated to Ready: GL accrual, GL payroll, Biz Library, Halogen Benefit (LMS and performance management - custom report), and Cadient.
<u>Contact Information</u> Address: 7060 W Windmill Ln City, State, Zip: <u>Las Vegas, NV 89113</u> Reference Contact Name: <u>Glodia Thomas, HRIS Manager</u> Phone No.: <u>7025076238</u> Email Address: <u>thomasgl@lvccld.org</u> Go-Live Date: July 2021__ <u>Project Information</u> Name and Version of software system installed: <u>UKG Ready Suite</u> Legacy software system replaced: <u>Workforce Central</u> Scope of Modules Installed: Ready Time, HR, Payroll, Leave, Payroll, Accruals, ACA Manager, Performance, Scheduler Model used (Hosted, On-Premise, SaaS, etc.): <u>SaaS, Hosted</u> Is this reference still using the software? Yes

Table 5-06 Reference Table

Reference Table
Reference Number: <u>6</u>
Governmental Entity Name: <u>Town of Breckenridge</u> What is the approximate staff count of the Entity? 500 Employees What is the approximate population served by the Entity? 4,540
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system: This project was a migration from UKG Workforce Central to UKG Workforce Ready in April 2022. A workforce of 350 employees, which also includes the police and transportation department, are using Ready Time and Scheduling, Payroll HR, Leave, ACA Manager Attestation, Payroll Services with SmartCheck, Benefits, and Accruals Manager. Reporting has allowed for labor budget forecasting and accurate overtime monitoring. Supervisors use the systems for reporting to better understand labor trends. HR is used to track employee benefits. The town uses Caselle and Sire for its financial systems, NeoGov for hiring, and PaperVision for records management.
<u>Contact Information</u> Address: 150 Ski Hill Rd City, State, Zip: Breckenridge, CO 80424, USA Reference Contact Name: Lucy Laws, Payroll Administrator Phone No.: 970-453-3377 Email Address: lucyl@townofbreckenridge.com Go-Live Date: April 2022 <u>Project Information</u> Name and Version of software system installed: UKG Ready Legacy software system replaced: UKG Workforce Central Scope of Modules installed: Ready Time and Scheduling, Payroll HR, Leave, ACA Manager Attestation, Payroll Services with SmartCheck, Benefits, and Accruals Manager. Model used (Hosted, On-Premise, SaaS, etc.): <u>SaaS, Hosted</u> Is this reference still using the software? Yes

Table 5-07 Reference Table

Reference Table
Reference Number: <u>7</u>
Governmental Entity Name: <u>City of Noblesville</u> What is the approximate staff count of the Entity? 450 Employees What is the approximate population served by the Entity? 51,969
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system: <p>The City of Noblesville is a Ready full-suite reference customer that started using UKG in 2017. The City has a workforce of 450 employees and used ADP Enterprise E-Time for timekeeping and PeopleSoft for HR, payroll, and accounting purposes prior to coming to UKG. ADP had horrible customer support, and there was a huge need to find a solution to streamline and consolidate all timekeeping, payroll, and HR processes, thus looking to Kronos to meet their needs. The City of Noblesville uses Ready Time, HR, Payroll, and Payroll Services to streamline its daily workforce management processes. Using Oracle-PeopleSoft for ERP. The City imports employee demographic info into Ready (source system unknown).</p>
<p><u>Contact Information</u></p> <p>Address: 16 S 10th St Ste 270 City, State, Zip: Noblesville, IN 46060 Reference Contact Name: Debra Nulliner, Payroll Administrator Phone No.: (662) 232-2453 Email Address: braxton@oxfordms.net Go-Live Date: March 2017</p> <p><u>Project Information</u></p> <p>Name and Version of software system installed: UKG Ready Suite Legacy software system replaced: ADP Scope of Modules installed: Ready Time, HR, Payroll, and Payroll Services Model used (Hosted, On-Premise, SaaS, etc.): <u>SaaS, Hosted</u> Is this reference still using the software? Yes</p>

Table 5-08 Reference Table

Reference Table	
Reference Number: <u>8</u>	
Governmental Entity Name: <u>City of Oxford</u>	
What is the approximate staff count of the Entity? 540 Employees	
What is the approximate population served by the Entity? 28,011 People	
<p>Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system:</p> <p>The City of Oxford is a full suite UKG Ready reference customer. In February 2015, The City of Oxford issued an RFP for a cloud-based integrated Human Resources, Payroll, and Time & Attendance solution and selected UKG to meet its WFM and HCM needs. The city uses Ready Time, HR, Payroll, Accruals, ACA Manager for approximately 540 employees, and Tax Filing (BSI) for 350 ees - across 25 sites. Oxford went live with Accruals in early December 2015. Oxford's website has a live link to accept job applications online and to list open positions. Employees use mobile Android and Apple devices to punch, view accruals, schedule time, switch cost centers, and request time off. The location of some employees' punches is recorded.</p>	
<p><u>Contact Information</u></p> <p>Address: 107 Courthouse Sq</p> <p>City, State, Zip: Oxford, MS 38655</p> <p>Reference Contact Name: Braxton Tullos, Human Resources Director</p> <p>Phone No.: (662) 232-2453 Email Address: braxton@oxfordms.net</p> <p>Go-Live Date: December 2015</p> <p><u>Project Information</u></p> <p>Name and Version of software system installed: UKG Ready Suite</p> <p>Scope of Modules Installed: Ready Time, HR, Payroll, Accruals, ACA Manager and Tax Filing (BSI)</p> <p>Model used (Hosted, On-Premise, SaaS, etc.): <u>SaaS, Hosted</u></p> <p>Is this reference still using the software? Yes</p>	

III. CONTRACT TERMINATION/NON-RENEWAL

Provide a summary of any contracts/license agreements/hosted subscriptions that the customer provided notice of cancellation to your firm, with or without cause, or elected to not renew in the past five years as it relates to the software solution proposed. The summary shall state the name of the customer, summary of the contract, term of the contract and reason for cancellation or non-renewal. *If none, state as such.*

Submitted as an Exhibit ☐ or Response provided as: See below

This information is considered proprietary and is not available to the public. Customer cancellation, in any event, is rare because of UKG's excellent track record of successful implementation. In addition, UKG maintains very high levels of customer satisfaction, as verified in independent industry surveys.

Upon request, we would be glad to meet and share with you why some implementations are more successful than others and what both our customers and we, as a company, have learned from these experiences.

IV. LITIGATION

Provide a summary of any litigation filed against the Proposer or subcontractor/partner in the past seven years, which is related to the services that Proposer provides in the regular course of business. The summary shall state the nature of the litigation, a brief description of the case, the outcome or projected outcome, and the monetary amount involved. *If none, state as such.*

Submitted as an Exhibit ☐ or Response provided as: See below

From time to time and in the ordinary course of our business, the company or its subsidiaries is involved in various claims, demands, suits, investigations, or proceedings, including actions concerning contracts, intellectual property, and employment matters. While it is impossible to predict the outcome of these matters with certainty, we do not expect the results of any of these actions to have a material adverse effect on our business or financial condition or on our ability to provide products or services to you.

Tab 6 – Cost Narrative

I. PART I: COST WORKSHEETS

Proposer to submit and complete the Cost Worksheets as contained in Attachment C. Proposers shall not modify the worksheets in any way. The City understands that there will be potentially four primary types of costs associated with procuring a new system: software licensing, implementation services, annual maintenance costs, and annual subscription costs.

The below statements are provided to further guide the Proposer on how to fill out the cost worksheets.

- a. **Software Licensing Cost:** Software license costs include all costs related to licensing the software application and include third-party software license fees, where applicable. In presenting software license fees, the Proposer shall:
 - Explain all factors that could affect licensing fees in the Vendor Notes field of Attachment C.
 - To the extent possible, the Proposer shall show any applicable discounts separately from the prices for products and Services.
- b. **Implementation Services Cost:** Implementation service costs typically include all costs related to professional services (including general implementation, project management, configuration, and other professional services), data conversion, customization, and training. It is important to note the following:
 - In the event the product or service is provided at no additional cost, the item should be noted as "No charge."
 - In the event the product or service is not being included in the Proposal, the item should be noted as "No bid."
 - Proposer shall make clear the basis of calculation for all fees and costs.
 - All estimated travel expenses and related out-of-pocket costs must be included as a separate line item in Attachment C on a not-to-exceed basis. The City shall not be liable for additional travel costs or out-of-pocket costs incurred for any reason outside the City's control. Travel expenses will be paid as incurred on a monthly basis.
- c. **Annual Maintenance Cost:** Annual maintenance costs include the annual maintenance and support fees for the application environment. The City expects software maintenance costs will not increase in the first five (5) years upon go-live operation and will increase by no more than 3% annually thereafter, and that maintenance costs will not be payable until after go-live sign-off. Unless a standard offering or otherwise included in scope of the Proposal, Proposers shall list any disaster recovery, enhanced support, or annual hosting server upgrade or other costs as optional.

- d. **Ongoing Software Subscription Cost (If SaaS Deployment):** Ongoing software subscription costs include the annual payments for access to the software, hosting costs, backup costs, and potentially disaster recovery provisions. The City expects to pre-negotiate any rates of increase in these costs in the first 10 years. The City expects annual subscription costs will not increase in the first five (5) years upon go-live operation and will increase by no more than 3% annually thereafter.

II. PART II: TRAVEL AND EXPENSE EXHIBIT

- i. **Proposer to submit a travel and expense policy that will apply for the duration of the Project up to final payment and for the future as it relates to any renewal terms.** The City requests that vendors traveling to perform onsite services stay in lodging accommodations within City limits. The City expects that vendors do not charge professional services rates for time spent in connection with traveling to and from the City to perform services.

Confirm Exhibit attached in Price Proposal See below

UKG anticipates that this project will be conducted remotely and has proposed this to be the city's most cost-effective approach. We would be open to onsite engagements as required by the city and have attached the travel and expense policy for reference. We would need to discuss the scope of those engagements prior to confirming the hours and price.

Please click link or view Tab 6 Exhibit below.

[UKG Travel Policy \(1\) \(1\).pdf](#)

III. PART III: PAYMENT AND RETAINAGE TERMS

- i. **Proposer to submit a brief statement of agreement with the payment and retainage terms identified herein for each Cost Worksheet submitted.** If a Proposer does not agree with all items, a description should be provided for those items for which an exception is taken.
Proposer confirms that the RFP proposal is submitted in compliance with the payment and retainage terms provided below in Part III.b.iii, Payment and Retainage Terms.

Brief Statement:

The UKG standard policy on subscription costs / SaaS fees for new software begin 90 - 180 days after the execution of the contract, depending on the scope of services. We welcome the opportunity to negotiate mutually agreeable payment terms for all existing and new SaaS fees if awarded this contract.

Please see Attachment C for a sample of our milestone-based payment schedule. We welcome the opportunity to draft a mutually agreed upon payment schedule.

- ii. **The City requests that the following Payment and Retainage Terms be utilized for the City's Project:**

- a. **Software Licensing: Use of an acceptance-based payment schedule for software licensing.**
 - i. **Potential milestones including system deployment, Phase Kickoff, Initial Module/System Configuration, Approval of Phase Go-Live, and Acceptance of System.** The City expects that licensing for any software modules will not be payable until the associated project phase for that module begins. For example, if Module X were a part of a potential Phase II to the project, the City would expect to have payment milestones for Module X begin with the phase kickoff for Phase II.

- ii. **Proposer shall fully describe their proposed milestone-based payment schedule for software licensing as part of their Price Proposal.**

Brief Statement:

UKG will do our best to accommodate the request listed above and if down selected to vendor of choice will work out a payment plan that all parties will be agreeable to.

b. Implementation Services Cost: Implementation service costs typically include all costs related to implementation, configuration, data conversion, customization, and training.

- i. **The City prefers that implementation service costs be proposed as “not-to-exceed” amounts and that the City will be charged for Services as incurred up to the not-to-exceed amounts. Establishment of a not-to-exceed amount does not obligate the City to expend the full amount.**
- ii. **The City prefers that services be invoiced on a deliverable, phased, or milestone basis.**
- iii. **The City prefers that twenty percent (20%) of each invoice for the implementation service costs will be retained (as a “holdback”) until successful completion, and the City’s written acceptance, of the Project.**

Brief Statement:

Invoices for products are generated upon shipment with terms of 30 days. Professional Services and Maintenance contract bill according to contractual agreements. We can automatically have invoices e-mailed to a person in a centralized Accounts Payable mailbox. The customer can also pay invoices via ACH or wire.

c. Annual Maintenance Cost: The City expectation is that it will not pay maintenance fees on functional areas being implemented nor will the annual maintenance period begin until formal City acceptance has been provided to approve live processing for the associated Project phase. For example, the annual maintenance fees associated with the purchasing module will be paid upon City acceptance of the Project phase associated with the purchasing module.

Brief Statement:

UKG does not charge maintenance fees, we are proposing Software as a Service.

d. Ongoing Software Subscription Cost (If SaaS Deployment): Ongoing software subscription costs include the annual payments for access to the software, hosting costs, backup costs, and potentially disaster recovery provisions. The City expects that subscription costs for software modules will not be payable until the associated project phase for that module begins. For example, if payroll were a part of a potential Phase II to the project, the City would expect to have payment for the payroll module begin with the phase kickoff for Phase II. The City expects to pre-negotiate any rates of increase in these costs in the first 10 years.

Brief Statement:

The UKG standard policy on subscription costs / SaaS fees for new software begin 90 - 180 days after the execution of the contract depending on the scope of services. We welcome the opportunity to negotiate mutually agreeable payment terms for all SaaS fees if awarded this contract.

IV. NARRATIVE DESCRIPTION OF PRICE PROPOSAL

Proposers are encouraged to include a narrative description of the proposed costs, including, at a minimum the following;

a. Any optional services/offerings for professional services

Brief Statement:

UKG is open to professional service engagements in order to meet the needs of the City of Superior. Those services can be scoped on a per occasion basis.

b. Any discounts that have been offered

Brief Statement:

UKG is presenting the OMNIA pre-negotiated pricing, which is at a discount from the list price.

c. Any additional service offerings that may be out of scope but may be available on an optional basis to serve to shift some of the implementation work effort from the City to the vendor during implementation.

Statement:

From time to time, when customers need more support for their UKG Ready Launch (implementation), UKG will work with the customer to find a certified UKG Ready Launch partner. UKG has its own UKG Ready Launch team, but a customer can use a partner. During the sales process, the customer and the UKG team will mutually decide the best path. The details will be determined at the time of the contract signature. To see a list of our partners, please see: <https://marketplace.ukg.com/en-US/home>

d. Any projected or anticipated cost savings or cost avoidance considerations related to the proposed software and services (savings in City staff time, savings in ongoing hardware acquisition/maintenance costs, etc.).

Statement:

UKG has presented the most cost-effective approach to this project in our proposal. On average, we see \$438 per employee per year in savings when coming from antiquated, paper, or manual systems. This average is based on our data-driven value assessments of our current public sector Client Base and was not created specifically for Superior Wisconsin. We have seen the averages hold true and can provide a conservative estimation for the city.

e. A description of any future upgrade costs, including upgrades to hardware, software, and related professional services costs (such as training, configuration, and other anticipated services costs related to upgrades in the future).

Statement:

Within the scope of this proposal and timeline of this contract, there are no anticipated upgrade costs for hardware, software, and professional services.

f. A description of the estimated travel costs, including the number of trips, average duration of trips and number of staff included per trip, average cost per trip, and whether seasonality in pricing has been considered in the travel estimate.

Statement:

UKG is presenting a remote implementation and go live.

g. Other topics or statements related to the price proposal that the Proposer feels will help the City better understand the pricing structure or key differentiators for the proposed products and services.

Statement:

The City of Superior requires a robust time and attendance system to accurately track time and comply with complex labor laws. While many proposals will recommend using the built-in time and attendance features of an ERP system, we advise against this approach for several reasons.

Limitations of ERP Systems:

- **Scalability:** ERP time and attendance modules often struggle with the large data volumes generated by a sizable workforce like The City's.
- **Flexibility:** These systems may not adequately support the diverse schedules and roles within a school district, including bus drivers, food services, and other support personnel.
- **Compliance:** Built-in ERP solutions often fall short in navigating the complexities of labor laws, increasing the risk of non-compliance and associated penalties.

Recommendation: UKG Time and Attendance Solution We recommend UKG, a best-in-class time and attendance solution designed for large organizations, offering:

- **Advanced Tracking:** Real-time, precise records of employee hours.
- **Comprehensive Compliance:** Built to handle complex labor laws, reducing non-compliance risks.
- **Customizable Features:** Tailored to meet the unique needs of The City, from tracking extracurricular activities to managing diverse employee schedules.

Addressing Wage and Hour Complaints: Approximately 40% of DOL Wage & Hour Division complaints in the past two decades have involved school employees seeking unpaid wages for extracurricular activities, often leading to federal lawsuits. UKG helps mitigate these risks by:

- **Ensuring Accurate Records:** Fair compensation for all hours worked, including extracurricular activities.
- **Providing Transparency:** Detailed records that help resolve disputes quickly and effectively.

Conclusion: For an organization as large and complex as City of Superior, a specialized time and attendance system like UKG is essential. It enhances accuracy, ensures compliance, and mitigates risks associated with wage and hour complaints. Relying on the built-in ERP time and attendance features is not sufficient to meet The City's needs. Investing in a best-in-class solution like UKG is a strategic and financially prudent decision.

Tab 6 Exhibit 1 - UKG Travel Policy



UKG TRAVEL POLICY

Policy

Employees of UKG Incorporated traveling on customer business are expected to use the UKG corporate Travel Agency - Egencia, online booking tool and preferred suppliers for all air, lodging and ground transportation arrangements. UKG employees will exercise sound business judgment when incurring all expenses.

Airfare:

Airline reservations are expected to be made utilizing the UKG corporate Travel Agency - Egencia, online booking tool. Employees are expected to travel at the least expensive, unrestricted coach class fare that is generally available during business travel hours. Reasonable business travel hours are defined as Monday through Friday between 7:00AM and 9:00PM. Business class and first class travel are not allowed. UKG employees will book reservations as far in advance as possible to realize savings.

Lodging:

Hotel reservations are expected to be made utilizing the UKG corporate Travel Agency - Egencia, online booking tool. In many cases UKG has negotiated special corporate rates with specific hotels. If a negotiated rate does not exist, UKG will, when possible, use promotional rates or the Egencia rate to secure the lowest rate available. When available, employees should utilize hotels in the moderate category (single rooms with bath). UKG employees traveling to customer locations should check with customer to determine if the customer has preferred rates at specific hotels.

Ground Transportation:

Shuttle/Taxi Services: Shuttle/taxi services will be used when UKG employees do not have use of personal or rental autos and will be reimbursed at actual cost. UKG employees will share rides when possible, and will make use of airport and/or hotel shuttle services when available.

Auto Rental: All auto rental reservations are expected to be made utilizing the UKG corporate Travel Agency - Egencia, online booking tool. UKG employees will rent a compact class of auto. A full size/standard class of auto may be used when two or more employees are traveling together. Reimbursable rental charges are generally limited to car, tax, mileage (to the extent charged by the rental agency) and gasoline.

Parking: Parking fees will be reimbursed at actual cost. UKG employees should check with customer personnel to determine if parking "validation" is available. If validation results in a lower parking rate, the lower rate will be reimbursed. If validation results in free parking, no reimbursement will be necessary.



Mileage: UKG employees traveling in their personal automobiles will be reimbursed for mileage per the standard reimbursement rate approved by the Internal Revenue Service.

Tolls: Toll expenses will be reimbursed at actual cost.

Meals:

Actual reasonable meal costs (Breakfast, Lunch and Dinner) will be reimbursed.

Phone:

Reasonable customer business-related telephone, internet, and facsimile fees will be reimbursed.

Miscellaneous Expenses:

- Shipping costs incurred on behalf of customers will be reimbursed at actual cost.
- Customary gratuities will be reimbursed.

Expense Reports:

UKG will provide customer with an accounting of reimbursable expenses via submission of a monthly expense report.

Receipts:

UKG will provide customer with receipts for all reimbursable expenses greater than \$25.

Prior Approval:

Customers requiring pre-approval of UKG travel expenses will provide UKG with a document describing the approval process to be followed. Customer acknowledges that approval delays may result in increased air/hotel costs as well as project delays.

Tab 7 – Sample Contracts, Warranty, and Escrow

I. SAMPLE CONTRACTS FOR EACH LICENSE MODEL PROPOSED

i. As an Exhibit to Tab 6, Proposer to provide their sample contract(s) that would be used as basis for developing:

- i. The software licensing agreement (if applicable)
- ii. The recurring maintenance agreement (if applicable)
- iii. The software subscription agreement (if applicable)
- iv. The professional services agreement (if applicable)
- v. The data privacy agreement (if applicable)
- vi. Any other agreements (service level agreement, escrow, etc.) as applicable

Exhibit submitted: Yes

Please click link or view Tab 7 Exhibit below.

[UKG OMNIA Disclaimer Page with Agreements..pdf](#)

ii. Proposer to describe the overall contract structure, including how (if any) MOUs or other inter-party agreements between sub-contractors would be structured:

Not applicable - no partners are involved in this RFP.

iii. Are the proposed software/services available for purchase through any existing cooperative purchasing agreements or pre-competed contracting vehicles (e.g., OMNIA Partners, NASPO ValuePoint, Sourcewell)?

Yes, we are available for procurement through the Omnia Contract.

II. THIRD-PARTY LICENSE AGREEMENTS

i. As an Exhibit to Tab 6, Proposer to provide any third-party license agreements that would be separate from the Proposers license agreement, i.e., Adobe or other partner/third-party modules proposed.

Exhibit submitted: No

The proposed UKG Agreement contains all terms and conditions for all products/services proposed by UKG.

III. WARRANTY

i. A comprehensive warranty in form and content satisfactory to the City is sought by the City for all software and implementation services covered by this RFP. The entire system solution as proposed in this RFP must include a first-year warranty (for Proposer-supplied hardware and software) to conform to contractually agreed specifications, and to protect against any defects or damage caused by Manufacturer, Proposer, or subcontractors, in the systems' equipment or software. The year-one warranty will begin (for products accepted in phases) at the point that the system is officially accepted by the City. All repairs made under warranty will be at the sole expense of the Proposer (or Manufacturer), including parts, software, labor, travel expenses,

meals, lodging and any other costs associated with the repair.

Proposer to provide as an Exhibit to Tab 6 or submit below a detailed explanation of their Warranty provisions. Proposer to be explicit in when the warranty period expires and when the fees for maintenance will start and be invoiced.

Attached as an Exhibit: or detailed below as:

Please click link or view Tab 7 Exhibit below to view UKG's Warranty, Section 11 of the Kronos SaaShr Master Service Agreement within the Omnia Contract.

[UKG OMNIA Disclaimer Page with Agreements..pdf](#)

Tab 7 Exhibit 1 - UKG OMNIA Disclaimer Page with Agreements

UKG Legal Disclaimer

Kronos SaaShr, Inc. Legal Disclaimer

Kronos SaaShr, Inc., a UKG company (herein after “UKG”) submits this proposal in good faith with the intention of using the terms and conditions of the Master Agreement Reference # 18221 dated March 18th, 2019, between the Cobb County, GA (acting as the “Lead Agency”) and UKG which are hereby incorporated herein by reference (referred to as the “U.S. Communities Agreement #18221”) and is available at: <https://www.omniapartners.com/suppliers/ukg/public-sector/contract-documents>. UKG does not consider the proposal itself to be a legally binding offer to contract. If awarded business by **City of Superior, WI** pursuant to this RFI/RFP, UKG is willing to negotiate limited, necessary and reasonable changes to the U.S. Communities Agreement #18221 that would be mutually agreeable to both parties. UKG expects that neither the RFI/RFP nor UKG’s proposal will be incorporated into any definitive agreement, but such agreement will address the topics in the RFI/RFP and UKG’s proposal and supersede both. While UKG has attempted to clearly state its response for the requirements and specifications, **City of Superior, WI** should not assume that the proposal implicitly meets all the stated requirements and specifications as stated in the RFI/RFP. The implementation scope and time frame is an estimate only and will be subject to a final statement of work and order form to be mutually agreed upon by **City of Superior, WI** and UKG prior to finalizing the contract. Additionally, UKG has included its certificate of insurance as part of its proposal and takes exception to any insurance requirements of the RFI/RFP that are inconsistent with the UKG certificate of insurance it has provided. More information about UKG’s partnership with U.S. Communities and Omnia Partners can be found at: <https://www.omniapartners.com/suppliers/ukg/public-sector>

Relationship between Kronos & UKG Inc.

UKG Kronos Systems, LLC, Kronos SaaShr, Inc., and Great Place To Work® Institute, Inc. are subsidiaries of UKG Inc. This proposal and the responses provided may include information containing UKG Kronos Systems, LLC, Kronos SaaShr, Inc., and UKG Inc. product descriptions, facts, operations, procedures, certifications, etc. available at the time of proposal submission. Statements regarding future actions, services, or products of UKG or any UKG companies are subject to change as integrated product enhancements or additions, discontinuation of product modules/services or other changes to products or services offered by UKG evolve. All responses are based on our total solution offering and may not be accurate if some components are not purchased.

Confidential Information

This document contains confidential, proprietary and trade secret information belonging to UKG Inc. and its affiliates (collectively “UKG”) and is intended only for the person(s) or entity and for the purpose for which it is provided. UKG reserves any and all rights in the information contained in this document. If **City of Superior, WI** is a public entity, UKG acknowledges that **City of Superior, WI** is subject to applicable public record laws. UKG expects that any such confidential, proprietary, and trade secret information will remain confidential. To the extent permitted under applicable law, **City of Superior, WI** hereby agrees to provide UKG with notice and a chance to object to any disclosure of UKG’s proposal.

Tab 8 – Exceptions to Project Scope and Contract Terms

The City reserves the right to disallow exceptions it finds are not in the best interests of the City. Any and all exceptions must be identified and fully explained in the submitted Proposal. It is the City's intention to be made aware of any exceptions to terms or conditions prior to contract negotiations.

*Note: Deviations to the payment and retainage schedule to be provided in the Price Proposal.
Deviations to functionality to be provided in Tab 8 (Attachment B).*

I. DEVIATIONS TO SCOPE OF WORK

- i. The Proposer to identify and describe any exceptions/deviations to the Scope of Work and identify their impact to the City, including, but not limited to workarounds; reductions in performance; capacity; flexibility; accuracy; and ultimately, cost and value.

No deviations to the Scope of Work identified, however the final scope would be subject to mutual negotiation of an Order, Statement of Work, and definitive Contract between the parties.

- ii. Proposer to identify the areas where they feel the requested service or product is not available, deviates from the specific requests, or is deemed an unwise or unwarranted approach.

N/A

II. DEVIATIONS/EXCEPTIONS TO RFP TERMS AND CONDITIONS AS PROPOSED BY THE TOWN

- i. As an Exhibit to Tab 7, Proposer to provide any deviations or exceptions to the language proposed by the City in the RFP. Each item to be listed along with the requested alternative language for review by the City.

If no deviations taken, state as such. Substantive exceptions to the City's terms, submitted after the date and time established for the submittal of Proposals, will not be considered.

In response to the request for deviations or exceptions to the language proposed by the County in the RFP, we acknowledge that we are taking deviations from the proposed terms. Please refer to the attached Kronos SaaShr, Inc. **Legal Disclaimer**.

Please click link or view Tab 8 Exhibit below.

[UKG OMNIA Disclaimer Page with Agreements..pdf](#)

Tab 8 Exhibit 1 - UKG OMNIA Disclaimer Page with Agreements

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Tab 9 – Functional and Technical Requirements Response - City of Superior ERP RFP Attachment B

Please click link or view Tab 9 Exhibit below.

[Tab 9 Exhibit 1 - UKG Ready Data Conversion.pdf](#)

Tab 9 Exhibit 1 - UKG Ready Data Conversion

UKG Ready History Loads



The following information is designed to provide a high-level overview of the standard data conversion during a typical UKG Ready Implementation.

Included during the initial standard Implementation Experience

- Employee Master Data Import - this process sets up the employee record.
 - Employee demographic data
 - Company level data
 - Current pay rate
 - Current salary
 - Current job(s)
 - Earning codes
 - Deduction & benefit codes
 - Tax code data

This process does not include historical data category types. Only the employee's current profile information is imported. Historical Data Load Category Types are detailed separately.

- Check Detail History (for non-January starts) - this process imports YTD payroll totals (by pay period) for earnings, taxes, and deductions for each employee up to that point in time.

For customers going live in January, a check detail history import will not be necessary. Importing check detail history is what allows us to take over for tax filing, W-2 processing, etc.

UKG Ready History Loads

- PTO/Accrual Plan Balances - PTO/accrual plan balances include:
 - Allowed (earned)
 - Taken (used)
 - Pending (earned but not yet available for use)

UKG Ready will use these data elements to calculate the available balance.

Optional Data Imports

Imported at no additional charge if converted during the initial Implementation Experience

- Required information for ACA reporting (if going live mid-year)
- Emergency Contacts, Dependents, Beneficiaries
- Award history
- Educational history
- Licenses
- Company property
- Skills
- Additional phone numbers
- Military info
- I-9 and visa information
- Birth country and nationality
- Previous employment

Not Imported

- Time and attendance history
- Prior Benefit election history

UKG Ready History Loads



Optional historical imports with additional fees

The following information is available to be imported for additional fees.

- Job Change History **\$1,000.00** per year
 - This includes history for job changes, organizational level changes, supervisor changes, etc.
- Loading Employee Demographic Information (outside of the current employee data load that is included with implementation) **\$2,000.00**
 - This is a one-time import of employee demographic information for terminated employees or other employees not included with standard implementation.
- Base Compensation History **\$1,000.00** per year
 - This includes history for base compensation changes and reasons for base compensation change.
- Third Party Pay/Check Detail History **\$8,500.00** per year
 - This is the actual check detail history. This is a significant amount of data for the customer to collect and prepare for the conversion and it is an uncommon conversion.
- Payroll Hours History **\$2,500.00** per year
 - This is an hours import mostly for ACA purposes.
- ACA History **\$2,500.00** per year
 - The includes loading employee status, hours, and benefit enrollment for ACA calculation.

Not Available as a Historical Load

- Time and attendance history
- Prior Benefit election history

**UKG Response to City of Superior Attachment B – Functional and Technical
Requirements**

City of Superior
Functional and Technical Requirements

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	Total Functional Requirements:	2,698

Indicator	Definition	Instruction
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Offerors in accordance with agreed-upon configuration planning with the City.	Offeror are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.
F	Future: Feature/Function will be available in a future software release available to the City by January 1, 2026, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Offeror shall indicate the planned release version, as well as the time the release will be generally available.

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C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications. All related customization costs should be indicated in <i>Attachment C1 – Cost Worksheet</i> .	If a response indicator of “C” is provided for a requirement that will be met through a custom modification, the Offeror shall indicate the cost of such a modification.
T	Third Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system. This system should be specified.	If a response indicator of “T” is provided for a requirement that will be met by integration with a third-party system, the Offeror shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements using the “S”/“C”/“T”/“N” response indicators with a clear notation that the responses are provided by the third-party.
N	No: Feature/Function cannot be provided.	N/A

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Indicator	Definition	Instruction		
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system’s ability to meet the requirement.		
F	Future: Feature/Function will be available in a future software release available to the City by January 1, 2026 at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of “F” is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version, as well as the time the release will be generally available.		
C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications. All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of “C” is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.		
T	Third Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system. This system should be specified.	If a response indicator of “T” is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements		
N	No: Feature/Function cannot be provided.	N/A		
General and Technical				
Req #	Description of Capability	Criticality	Vendor Response	Comments
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	

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GT.2	The system shall support import and export data with web services formats.	Critical	S	<p>Importing and exporting data is an important feature of any Human Capital Management solution. UKG Ready solution has several options available to support the ability to import or export data. Included in UKG Ready is a tool called the Workforce Integration Hub. Workforce Integration Hub includes a set of technologies that allow UKG to build and deploy integrations between UKG Ready solution and third-party systems. The benefits of Workforce Integration Hub include:</p> <ul style="list-style-type: none"> • Share employee data with other applications in target formats • Keep all information synchronized across all systems • Achieve seamless integration across all applications • Accelerate time to value with easy to build and deploy integrations • Improve data integrity and consistency by quickly integrating disconnected information silos in your business • Auto-schedule interface processes for timely, effortless data exchange <p>The tools available as part of the Workforce Integration Hub include a marketplace (with a library of preexisting integrations), Rest APIs, Boomi, Middleware, and Custom Integrations. In addition to the Workforce Integration Hub users also have the ability to build and export on-demand reports to data formats including xls, csv, txt, pdf, and other options.</p>
GT.3	The system shall integrate with third-party signature validation systems (e.g., DocuSign).	Desired	S	<p>UKG Ready does have the ability to integrate with third party solutions, yet also provides its own proprietary Document Management and signature solutions so that an integration with third parties is not needed. If it is preferred to integrate with a third party, this would be dependent on the third party's ability to integrate.</p>
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	<p>UKG Ready provides the ability to integrate with other solution through API's using File Exchange, REST and SOAP API's. A detailed list of the API library can be provided upon further discovery.</p>
The system shall import and export data from (or to) standard file formats including but				

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GT.5	.html;	Critical	S	
GT.6	PDFs that are text based and searchable;	Critical	S	
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	
GT.12	.xml; and	Critical	S	
GT.13	Other City-defined desktop productivity applications.	Critical	S	<p>At UKG, we treat our customers like partners and will assist or provide direction based on the interface and UKG tool being used. The UKG Ready Integration Hub allows the UKG Services team or a certified UKG Services Partner to build and deploy integrations between UKG Ready and third-party systems — using industry-proven integration tools — quickly and efficiently for improved data integrity and faster time to value. These tools include:</p> <ul style="list-style-type: none"> • UKG Ready middleware: This integration option connects UKG Ready applications to on-premise legacy systems, enabling you to send files to a local network printer, upload files from a local network to the cloud, or download files from the cloud to a local computer. • REST APIs: Working as an underlying layer for data access, the REST architecture provides public XML APIs — wrapped in a web service — which are generally executed using GET and POST commands. UKG has built a robust library of REST APIs for UKG Ready, which it continues to expand with each product update. • Import/export: Import templates, available for various functionalities and settings, allow customers to import data directly into UKG Ready. • Boomi: This flexible integration platform as a service allows the UKG Services team or a certified UKG Services Partner to leverage a library of prebuilt connectors to easily configure integrations with an ever-expanding set of industry-standard third-party systems.
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	UKG Ready provides the ability to integrate with other solution through API's using File Exchange, REST and SOAP API's. A detailed list of the API library can be provided upon further discovery.

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GT.15	The system has the ability to support API's (Application Programming Interface) for third-party system integration.	Critical	S	UKG Ready provides the ability to integrate with other solution through API's using File Exchange, REST and SOAP API's. A detailed list of the API library can be provided upon further discovery.
GT.16	The system has its own API keys and connectors for third-party and in-house system integration.	Desired	S	UKG Ready provides the ability to integrate with other solution through API's using File Exchange, REST and SOAP API's. A detailed list of the API library can be provided upon further discovery.
GT.17	The system shall support scheduled data feeds for exchanging file import/exports with third-party systems.	Desired	S	The data feeds can be integrated in a variety of ways including APIs or via a UKG component called Middleware. UKG Ready implementation services team will assess the data feeds and make best practice recommendations based on the data that needs to be transferred.
GT.18	The system shall provide a centralized data dictionary that fully describes table structure, interdependencies, and appropriate levels of metadata.	Critical	N	Data Dictionary is not provided as it is not necessary based on the ease of use of the solution.
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	
GT.20	The system shall support application of certificate verified internal electronic signatures providing assurance of authenticity, integrity, and non-repudiation.	Critical	N	We do have an electronic signature that is validated via log in standard validations with those data points stored but there is no certificate verified internal signature option.
GT.21	The system shall operate on mobile devices (e.g., tablets, smart phones) and size-render appropriately.	Desired	S	<p>UKG Ready™ mobile app is a comprehensive tool that connects you to all your HR, payroll, talent, and time needs from anywhere, anytime. With all the information you need, you can efficiently perform various tasks to balance your work and personal life.</p> <p>Whether you're on a job site, on the road, at home, or simply on the move, you can access everything you require from your mobile device. In just a few clicks, you can clock in or out of a shift, check your pay, request time off, enroll in benefits, or handle any other similar tasks.</p> <p>If you're a manager, the app also has features for you. You can adjust your team's schedule to fill gaps, work on performance reviews, handle approvals, or even analyze trends like who's likely to leave or how your team is feeling about their work. This way, you can make a difference for them and your business. All of this can be done on the go with the Ready mobile</p>

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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	<p>End-users may access UKG Ready applications via a web browser or mobile app provided that the following requirements are met. The list shown below are operating systems we support, though they may not be actively tested.</p> <p><u>Desktop</u></p> <ul style="list-style-type: none">• Platform: Windows (OS Version 7, 10)• Platform: Mac (OS Version 10.13.4 High Sierra) <p><u>Mobile</u></p> <p>UKG Ready Mobile app runs on the following Apple or Android mobile devices with a data plan or Wi-Fi:</p> <ul style="list-style-type: none">• Apple® iOS: Latest versions• Android™ OS: 5.0 and higher <p><u>Browser</u></p> <p>End-users may access UKG Ready applications via a web browser or mobile app provided the following requirements are met:</p> <ul style="list-style-type: none">• Edge• Chrome™/Firefox®/Safari®: Current versions• Mobile: We have limited support for mobile platforms using the browsers listed above
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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	<p>Your implementation environment will be your test environment, which we will flip to Production at the Go-Live phase. Once it is flipped, if you would like a copy of your system for testing purposes, we will provide you with a copy of your Production environment to test in.</p> <p>Uptime Architecture and Disaster Recovery UKG Ready database availability strategy relies on synchronization to maintain copies of its production database on four different servers. This strategy helps ensure that your data, application customizations, and stored code continue to be available even if a database server or Google Cloud site experiences failure. The primary database syncs to a secondary database in real time, and the secondary database syncs to two other databases to provide instant redundancy in the event one server fails. Full database backup is performed weekly — with incremental backups running daily — to further minimize risk.</p> <ul style="list-style-type: none">• Recovery Point Objective (RPO): 4 hours• Recovery Time Objective (RTO): 24 hours
Document Management				

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GT.24	The system shall provide "Document Management System" functionality to track electronic files associated with specific system records.	Critical	S	<p>With UKG Document Manager go beyond static storage to active document management and make HR's job easier and more efficient. Create, store, access, share, and delete employee files in one secure place for teams to access from any device. The solution centralizes employee and company documents from multiple sources, including scanned paper documents previously stored in filing cabinets and digital documents stored across existing HR systems.</p> <p>With Document Manager, HR teams gain a complete view of all employee files from various HR systems. Centralized document access means HR can quickly take action to find documents, request missing documents, or initiate a signature process in just a few clicks. In digitizing employee files, HR is able to offer a modern, accessible document experience for all people. With Document Manager, employees can upload critical HR documents, and quickly complete document-related tasks from any device, no printer necessary. Lastly, Document Manager allows HR to track and report on key metrics, such as pending document signatures, missing employee documents, expiring documents, and more in order to remain compliant and continuously improve digital document processes.</p>
GT.25	The system shall support data storage with discrete version control in accordance with defined operational standards.	Desired	S	
GT.26	The system shall provide the ability to link imported documents to specific records.	Critical	S	<p>With UKG Ready's comprehensive platform, you get one employee record to pull and store employee data - this includes documents, like resumes, certifications, or disciplinary notes, that can be included/attached to employee records. With UKG Ready, you may import various types of data from external sources. Imports are typically accomplished through Excel and XML documents available within the solution.</p>
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	N	we do not support drag and drop but point and click is the common approach which is used to accommodate this.
GT.28	The system shall restrict modification of attached documents based on individual or department permissions.	Critical	S	

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GT.29	The system shall allow a user to scan documents directly into the system.	Critical	S	Electronic files can be uploaded to an associates HR record. Typical file types include JPEG, XLS, DOC, PPT, TXT, PNG, etc. Access to the files can be restricted based on security permissions. There are no size or document type limitations.
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	S	
GT.31	The system shall email a hyperlink of an electronic file to another internal party.	Desired	S	
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	
GT.33	The system shall identify records with documentation/attachments.	Critical	S	
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	
GT.35	The system shall allow the City to restrict or define allowable file types.	Critical	S	
GT.36	The system shall allow the City to set file size limitations.	Critical	N	The file size limitations are determined by the platform not the City.
GT.37	The system shall allow the City to electronically stamp documents.	Desired	S	UKG Ready offers integrated eSignature functionality, enabling electronic signatures on various forms, including custom forms and government forms such as the W-4 and I-9. This functionality extends to support for electronic stamps on documents, ensuring streamlined processes and reduced manual tasks.
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 query tool to pull data from the database - however the report does allow for proper filters leading to the right data with no need of providing a notification due to an incomplete data set.
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	
GT.40	The system shall electronically capture and store files, with Optical Character Recognition (OCR) capabilities.	Critical	S	UKG Ready supports electronic file storage with configurable security permissions to control access based on roles. The solution includes standard audit capabilities for tracking changes to data. While standard version control is not available, audit trails provide historical change tracking. Supported file types include common formats like JPEG, XLS, DOC, PPT, TXT, PNG, PDF, and others, without limitations on storage space.
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	
GT.42	The system shall utilize the existing Active Directory user authentication regardless of deployment method.	Critical	S	

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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	N	Groups will not be automatically created as a result of usage of Active Directory however they can be copied into the Ready platform to ensure the feel and look are on par.
GT.45	The system shall assign users a unique ID and password.	Critical	S	
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	
GT.48	The system has the ability for passwords to have an organization-defined minimum length and complexity.	Critical	S	
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	
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	
GT.54	The system shall encrypt data stored in the database (data at rest).	Critical	S	
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	
GT.59	Role or group;	Critical	S	
GT.60	User ID;	Critical	S	
GT.61	Screen;	Critical	S	
GT.62	Menu;	Critical	S	
GT.63	Report;	Critical	S	
GT.64	Field;	Desired	S	
GT.65	Field value as defined by the City (e.g., benefit category, employee class);	Desired	S	
GT.66	Element in chart of accounts; and	Desired	S	
GT.67	Transaction type.	Desired	S	
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	
The system shall track audit changes throughout the system that creates a log of all				
GT.70	Date;	Critical	S	
GT.71	Time, to the nearest minute;	Critical	S	
GT.72	User;	Critical	S	

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GT.73	Information prior to change;	Critical	S	
GT.74	Changed information; and	Critical	S	
GT.75	Other administer-configurable information.	Critical	S	
GT.76	The system shall provide configurable audit reports.	Critical	S	
GT.77	The system shall automatically send configured audit reports on a scheduled basis or by a triggered audit event.	Desired	S	
GT.78	The system shall allow auditing within modules to be determined by the module, and configured by the administrator.	Desired	S	
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	
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	S	
GT.81	The system shall allow the City system administrator to add and change permissions for system access.	Critical	S	
GT.82	The system shall log users off the system after a City systems administrator-defined period of inactivity.	Critical	S	
GT.83	The system shall allow a City system administrator to log out users by module.	Critical	S	
GT.84	The system shall allow multiple levels of City designated system administrators (i.e., IT/technical and end-user department/functional).	Critical	S	
GT.85	The system shall restrict users by module from logging into the system during periodic system maintenance.	Critical	S	
GT.86	The system shall track audit changes at the database-level.	Desired	S	
GT.87	The system shall automate the export of audit logs.	Desired	S	
GT.88	The system shall provide configurable exception reports.	Critical	S	
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	
The system shall mask fields by user role including but not limited to:				
GT.90	Tax numbers/ID;	Critical	N	But security settings for the user will allow/prevent it from showing at all.
GT.91	Date of Birth;	Critical	N	But security settings for the user will allow/prevent it from showing at all.
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	N	But security settings for the user will allow/prevent it from showing at all.
GT.96	Email addresses;	Desired	N	But security settings for the user will allow/prevent it from showing at all.
GT.97	Addresses; and	Desired	N	But security settings for the user will allow/prevent it from showing at all.
GT.98	Other, City-defined fields. Please describe limitations in comments.	Desired	N	But security settings for the user will allow/prevent it from showing at all.

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GT.99	The system shall mask a portion of any of the above fields.	Desired	N	But security settings for the user will allow/prevent it from showing at all.
GT.100	The system shall mask or allow select information defined by the City as confidential (e.g., police officer personal/home address).	Desired	N	But security settings for the user will allow/prevent it from showing at all.
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	N	N/A - PCI data is not in scope for the solution.
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	
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	Although quick keys are not configurable, navigation is simplified through dashboards and search options.
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	
GT.108	The system shall provide an administrative messaging system (e.g., a message to alert users of system maintenance activity).	Desired	S	Broadcast Messaging is a form of communication that allows administrators and managers to send messages to employees en masse. While this form of communication is intended for multiple recipients, it can also be used to send messages to single recipients. Templates can be defined and applied to make creating and managing communications easier.
GT.109	The system shall provide customizable screens based on roles and permissions.	Desired	S	Configurable, not customizable.
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	
GT.111	The system shall provide customizable help.	Desired	S	Help is configurable based on the page the user is on via Ready Connect. It provides community conversations and cases to help the user understand the content. Live chat is available to users as well to get real-time help via chat from UKG.
GT.112	The system shall provide data validation on entry.	Critical	S	UKG Ready performs data validations at the point of entry, ensuring data accuracy and completeness. This functionality is standard in UKG Ready and requires only basic configuration within the application to meet specific client requirements.
GT.113	The system shall create error logs with detail associated with the error.	Critical	S	
GT.114	The system shall allow users to send error reports to the City IT Department.	Desired	S	
GT.115	The system shall provide configuration options for the level of detail that is logged in error logs.	Desired	N	Error logs are not configurable.

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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	N	
GT.117	The system shall provide customizable screens based on roles and permissions.	Desired	S	Configurable, not customizable.
GT.118	The system shall spell check on any field with the ability for a user to accept or ignore suggestion.	Critical	N	Spell check is not imbedded in the solution.
GT.119	The system shall validate against address field entries to align with City address standards.	Desired	S	Standard address validation is included. Need more information on any specific City requirements.
GT.120	The system shall support CASS certification for USA and Canada.	Desired	C	CASS certification features are not standard integration but may be configured using our Integration hub tools. More information is needed.
GT.121	The system shall support international addresses.	Critical	S	
GT.122	The system shall support international phone numbers.	Critical	S	
GT.123	The system shall search by fragment or portion of a word or number.	Critical	S	
GT.124	The system has the ability for multiple windows to be open at the same time.	Critical	S	As separate browser tabs.
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	
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	
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	
GT.128	The system shall allow the system administrator to rename field labels.	Desired	S	You can rename labels in reports and name custom fields however you like.
GT.129	The system shall support pre-filled fields in appropriately pre-formatted screens eliminating redundant data entry.	Critical	S	
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	S	
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	
Workflow				
GT.133	The system shall initiate and track workflow and approval processes.	Critical	S	
GT.134	The system shall allow systems administrators to assign different levels of approval for the same user.	Critical	S	UKG's role-based security framework allows administrators to define granular access controls, enabling different approval levels for the same user based on assigned roles and responsibilities.
GT.135	The system shall allow systems administrators to configure the system to maintain separation of duties related to workflow approval processes.	Critical	S	UKG Ready's role-based security framework enables administrators to define and configure approval workflows with separation of duties controls.
GT.136	The system shall allow users to approve multiple tasks/transactions simultaneously.	Critical	S	
GT.137	The system shall provide workflow functionality in all proposed system modules.	Critical	S	

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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	N	N/A
GT.142	Thresholds;	Critical	N	
GT.143	Percentage argument;	Desired	N	
GT.144	Numerical argument;	Desired	N	
GT.145	Record type (i.e., permit type, purchase order, etc.);	Critical	N	N/A
GT.146	Priority type; and	Desired	N	
GT.147	Other City-defined criteria. Please describe limitations in comments.	Desired	S	<p>UKG Ready provides a flexible, intuitive workflow engine that enables you to reduce time on administrative tasks by automating your business processes step-by-step from start to completion – with minimal training and no vendor services required. You can easily create workflows using our graphic display, which helps you see the direction and actions associated with the workflow steps and other information, such as the person responsible for completing the action(s) displayed within the workflow. Configurable steps can be easily added by dragging and dropping options within the workflow diagram, such as approve, reject, modify, or generate email, notification, SMS, and collect notes.</p> <p>Sample configurable workflows address tasks such as time off and leave requests, HR actions, benefit plan change requests, job requisitions, overtime requests, and more. You can create as many steps and approval levels as needed. Each step can have multiple outcomes with different actions required for each outcome, such as a PTO request sent to two different approvers, but the parallel steps for that process can then be joined to create one approval or rejection email. In addition, the workflow automatically populated all the resulting to-do items. These to-do items make tracking action items easy for employees and managers.</p> <p>We will review all workflows during the implementation process and train your teams to use</p>
GT.148	The system shall allow temporary availability status changes of users (e.g., unavailable due to vacation time).	Critical	S	Users may delegate to other users.

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GT.149	The system shall re-route workflow assignments based on availability triggered by user unavailable status.	Critical	S	
GT.150	The system shall re-route workflow assignments based on availability triggered by City-defined periods of no response.	Critical	S	
GT.151	The system shall notify a system admin of unsuccessful workflow processes.	Critical	S	
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	
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	
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	N	Employees must always perform the final task in the platform - it will redirect them to the location to perform the task from the email.
Reporting and Dashboards				
GT.156	The system shall provide an Executive Information System (EIS) (i.e., a performance dashboard).	Critical	S	Dashboards are configurable. Executives can have a personalized dashboard with key performance indicators such a turnover, headcount, labor costs, etc.
GT.157	The system shall customize the information presented on the EIS by user.	Critical	S	Reports, visualizations and dashboards can be personalized to the user through role-based security.
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	
GT.160	The system shall provide a library of standard reports (i.e., "canned" reports).	Critical	S	UKG Ready has more than 500 built-in standard reports.
GT.161	The system shall allow a user to modify existing reports, with appropriate security permissions.	Critical	S	Every standard report can be modified using the built-in, ad hoc reporting tools so that you can quickly and easily create reports with the data you need in the format that works best for you. Both detail and <u>summary report formats are available.</u>
GT.162	The system shall provide an integrated report writer.	Desired	S	Reporting is built natively in the solution.
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	
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	
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	

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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	
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	Reports can be filtered and scrubbed using Pivot Tables.
GT.172	The system shall print graphs and charts for presentation style reports.	Critical	N	
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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Indicator	Definition	Instruction		
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
F	Future: Feature/Function will be available in a future software release available to the City by January 1, 2026 , at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version, as well as the time the release will be generally available.		
C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications . All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.		
T	Third Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system . This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements using the "S"/"C"/"T"/"N" response indicators with a clear notation that the responses are provided by the third-party.		
N	No: Feature/Function cannot be provided.	N/A		
Human Resources, Personnel Management, and Employee Relations				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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	
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	All Payroll, Time, HR functions are an integrated suite for a cohesive solution.
HRE.3	The system shall provide audit trail reporting of all data entries, changes and deletions by user, date, time and workstation.	Desired	S	
HRE.4	The system shall establish workflow rules by department, employee group, or other user-defined criteria.	Desired	S	
The system shall provide workflow functionality to support Human Resources				
HRE.5	Personnel Actions;	Critical	S	

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Human Resources, Personnel Management, and Employee Relations				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
HRE.6	New Hire On-Boarding;	Desired	S	You can automate and streamline the onboarding process with a configurable onboarding checklist. This checklist provides task assignments that let you track the progress and completion of the onboarding process from beginning to end. In addition, workflows allow users to complete forms online and submit them for approval; this ensures no steps are missed in the process, and the applicant's transition to a productive employee is enhanced. Standard forms included in UKG Ready are W4, I9, benefit enrollment, and emergency contacts. UKG Ready also allows custom forms to be loaded and editable with e-signatures for online submission.
HRE.7	Employee Termination Activities;	Critical	S	
HRE.8	Discipline;	Desired	S	
HRE.9	Grievances; and	Desired	S	
HRE.10	Performance Management.	Desired	S	
The system shall maintain an Activity Log to record conversations and correspondence				
HRE.11	Contact person;	Desired	S	User-defined fields may be used to track activity logs. However, UKG People Assist is a full employee case management solution that is optional. It allows employees to make requests and administrators to respond consistently and accurately, incorporate service level agreements, and have robust reporting to <u>commonly asked questions. etc.</u>
HRE.12	Date and time of contact;	Desired	S	User-defined fields may be used to track activity logs. However, UKG People Assist is a full employee case management solution that is optional. It allows employees to make requests and administrators to respond consistently and accurately, incorporate service level agreements, and have robust reporting to <u>commonly asked questions. etc.</u>
HRE.13	Means of contact (e.g., phone, email, etc.);	Desired	S	
HRE.14	Nature of the contact; and	Desired	S	
HRE.15	Information collected as a result of contact.	Desired	S	
HRE.16	The system shall track reasonable accommodation requests and interaction under the ADA.	Desired	S	
HRE.17	The system shall track reasonable accommodations provided under the ADA.	Desired	S	
HRE.18	The system shall create user modified letter templates to support the interactive process under the ADA.	Desired	S	

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Human Resources, Personnel Management, and Employee Relations				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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	S	User-defined fields may be used to track activity logs. However, UKG People Assist is a full employee case management solution that is optional. It allows employees to make requests and administrators to respond consistently and accurately, incorporate service level agreements, and have robust reporting to commonly asked questions, etc.
HRE.20	The system shall limit user access to correspondence Activity Log items, as defined by user security/role.	Critical	S	
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 following types of employees:				
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	
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	
HRE.33	The system shall maintain separate profiles for employees holding multiple positions.	Critical	S	If each position is in a different EIN otherwise 1 employee will only have 1 profile.
The system shall maintain and track at a minimum the following employee data, with				
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	

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Human Resources, Personnel Management, and Employee Relations				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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	
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	
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	
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	
HRE.75	Other User Defined.	Desired	S	The solution has user defined fields available for use on employee profiles.
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	
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	
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	

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Human Resources, Personnel Management, and Employee Relations				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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	
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	
HRE.81	The system shall scan and store employee images (photos).	Critical	S	
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	
HRE.83	The system shall provide automated record purge functionality, based on City-defined criteria and record retention policies.	Desired	S	
HRE.84	The system shall specifically mark records to prevent deletion based on standard record retention policies.	Critical	S	
HRE.85	The system shall define multiple working titles for a position with effective dating (where changes require workflow approvals).	Critical	S	
HRE.86	The system shall notify a supervisor/manager when a new employee file is created within their reporting organization/hierarchy.	Desired	S	
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	Partial. Job descriptions are tracked and secured with role-based security. Historical edits are tracked in an audit trail.
The system shall track the following job classification information:				
HRE.88	Pay grade and step plan;	Critical	S	
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	
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	
HRE.103	Other user-defined.	Desired	S	

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Human Resources, Personnel Management, and Employee Relations				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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	
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	HR Actions helps to automate personnel actions. Through security, users can request a change to employee information, which is sent through a workflow for approval. Once approved, the change is immediately made on the employee file with effective dating.
The system shall provide an electronic Personnel Action form that includes the				
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	
HRE.109	Integrated data (e.g., employee data populates when employee ID entered);	Critical	S	
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	S	
HRE.112	Electronic signature;	Desired	S	
HRE.113	Printable PA forms - completed and blank;	Desired	S	
HRE.114	Includes generation of other forms/sub-forms associated with PA (e.g., military leave request form);	Desired	S	
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	The personnel action record and data can be printed via report.
HRE.118	The system shall copy an existing PA.	Desired	S	
The system shall set up and establish rules, workflows, and track changes for the				
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	

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Human Resources, Personnel Management, and Employee Relations				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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	
HRE.134	Changes to position status (e.g., inactivate/reactivate);	Critical	S	
HRE.135	Multiple types of service years;	Critical	S	Standard and custom dates are available.
HRE.136	Standard hours change (e.g., 30-hr to 40-hr, 52-hr to 40-hr);	Critical	S	
HRE.137	Leaves (per user defined list - e.g., FMLA, military, LWOP, administrative leave); and	Critical	S	
HRE.138	Other user-defined.	Desired	S	
HRE.139	The system shall prevent additional changes to an employee record if a personnel action is in workflow.	Critical	S	
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	When an employee is terminated, a notification can include verbiage and reminder about completing a personnel action.
HRE.142	The system shall establish and track expiration dates and notifications related to job status.	Desired	S	Expirations dates can be tracked for training, certifications and licenses that may affect job status if not renewed.
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	
HRE.145	The system shall track seasonal employee's working hours to determine benefit eligibility.	Critical	S	
HRE.146	The system shall maintain an audit log of all personnel-related transactions and activity.	Critical	S	Audit trails are available.
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	Yes, in report format.
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	
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	

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Human Resources, Personnel Management, and Employee Relations				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
HRE.150	The system shall automatically update an employee's accruals when a job change results in accrual plan changes.	Critical	S	A new accrual profile can be assigned upon transfer. Any corrections to balances would be made by the customer.
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	
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	Pay changes can have retro-pay calculated. Benefit deductions need to be calculated by the customer.
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	
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	
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	
HRE.156	The system shall establish personnel action workflow rules by department, or employee group.	Desired	S	
HRE.157	The system shall establish personnel action workflow rules by personnel action reason/type.	Desired	S	
HRE.158	The system shall provide workflow for approval processes at multiple approval levels with date/time/ID stamp for electronic signature.	Desired	S	
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	

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Human Resources, Personnel Management, and Employee Relations				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
HRE.165	The system shall request and accept electronic credit and background checks from outside agencies.	Desired	S	
HRE.166	The system shall scan, link or upload and categorize/classify different types of documents and associate them with an employee.	Critical	S	
HRE.167	The system shall provide a report of pending personnel actions.	Critical	S	
Performance Management				
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	S	
HRE.169	The system shall provide audit trail reporting of all data entries, changes and deletions by user, date, time.	Critical	S	
The system shall allow for the entry and maintenance of employee performance reviews				
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	S	
HRE.176	The system shall track multiple orientation (probation) periods and performance review schedules separately by position and employee.	Critical	S	An employee can only have one active review at a time.
HRE.177	The system shall track orientation (probation) periods of differing lengths including initial, extended, department transfer, promotion, demotion and job code.	Critical	S	
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	Partial. Performance Reviews cannot be sent to external users in a 360. It can be sent to others in the City.
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	Reporting and dashboards can support.
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	

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Human Resources, Personnel Management, and Employee Relations				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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	Multiple "sub-reviews" can be set up in a performance review to be incorporated.
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	
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	S	
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	Multiple managers can be included in the review process for an employee.
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	Multiple managers can be included in the review process for an employee.
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	Performance Development allows for the addition of current and/or future goals, the ability to track progress toward the completion of these goals as well as to enable communication in the form of notes, between employee and manager as a way to capture feedback. The goals and the progress applied to the goals widget will be able to be linked directly to the performance review. The goal is to also allow the future goals to be carried over to the next performance review
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	

City of Superior
Functional and Technical Requirements

Human Resources, Personnel Management, and Employee Relations				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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	N	A personnel action can be generated. However, changing the review date is not one of those actions.
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	S	
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	
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	
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	
HRE.209	The system shall create cascading goals from the organization level down to the employee level.	Desired	S	
HRE.210	The system shall create City defined compliance reports.	Desired	S	
HRE.211	The system shall archive the performance management reports.	Desired	S	Not automatically, but can be done manually.
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	
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	
HRE.214	The system shall capture user-entered narrative for each step of the disciplinary process with appropriate security permissions.	Critical	S	
HRE.215	The system shall tie employee relations cases to the employee master file.	Critical	S	
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	
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	
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	
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	

City of Superior
Functional and Technical Requirements

Human Resources, Personnel Management, and Employee Relations				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
HRE.221	Incident date/s;	Desired	S	
HRE.222	Incident number;	Desired	S	
HRE.223	Date action taken;	Desired	S	
HRE.224	Date City notified;	Desired	S	
HRE.225	Date Employee notified;	Desired	S	
HRE.226	Department;	Desired	S	
HRE.227	Supervisor;	Desired	S	
HRE.228	Related employees;	Desired	S	
HRE.229	Open comment field;	Desired	S	
HRE.230	Ability to attach documents;	Desired	S	
HRE.231	Action taken;	Desired	S	
HRE.232	Close date;	Desired	S	
HRE.233	Follow-up steps;	Desired	S	
HRE.234	Multiple Appeal steps with the associated date/s;	Desired	S	Appeals could be tracked as an attached document or in the open-ended notes field.
HRE.235	Multiple Appeal decisions with associated date/s;	Desired	S	Appeals could be tracked as an attachment or open-ended notes field.
HRE.236	Incident determination per appeal step (i.e., substantiated, unsubstantiated, undetermined);	Desired	S	
HRE.237	Discipline determination;	Desired	S	
HRE.238	Current status (active, inactive, on leave, etc.);	Desired	S	
HRE.239	HR contact;	Desired	S	
HRE.240	Disciplinary action purge flag;	Desired	S	
HRE.241	Disciplinary action purge date; and	Desired	S	
HRE.242	Other user-defined fields.	Desired	S	
HRE.243	The system shall query incidents based on all fields.	Desired	S	
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	
HRE.245	The system shall archive files of disciplinary actions after a user-defined period.	Desired	S	
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	
HRE.247	The system shall calculate deadlines for the discipline process based on City-defined thresholds.	Desired	N	Deadlines would be determined by the manager associated to the incident - there is no automation to the timing.
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	
The system shall record and track a multi-step grievance process, including the				
HRE.249	Grievance number;	Desired	S	HR Service Delivery People Assist can help automate employee requests such as grievances.
HRE.250	Date grievance occurred;	Desired	S	
HRE.251	Date grievance filed;	Desired	S	

City of Superior
Functional and Technical Requirements

Human Resources, Personnel Management, and Employee Relations				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
HRE.252	Step 1 (2, 3, etc.) Scheduled Date for each step;	Desired	S	
HRE.253	Step 1 (2, 3, etc.) Decision Issued at each step (e.g., denied, upheld, reduced, settled, reversed);	Desired	S	
HRE.254	Date grievance closed;	Desired	S	
HRE.255	Date declared inactive;	Desired	S	
HRE.256	Hearing officer/Department Head (at each step);	Desired	S	
HRE.257	Mediator (at each step);	Desired	S	
HRE.258	Grievance committee members (at each step);	Desired	S	
HRE.259	Supervisor (at each step);	Desired	S	
HRE.260	Department head (at each step);	Desired	S	
HRE.261	City Manager (at each step);	Desired	S	
HRE.262	Prevailing party;	Desired	S	
HRE.263	Outcome;	Desired	S	
HRE.264	Cost of mediation;	Desired	S	Comment fields are included.
HRE.265	Any other associated costs;	Desired	S	
HRE.266	Total cost;	Desired	S	
HRE.267	Unlimited notes and/or text entry; (freeform notes and text entry, vendor to notate any limitations that exist);	Desired	S	
HRE.268	Related case number;	Desired	S	
HRE.269	Ability to attach documents; and	Desired	S	
HRE.270	Other user-defined.	Desired	S	
HRE.271	The system shall track all activities associated with the management of the grievance.	Desired	S	
HRE.272	The system shall archive files of grievances after a user-defined period.	Desired	S	
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	Users can create and save their own reports directly within the solution, as ad-hoc reporting is available throughout UKG Ready.
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	Many reports include point in time reporting including positions, benefits, and accruals. Reports can be run to include a specific date range.
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	
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	

City of Superior
Functional and Technical Requirements

Human Resources, Personnel Management, and Employee Relations				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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	
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	In some cases not all local district taxes are covered.
HRE.282	The system shall export data from reports into standard applications (including Excel) for spreadsheet comparison, graphing, etc.	Critical	S	
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	
HRE.284	The system shall generate new hire reporting.	Critical	S	

City of Superior
Functional and Technical Requirements

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	
HRE.286	The system shall alert when the funding of a grant will end that is currently funding a position.	Desired	N	There is no funding of grants stored in the UKG Ready platform tied to the positions.
HRE.287	The system shall report on and project training costs.	Desired	S	
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	
HRE.289	The system shall report compensation trends and costs.	Desired	S	
HRE.290	The system shall report on vacancy requirements.	Desired	S	
The system shall report total hours and cost of training by:				
HRE.291	Employee;	Desired	S	
HRE.292	Year;	Desired	S	
HRE.293	Department;	Desired	S	
HRE.294	Training Sessions;	Desired	S	
HRE.295	Cost to receive certification/license; and	Desired	S	
HRE.296	Other, user-defined.	Desired	S	
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				
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	
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	Total revenue of the city is not data which will be stored or calculated in UKG Ready.
HRE.305	Time to complete position control Requests (annual basis);	Critical	S	
HRE.306	Sworn Police Turnover on an Annual Basis (# of police turnover / # of total sworn police);	Critical	N	There is no specific report prebuilt in on this - there are ways to limit the list of folks to return with the proper subsets of police but the calculation of turnover would happen based on the data outside of the platform, such as in Excel.
HRE.307	Sworn Fire Turnover on an Annual Basis (# of fire turnover / # of total sworn fire);	Critical	N	No standard report on this - but the raw data is available and using the data outside of The Ready platform will allow you to get your value - typically done via a spreadsheet.

City of Superior
Functional and Technical Requirements

Human Resources, Personnel Management, and Employee Relations				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
HRE.308	Full-Time General Government Turnover - Annualized (Turnover of FT General Government Employees / # of FT General Government Employees);	Desired	S	
HRE.309	Number of Employees on a Performance Improvement Plan on Quarterly basis;	Desired	S	
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	S	
HRE.314	Liability Cases Cost Incurred (liability cases paid / total liability cases);	Critical	S	
HRE.315	Training Program Evaluation Overall Score (Overall ratings of training programs/5); and	Critical	S	
HRE.316	Lock editing an employee file for legal hold.	Critical	N	The platform doesn't support legal hold options for employees.

City of Superior

Functional and Technical Requirements

Indicator	Definition	Instruction
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.
F	Future: Feature/Function will be available in a future software release available to the City by January 1, 2026 , at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version, as well as the time the release will be generally available.
C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications . All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.
T	Third Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system . This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements using the "S"/"C"/"T"/"N" response indicators with a clear notation that the responses are provided by the third-party.
N	No: Feature/Function cannot be provided.	N/A

Applicant Tracking

Req #	Description of Requirement	Criticality	Vendor Response	Comments
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	
REC.2	The system shall provide audit trail reporting of all data entries, changes and deletions by user, date, time and workstation.	Critical	S	
REC.3	The system shall provide mobile optimization (e.g., allow for resizing and formatting of the applicant screen if viewed on a mobile device such as cell	Desired	S	
The system shall generate electronic requisitions to fill vacancies, containing:				
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	
REC.13	Date vacancy created;	Critical	S	
REC.14	Date requisition created;	Critical	S	
REC.15	Date needed;	Critical	S	

City of Superior
Functional and Technical Requirements

Applicant Tracking				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
REC.16	Closing date (date field);	Critical	S	
REC.17	Open until filled (Yes/No);	Critical	S	
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	You may allow pay to exceed the pay range with a warning.
REC.20	Multiple budget account codes;	Critical	S	
REC.21	Recruitment type (general public, City only, department only);	Critical	S	You may specify whether a requisition is visible internally or externally but you can not restrict by department.
REC.22	Exempt/non-exempt status;	Critical	S	
REC.23	User-defined special requirements for the position (e.g., CDL);	Critical	S	
REC.24	Multiple hiring officers/Division Director;	Desired	S	
REC.25	Contact name;	Desired	S	
REC.26	Contact phone;	Desired	S	
REC.27	Requisition status (close, re-open, or update requisition); and	Desired	S	
REC.28	Other user-defined fields.	Desired	S	
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	
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	S	
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	S	
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	
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	
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	
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	

City of Superior
Functional and Technical Requirements

Applicant Tracking				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
REC.40	Requisition status (open/closed);	Critical	S	
REC.41	Filled requisitions; and	Critical	S	
REC.42	Other user-defined.	Desired	S	
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 requisition	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	
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	
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	N	The platform handles the Position management but not position control functions ties to recruiting.
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	
REC.53	The system shall forward job postings to managers for review/updates/edits (via workflow).	Critical	S	
REC.54	The system shall indicate job posting type (internal/external recruitment) and post as designated.	Desired	S	
REC.55	The system shall assign job postings to a specific recruiter or staff member(s) within HR.	Critical	S	
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	
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	
REC.65	Salary range;	Critical	S	

City of Superior
Functional and Technical Requirements

Applicant Tracking				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
REC.66	Pay Grade;	Critical	S	You can add this using a custom field.
REC.67	Other user defined salary/pay field;	Critical	S	
REC.68	Exempt/non-exempt status;	Critical	S	
REC.69	User-defined special requirements for the position (e.g., CDL); and	Critical	S	
REC.70	Other user-defined fields.	Desired	S	
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	N	The system will close as a part of a system task happening around midnight EST - there is no time constraint or control provided related to the time of day.
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	
REC.74	The system shall automatically post job openings to City-defined external job posting websites.	Critical	S	The City will define the boards which they want to post to using our eQuest Premium tool - it is a manual decision, not an automation.
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 data:				
REC.76	Applicant Name;	Critical	S	
REC.77	Previous Name(s);	Critical	S	
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	
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	
REC.91	Education;	Critical	S	
REC.92	Veteran Status or Military Service;	Critical	S	
REC.93	Certificates/licensure;	Critical	S	

City of Superior
Functional and Technical Requirements

Applicant Tracking				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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	
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	
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	
REC.110	The system shall store EEO data separate from the applicant record.	Critical	N	All data in UKG Ready is all stored in 1 database - security will control a persons ability to see the data in the reports in question but all data related to applicant and their EEO data is available on the Applicant reports.
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	N	No, the platform doesn't support blind review options.
REC.114	The system shall track ADA requests with an applicant.	Critical	S	
REC.115	The system shall notify defined users when an ADA accommodation request has been submitted.	Critical	S	
REC.116	The system shall track ADA accommodations with an applicant.	Critical	S	
REC.117	The system shall apply user-defined scoring criteria to any field in the application, including supplemental questions.	Desired	N	No, ranking is of the whole Application not per supplemental question.
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	

City of Superior
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Applicant Tracking				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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 from a mobile	Critical	S	
REC.122	The system shall allow job posting web pages to be customized to match the City website in format, presentation, and other characteristics as defined by the City.	Desired	S	
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	
REC.128	The system shall provide online completion of application on any Internet enabled computer through a web browser.	Critical	S	
REC.129	The system shall provide a view for internal and external users for job postings available to both groups.	Critical	S	
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	N	There is no option to print a posting.
REC.133	Print application;	Critical	N	No option to print exists.
REC.134	Save application; and	Critical	S	
REC.135	Suspend/withdraw application (before/after closing date).	Critical	N	The platform doesn't allow for a suspend or withdraw option.
REC.136	The system shall allow applicants to retrieve and print previously created/submitted applications.	Critical	N	No option to print exists.
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	N	There is no option to suspend or withdraw.
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	
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	
REC.141	The system shall perform OCR on resumes to populate fields based off of uploaded resumes.	Desired	S	

City of Superior
Functional and Technical Requirements

Applicant Tracking				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
REC.142	The system shall allow applicants to save their own application data for future retrieval (using user-ID and password).	Critical	S	
REC.143	The system shall allow applicants to submit multiple applications without re-entering information.	Critical	S	
REC.144	The system shall allow applicants to update previously created and saved applications (based on user-defined status of application).	Critical	S	
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	
REC.150	The system shall save configurable applications by positions. (e.g., Police applications require DOB, while other positions Citywide may not).	Critical	N	It is not unique by position.
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	Applicant statuses are configurable.
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	
REC.153	The system shall allow applicants to check the status of their application.	Critical	S	
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	Candidates can remain in the talent pool for future consideration.
REC.155	The system shall allow LinkedIn integration.	Desired	N	There is no LinkedIn integration.
REC.156	The system shall automatically notify applicants of upcoming job openings based on applicant's selection of job interest.	Critical	N	There is no option to automatically inform up upcoming positions - however users can manually send information to applicants based on their areas of interest.
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	N	The questionnaire is included on the application. If deemed unqualified, a message can automatically be sent to the applicant.
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	N	

City of Superior
Functional and Technical Requirements

Applicant Tracking				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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	
REC.160	The system shall link pre-screen requirements to a job code.	Critical	S	
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	N	
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	Using a custom field.
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	Communication can be sent out to the applicant via email or text messaging with the City update on their status.
REC.168	The system shall interface with E-Verify (or other Federal immigration systems).	Desired	S	E-Verify is integrated with UKG Ready and I-9 data can be verified directly through UKG Ready.
REC.169	The system shall allow sorting of applications by any available application field for viewing/reviewing.	Critical	S	
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	N	
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	
REC.173	The system shall inactivate and purge job postings after a user-defined period.	Desired	S	
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	N	
REC.175	The system shall maintain an eligible application list for a City-defined period of time with the option for extension.	Critical	N	
REC.176	The system shall notify potential applicants when a new position is posted.	Critical	S	
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	

City of Superior
Functional and Technical Requirements

Applicant Tracking				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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	N	Clients can send automated notifications to candidates to confirm receipt of their online application. Configurable email templates make it simple to communicate with candidates, keeping them informed and engaged every step of the way. iCalendar integration simplifies the process of scheduling candidate interviews while the ability to track notes throughout the recruitment process helps improve collaboration and drive more informed hiring decisions
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	S	
REC.188	Other user-defined.	Desired	S	
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	T	Any testing will occur outside of the platform and will require a third party option to be used and integrated.
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	
REC.198	Reference check date complete;	Desired	S	
REC.199	Reference completed by;	Desired	S	
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	

City of Superior
Functional and Technical Requirements

Applicant Tracking				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
REC.204	Applicant prior name;	Critical	S	
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	
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	
REC.215	The system shall allow view of all records of a specific applicant.	Critical	S	
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	
REC.218	The system shall generate interview invitations.	Desired	S	
REC.219	The system shall generate a master schedule based upon applicant-selected time slots for an individual hiring event.	Desired	N	
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	
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	
REC.224	The system shall generate multiple customizable offer (new hire) letters.	Critical	S	Offer letters can be generated using templates and can also be updated. They can be sent out via email or for electronic acceptance/rejection.
REC.225	The system shall generate thank you letters to unsuccessful candidates from a menu of templates.	Desired	S	
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	
REC.229	The system shall track advertising source, location, and organizations for recruitment.	Critical	S	

City of Superior
Functional and Technical Requirements

Applicant Tracking				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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., Police recruitment).	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	
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 City can automate and streamline the onboarding process with a comprehensive onboarding experience including configurable onboarding checklists. New hires can feel informed and guided by given the right resources to documents, videos, branding and more. In addition, the onboarding checklist provides task assignments that let you track the progress and completion of the onboarding process from beginning to end. In addition, workflows allow users to complete forms online and submit them for approval; this ensures no steps are missed in the process, and the applicant's transition to a productive employee is enhanced. Standard forms included in UKG Ready are W4, I9, benefit enrollment, and emergency contacts. UKG Ready also allows custom forms to be loaded and editable with e-signatures for online submission.
The system shall establish and track multiple methods of hiring via recruitment, including:				
REC.235	Selection from a certified list;	Critical	S	
REC.236	Reinstatement;	Critical	S	
REC.237	Rehire;	Critical	S	
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	
REC.242	Other, user-defined.	Desired	S	
REC.243	The system shall route completed new employee forms to appropriate departments, based upon multiple workflows.	Desired	S	
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	Workflows can escalate a task to another user after a certain time frame.

City of Superior
Functional and Technical Requirements

Applicant Tracking				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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	
REC.247	The system shall produce a user-defined pre-employment checklist of forms that must be completed electronically, manually, etc.	Critical	S	
REC.248	The system shall identify training requirements based on multiple factors including the position ID, job code, department, division/service area.	Desired	S	UKG Ready Learning can ensure the right employees, jobs, departments, etc. are the delivered the correct training automatically based on assignment rules.
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 during the onboarding process and returned during the offboarding process.
REC.250	The system shall allow multiple departments to assign assets to an employee.	Desired	S	
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	
REC.252	The system shall create a pre-set orientation check-list defined by department or job code.	Desired	S	You can automate and streamline the onboarding process with a configurable onboarding checklist. This checklist provides task assignments that let you track the progress and completion of the onboarding process from beginning to end.
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	
REC.260	Other user-defined.	Desired	S	
REC.261	The system shall define job change checklists for existing City employees.	Desired	S	Checklists in UKG Ready are robust to help assign tasks to be completed for actions such as job changes.
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	
REC.264	The system shall create a turnover rate report.	Critical	S	
REC.265	The system shall create a transfer rate report.	Critical	S	
REC.266	The system shall create a vacancy rate report.	Critical	S	

City of Superior
Functional and Technical Requirements

Indicator	Definition	Instruction		
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
F	Future: Feature/Function will be available in a future software release available to the City by January 1, 2026 , at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version, as well as the time the release will be generally available.		
C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications . All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.		
T	Third Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system . This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements using the "S"/"C"/"T"/"N" response indicators with a clear notation that the responses are provided by the third-party.		
N	No: Feature/Function cannot be provided.	N/A		

Benefits Administration

Req #	Description of Requirement	Criticality	Vendor Response	Comments
General 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	Yes, UKG Ready is a comprehensive solution for human resources, payroll, benefits, time, compensation, talent, reporting, and analytics.
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	Role-based security ensures only authorized users have access to sensitive employee data.
BA.3	The system shall provide audit trail reporting of all data entries, changes and deletions by user, date, time and workstation.	Critical	S	With UKG Ready, the City can maintain audit trails of employee file and data updates by date, time, and origin of update. Audit trails capture all modifications to employee information, with the ability to audit who has viewed or changed items in the system.
BA.4	The system shall configure benefits eligibility according to employee type.	Critical	S	
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	
BA.7	The system shall suspend benefits and reinstate based upon City-defined criteria (e.g., military leave).	Critical	S	
BA.8	The system shall restrict certain benefits-related entry based on City-defined characteristics (e.g., deductions of part-time employees).	Critical	S	

City of Superior
Functional and Technical Requirements

Benefits Administration				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
BA.9	The system shall capture and maintain Health, Dental, and other insurance ID numbers.	Desired	S	
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	
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				
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	
BA.34	The system shall have two years open for benefits enrollments and closeouts.	Critical	S	
BA.35	The system shall establish the appropriate tax ramifications for the deferred compensation amounts.	Critical	S	
BA.36	The system shall manually adjust benefit withholdings.	Critical	S	
BA.37	The system shall support pre and post tax payroll deductions and benefits.	Critical	S	

City of Superior
Functional and Technical Requirements

Benefits Administration				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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	
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	
BA.42	The system shall integrate with the City's accounts payable and accounts receivable systems for the purpose of billing for benefits.	Critical	C	Reporting can support self-bill invoice data. An interface can be configured for this or you may use the arrears tracking and collect from the employee when they return to income status.
BA.43	The system shall collect benefits in arrears.	Critical	S	
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	Administrator can make an adjustment to premium amounts or it can be configured.
BA.47	The system shall track and apply a stipend to premiums for retirees.	Desired	S	You configure the rates and amounts for benefits.
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	
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	
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	
BA.59	The system shall provide tracking for death of employees, retirees, or dependents.	Desired	S	

City of Superior
Functional and Technical Requirements

Benefits Administration				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
BA.60	The system shall allow mass updates of employee plan designation.	Desired	S	
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	
BA.62	The system shall generate summary statements (e.g., benefits statement) by employee and employer contributions.	Critical	S	
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	
BA.66	The system shall produce letters, emails, and other notifications to employees announcing open enrollment.	Critical	S	
BA.67	The system shall produce confirmation letters indicating the employee's current participation levels in all benefit plans.	Desired	S	
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	UKG Ready doesn't have a chatbot/virtual assistant in the system.
BA.70	The system shall produce benefits confirmation statements in multiple languages (e.g., English and Spanish).	Desired	S	
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	
BA.73	The system shall retroactively enroll dependents in plans, and automatically impact payroll to compute the proper pay adjustments and deductions.	Critical	S	Partial functionality supported. Dependents can be retroactively enrolled. The County would need to manually adjust the catch-up calculations.
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	
BA.76	The system shall restrict the removal of court-ordered dependent from an employee's benefits master (add/delete lock).	Desired	S	
BA.77	The system shall attach documentation to court-ordered dependent record.	Desired	S	
BA.78	The system shall compile, process, and electronically transfer enrollment information to vendors according to 834 Carrier Guidelines HIPPA Compliance.	Critical	S	Partial compliance. The system is not HIPPA compliant but can electronically transfer any secure data as needed.
Reporting				

City of Superior
Functional and Technical Requirements

Benefits Administration				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
BA.79	The system shall create ad hoc reports and export them to third-party applications (e.g., Microsoft Excel, PDF).	Critical	S	
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	
BA.82	The system shall notify users of minimum and maximum amount for accruals.	Desired	S	Various exception triggers can be configured in UKG Ready for alerting users of anomalies. Hours above or below a specific amount of hours can be flagged. These exception flags can be reporting on as needed or notifications sent based their existence. An example might be an alert when an employee has zero hours this pay period or an alert notification when hours are beyond an acceptable limit.
BA.83	The system shall create Form 1094 for transmittal to IRS.	Critical	S	
BA.84	The system shall electronically transmit Form 1094.	Critical	S	
BA.85	The system shall create Form 1095-C for distribution to employees.	Critical	S	
BA.86	The system shall automatically fill Form 1095-C accurately.	Critical	S	
BA.87	The system shall create Form 1095-C for transmittal to IRS.	Critical	S	
BA.88	The system shall provide a variety of ad hoc query and reporting capabilities when determining eligibility status.	Critical	S	
BA.89	The system shall provide a variety of ad hoc query and reporting capabilities when determining individuals with qualifying coverage.	Critical	S	
BA.90	The system shall provide a variety of ad hoc query and reporting capabilities when researching disputes.	Critical	S	Reporting tools are built in to every aspect of the system. All screens are definable and able to be managed by customers. All screens are also reports and are available for delivery in PDF, Excel, Formatted Excel, CSV, HTML, Paged HTML, XML and Text. Crystal Reports or SSRS are not required for this report writer.
BA.91	The system shall report benefit trends and costs for employees.	Desired	S	
BA.92	The system shall report benefit trends and costs for retirees.	Desired	S	
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	
BA.95	The system shall produce billing notice for employees on leave of absence.	Critical	S	
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	

City of Superior

Functional and Technical Requirements

Indicator	Definition	Instruction
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.
F	Future: Feature/Function will be available in a future software release available to the City by January 1, 2026 , at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version, as well as the time the release will be generally available.
C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications . All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.
T	Third Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system . This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements using the "S"/"C"/"T"/"N" response indicators with a clear notation that the responses are provided by the third-party.
N	No: Feature/Function cannot be provided.	N/A

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	
TE.2	The system shall provide audit trail reporting of all data entries, changes and deletions by user, date, time and workstation.	Critical	S	
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				
TE.4	Web-based, employee-self-service portal;	Critical	S	
TE.5	Manual entry at a workstation;	Critical	S	
TE.6	Batch entry at a work station;	Critical	S	
TE.7	Mobile device;	Desired	S	
TE.8	File import from City defined time entry applications;	Desired	S	
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	
TE.11	The system shall display a complete list of error messages for an entry (i.e., not only the first error).	Critical	S	
TE.12	The system shall allow corrections to be made to postings suspended due to validation errors.	Critical	S	

City of Superior
Functional and Technical Requirements

Time Entry				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
TE.13	The system shall enforce full edit/validation rules for all updates with the appropriate security permissions.	Critical	S	
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	
TE.16	The system shall handle schedule/department/job changes retroactive to reported time being entered prior to submission.	Desired	S	
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	
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	
TE.25	The system shall provide notifications to employees, supervisors and timekeepers of any duplicate time entered in the system.	Critical	S	
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	
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	
TE.31	The system shall require online approval of time by managers.	Critical	S	The City can require time approval by managers. Typically, most cities will also have authorized Payroll staff with the ability to override the approval process, if needed.

City of Superior
Functional and Technical Requirements

Time Entry				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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	Timesheet approval workflow can be configured to route to multiple managers based on City defined criteria.
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	
TE.38	The system shall notify approvers of timecards pending approval.	Critical	S	
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	Alerts can be customized to send to users based on system or user defined events.
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	S	UKG Ready can set up notifications to alert selected users when specific criteria has been met. For example, you might notify users when their timesheet is due, or you might notify managers to review submitted timesheets and time off requests. Most notifications are sent in the form of emails, but there are options to send as SMS text messages and even an option for the users to add the notification as iCalendar attachment. The system offers many notifications which are categorized or grouped by type.
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	UKG Ready has an overtime request feature that can be completed by the employee and approved by a manager prior to the actual work.
TE.48	The system shall allow approval of extra hours to occur after the work has been performed.	Desired	S	

City of Superior
Functional and Technical Requirements

Time Entry				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
TE.49	The system shall enforce requiring preapproval of extra hours to occur prior to when the work has been performed.	Desired	S	If there is pre-approved OT, the employee submits the request on Monday and OT is moved to approved based on that request. If the employee works excess hours that were not pre-approved, hours worked will be placed in "Unapproved OT" and the city must make a decision on whether to approve or reject. Approved becomes OT and rejected becomes "Rejected 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	If changes are allowed by an employee after manager approval, the workflow process will require the manager to approve/reject the time again.
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	
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	All data remains live in UKG Ready, it is not purged and there is no additional time needed to retrieve the data. The City can archive any data upon request to UKG Global Support.
TE.63	The system shall accommodate Fair Labor Standards Act (FLSA) laws based on the City's current pay codes.	Critical	S	Pay Calculation Profiles (Pay Rules) within UKG Ready allows the application to meet and accommodate FLSA requirements using City defined pay codes.
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	

City of Superior
Functional and Technical Requirements

Time Entry				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
TE.66	The system shall link labor distribution to Project Management, Grant Management, etc. including specific hours worked.	Critical	S	Labor Distribution can be linked to the individual project or grant an employee has worked hours or can be tied to a percentage split between separate or multiple job categories.
TE.67	The system shall validate labor distribution field values through an integrated link to the source module.	Critical	S	Only valid values will be available for labor distribution as interfaced from the general ledger.
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	The application supports multiple timesheet layouts as needed by the city but an employee can only be assigned to one timesheet layout at any given instance in time.
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	S	
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	Default schedules are recommended for time entry purposes.
TE.74	The system shall default the defined pay period for time entry.	Critical	S	The city can utilize as many pay periods (weekly, bi-weekly, semi-monthly, monthly, custom pay period, etc.) as needed and can default for each employee.
TE.75	The system shall provide an alert when the employee is reaching or has reached minimum or maximum banks of accruals.	Critical	S	The City can provide alerts to employees as either a warning or an error when the employee has reached a certain threshold of accrual banks.
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	S	
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	This is standard application functionality for authorized employees.
TE.82	The system shall print a timecard from the system for manual time tracking.	Desired	S	
TE.83	The system shall print a range of timecards by employee group, time period, or other user-defined criteria.	Desired	S	
TE.84	The system shall provide assistance (e.g., FAQ, contextual assistance, etc.) for time entry to aid in the entry process.	Critical	S	All documentation is available within the application and job aides and other training materials are easily viewed for employee support.

City of Superior
Functional and Technical Requirements

Time Entry				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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		Different types of employees can be accommodated but qualification of the employee will need to be determined by the City.

City of Superior
Functional and Technical Requirements

Time Entry				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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	
TE.89	The system shall charge time into project accounting on an hours by day basis to each project.	Critical	S	
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 can be tracked to a project/grant by using a City defined pay code(s) entered on the timecard.
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	With UKG Ready, a limited list of favorites can be assigned to the employee for easy selection of project/grant programs for time worked.
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	There is no restriction on the number of project/grant entries per employee.
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	

City of Superior
Functional and Technical Requirements

Time Entry				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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	Comp time accrual can be defined and tracked by the City for exempt or non-exempt employees.
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	Distinct rules for time-off or leave requests can be applied as necessary across different employee groups. This is applied by using profiles within the application.
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	
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	Employee breaks in service are captured by date driven fields within the application.
TE.123	The system shall track and maintain shared leave detail including (but not limited to) donating employee, receiving employee, leave balances.	Critical	S	Donation type leave detail is captured and tracked for reporting and audit.
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	You can set a maximum carryover amount for each accrual type.
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	Roll-over or carry-over accruals can move to a different bank at a City defined time.
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	
TE.129	The system shall project future balances based on debits and credits of leave time.	Desired	S	
TE.130	The system shall provide daily balances in real-time of available employee comp and leave time.	Critical	S	

City of Superior
Functional and Technical Requirements

Time Entry				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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	
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	
TE.134	The system shall alert managers/supervisors on leave usage exceptions.	Critical	S	
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	

City of Superior
Functional and Technical Requirements

Time Entry				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
Attendance Tracking				
TE.137	The system shall compare absence time with scheduled work time to detect absence conditions.	Desired	S	This can also be alerted directly on the timecard with the configuration of exceptions.
TE.138	The system shall process mass absences at the City, Department, Division or other user-defined level.	Critical	S	
TE.139	The system shall track and detect certain absence conditions (undocumented leave or comp time used).	Critical	S	Certain absence conditions can be tracked within the timecard. More details are needed for the undocumented leave requirement.
TE.140	The system shall flag various attendance conditions, including in early, in late, out early, out late, and unexcused absences.	Critical	S	
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	The City Leave Administrator can coordinate usage of leave types with paid time-off and determine which applies based on city policy. This process automatically populates the timecard so manual entry is not required.
TE.142	The system shall provide numerous canned reports related to all aspects of absence tracking.	Desired	S	UKG Ready has hundreds of standard reports and comes with a built-in ad-hoc reporting tool. All standard reports can be modified to meet city needs. Reports are also available for export in multiple formats. Standard and ad-hoc reports are unlimited; upon saving an ad-hoc report, it can be scheduled for regular use.
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	Time off requests can be initiated by the employee via the time clock, mobile application and/or web interface. The system can be configured to automatically reject requests where the employee lacks the leave available. Once submitted, the manager(s) can receive notification via email, mobile app alerts and web interface alerts. If the manager does not take action within company designated time frame, the request can be automatically routed to the next level for approval. Upon approval, the time off is entered into the time card and the employee can be notified. If rejected, the system can automatically notify the employee of the status.
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	

City of Superior
Functional and Technical Requirements

Time Entry				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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,				
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	Settings within the time off request profile can be utilized to set qualifying conditions and limits for use. In addition, cascading time-offs can be used if a bank runs out of accrued time and the request for leave needs to draw from another bank.
TE.153	The system shall project an employee's leave balance, considering any future accruals and existing requests.	Desired	S	Projected balances are displayed and can be viewed by the employee, if authorized.
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	Data at rest is encrypted across UKG Ready by utilizing Transparent Data Encryption. Your City's users access the UKG Ready cloud environment from a web browser or mobile device via encrypted Transport Layer Security (TLS) sessions using port 443. UKG InTouch® terminal connections are Ethernet-based, using port 80 or 443. They can utilize TLS to encrypt data transmission when you provide a digital ID certificate from a third-party vendor. Finally, role-based security is utilized at the application layer.
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	
TE.156	The system shall notify user of attempt to submit leave request where accrued time is less than requested time.	Critical	S	The alert can be set as a warning or an error depending on city policy concerning negative balances.
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	S	Blackout dates can be easily defined in the application for employees or groups of employees.

City of Superior
Functional and Technical Requirements

Time Entry				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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	
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	
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	Within UKG Ready Scheduler module, there are additional features that make changing, editing, or removing schedules quick and easy once shifts have been added to employees.
The system shall maintain various defined shifts with the following characteristics and				
TE.182	Varying hours per shift;	Desired	S	
TE.183	Start times and end times;	Desired	S	
TE.184	Duration;	Desired	S	

City of Superior
Functional and Technical Requirements

Time Entry				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
TE.185	Multiple shift patterns;	Desired	S	An unlimited number of shift templates can be created and then assigned to an unlimited number of day patterns for repeatable rotations. UKG Ready makes it easy to use both Shift and Pattern Templates.
TE.186	Multiple employee roles;	Desired	S	UKG Ready's Security Profiles can be used to build out different accessibility roles as needed. For example, one employee role might have access to editing their time and another role might be limited timestamping only. An unlimited number of roles are possible.
TE.187	Required certifications of resources for the shift;	Desired	S	
TE.188	Multiple locations;	Desired	S	
TE.189	Multiple sub-locations; and	Desired	S	
TE.190	Multiple skill requirements.	Desired	S	
TE.191	The system shall maintain at least 50 different shift configurations in the table of defined shifts.	Desired	S	The City can create and maintain as many shift configurations as required.
TE.192	The system shall prohibit resources from being scheduled for a particular shift that do not meet prescribed requirements.	Desired	S	Shift rules or constraints allow the City to prohibit resources from being assigned without the prescribed requirements necessary.
TE.193	The system shall override restrictions on employees being scheduled for a particular shift.	Desired	S	Managers or administrators with proper security and authorization can override employee restrictions and place them in a particular shift.
TE.194	The system shall assign the number of personnel required each day for defined positions.	Desired	S	Auto-assigning employees based on the number of required shifts is an available option in scheduling.
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	
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	Auto-assigning employees based on the number of required shifts is an available option in scheduling.
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	
TE.198	The system shall create calendars/rosters of projected absences.	Desired	S	
The system shall utilize department roles for automated staffing including the following				
TE.199	Staffing minimums;	Desired	S	
TE.200	Roster vacancies due to leave time; and	Desired	S	

City of Superior
Functional and Technical Requirements

Time Entry				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
TE.201	Insufficient "qualified" candidates (e.g., certifications, etc.).	Desired	S	UKG Ready can house both Skills and Certifications attained for each staff member. Reports are available for the number of valid candidates employed within a specific set of Cost Centers. Skills and Certifications can also be used to determine schedule staffing.
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	Must be initiated by a user; notification can be sent via email and push notification via mobile app.
TE.203	The system shall support the shift bid process for certain eligible groups of employees.	Desired	S	Shift bidding is supported with our optional UKG Workforce Telestaff solution.
TE.204	The system shall support the time off bid process for certain eligible groups of employees.	Desired	S	Time off bidding is supported with our optional UKG Workforce Telestaff solution.
TE.205	The system shall support the overtime bid process for certain eligible groups of employees.	Desired	S	Overtime bidding is supported with our optional UKG Workforce Telestaff solution.
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	System can help prioritize based on many factors, like seniority, labor cost, and more, but not based on any data field of the user's choosing (address, zip code, badge number, etc.) in the employee master. With the optional UKG Workforce Telestaff, you may define different criteria for automated contacts.
TE.207	The system shall maintain a log of all employees who have been contacted.	Desired	S	
TE.208	The system shall produce a list for each absence by rules and create the call log.	Desired	S	
The system shall support multiple notification methods including but not limited to:				
TE.209	Telephone (by type such as home, cell, etc.);	Desired	S	Standard notifications are delivered through email and/or system provided mailbox. SMS text messaging is supported through a third party, Twilio. Automated calling is supported with the optional UKG Workforce Telestaff solution.
TE.210	Text Messaging/SMS; and	Desired	T	Text messaging/SMS is available through our preferred partner Twilio.
TE.211	Email.	Desired	S	
TE.212	The system shall accommodate work time trades between employees.	Desired	S	Shift swapping is available with advanced scheduling and is a feature of employee self-service.
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	UKG Ready's shift templates can be configured as split shifts. Then, these templates can be entered into a repeatable pattern rotation.

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Functional and Technical Requirements

Time Entry				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
TE.215	The system shall identify employee as unavailable for overtime for a given time period and specify reason.	Desired	S	Employees in Ready can be flagged as unavailable for extra hours. Employees can change their availability and enter reasons if needed.
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	
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	
TE.218	The system shall override workload restrictions.	Desired	S	A manager or administrator with security access and authorization can override workload restrictions.
TE.219	The system shall alert when minimum or maximum thresholds are not met.	Desired	S	Various exception triggers can be configured in UKG Ready for alerting users of anomalies. Hours above or below a specific amount of hours can be flagged. These exception flags can be reporting on as needed or notifications sent based their existence. An example might be an alert when an employee has zero hours this pay period or an alert notification when hours are beyond an acceptable limit.
TE.220	The system shall implement alternate schedules (e.g., ad-hoc schedules for circumstances of single occurrence).	Desired	S	Alternate schedules can be created on demand for any City defined reason.
TE.221	The system shall temporarily assign employees.	Desired	S	
TE.222	The system shall view multiple schedules at once.	Desired	S	
TE.223	The system shall publish and print an official/final schedule.	Desired	S	
TE.224	The system shall preserve the schedule in the event the system is unavailable due to planned or unplanned downtime.	Desired	S	The UKG Ready tenant will continue to house schedules if unavailable to users. Once internet connection is restored schedules will be available.
TE.225	The system shall identify an assignment that conflicts with a rule.	Desired	S	
TE.226	The system shall define a mandatory-overtime backfill list based on prescribed business rules.	Desired	S	UKG Ready Scheduling can staff based on configured staffing requirements. Open shifts are filled with employees based on multiple factors. Pay rate, number of hours worked, skills and certifications and other business rules can be included in the criteria.
TE.227	The system shall alert a shift scheduler when assignment conflicts with a rule.	Desired	S	
TE.228	The system shall schedule meals and breaks, as well as start and end times.	Desired	S	
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	Various schedule pattern rotations can be defined in UKG Ready.
TE.231	The system shall calculate overtime based on FLSA regulations.	Desired	S	UKG Ready supports FLSA requirements for Overtime and Weighted Average OT regulations.

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Time Entry				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
TE.232	The system shall view and maintain all previous schedules.	Desired	S	
TE.233	The system shall route an alert/notification when defined hour-limit is reached.	Desired	S	When employees have worked a specific amount of time during a shift managers can access graphs that show hours above a limit. However, as a best practice UKG Ready does not alert users at the moment a defined amount of time has elapsed.
TE.234	The system shall populate entities for holidays and other closures in the schedule, system-wide.	Desired	S	Holiday Tables are populated and assigned to employees or groups of employees within UKG Ready.
TE.235	The system shall support varying types of scheduled weeks, including 48/60/72 hour weeks for public safety.	Desired	S	UKG Ready Advanced Scheduler.
TE.236	The system shall accommodate department schedules with three shifts, and 24 hours per shift.	Desired	S	
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	

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Time Entry				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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	
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	
TE.244	The system shall export data from reports into standard applications for spreadsheet comparison, graphing, etc.	Critical	S	
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	
TE.249	Task/Work Order;	Desired	S	
TE.250	Project/Grant;	Critical	S	
TE.251	Job;	Critical	S	
TE.252	Activity;	Critical	S	
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	
TE.258	Work group;	Critical	S	
TE.259	Shift;	Critical	S	
TE.260	Time errors;	Critical	S	
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	Historical corrections can be reported by the City as necessary.
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	This is standard application functionality.

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Time Entry				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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	The entire UKG Ready solution is a comprehensive reporting tool that allows users to run reports for any time period and may select from a wide range of predefined selections, such as "Today", "Last Week" or "Year-to-date". In fact, there are approximately 40 predefined selections. Users can enter any range of dates, or any date expression, such as "90 days before today"
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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Functional and Technical Requirements

Indicator	Definition	Instruction		
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system’s ability to meet the requirement.		
F	Future: Feature/Function will be available in a future software release available to the City by January 1, 2026 , at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of “F” is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version, as well as the time the release will be generally available.		
C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications . All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of “C” is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.		
T	Third Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system . This system should be specified.	If a response indicator of “T” is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements using the “S”/“C”/“T”/“N” response indicators with a clear notation that the responses are provided by the third-party.		
N	No: Feature/Function cannot be provided.	N/A		
Payroll				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
	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	Yes, UKG Ready is a comprehensive solution for human resources, payroll, benefits, time, compensation, talent, reporting, and analytics.
PR.2	The system shall integrate the Payroll application with the General Ledger to make payroll journal entries.	Critical	S	The GL interface is used to export payroll information to your accounting solution in the proper format. Current processes and configurations are evaluated to maximize functionality of UKG Ready.

City of Superior
Functional and Technical Requirements

Payroll				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
PR.3	The system shall integrate payroll with position tracking.	Critical	S	<p>Position Management is an alternative to a job-based structure. You can create a specific occurrence of a position, which then enables the City to track the number of openings within that position, monitor headcount and manage budgets. Employees can be assigned multiple positions with different rates for each position.</p> <p>The tools within Position Management allow for inclusive budgeting of the 4 jobs, as well as tracking of the employees assigned to those jobs. Additionally, a reporting hierarchy structure can be established for positions that report to other positions, such as position A reports to Position B, with definable permissions as to what can be viewed and by whom.</p> <p>Reporting and tracking of budgeted amounts versus actual is done within the position screen, rather than in a separate report and is updated as positions are filled or vacated. With Position Management, you can easily manage employees with multiple roles. There is no need to manually input details each time an employee comes on board. When a new employee is hired only the employee data and the position name needs to be entered.</p> <p>Budgeted, assigned FTE, budgeted, assigned amount, and budgeted and assigned hours can be set up for FTE rules. Based on the City's needs, these settings can be required and configured to exceed the allowed FTE.</p>
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 employees.	Critical	S	There is unlimited historical data available for applications offered with UKG Ready, UKG Ready does not purge information.
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 from system while payroll is being processed).	Remove	S	During the payroll process in UKG Ready, there is no downtime for other application areas. The solution is designed to minimize interruptions, allowing continuous operations while payroll is being processed. UKG Ready supports real-time updates and calculations, ensuring that data remains accessible and all solution functions continue.
PR.7	The system shall maintain payroll history, including earnings, deductions, taxes and other related supporting information for an unlimited number of years.	Critical	S	

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Functional and Technical Requirements

Payroll				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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	S	
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, garnishments).	Critical	S	
PR.10	The system shall allow payroll staff to view paystub and W-2 history of individual employees based on security permissions.	Critical	S	
PR.11	The system shall allow individual employees to view full paystub and W-2 history through an employee self-service portal (ESS).	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	S	Yes, this is standard functionality with our Mass Edit feature.
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	
PR.15	The system shall override the default supervisor assigned for workflow approvals to position control record modifications with appropriate security permissions.	Critical	S	Workflows can be setup with different approvers outside of the assigned employees' supervisor.
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	Off-cycle payrolls can be configured and setup within the solution on as needed basis.
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 year.	Critical	S	
The system shall process payroll on optional user-selected frequencies, for example:				
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 hourly payroll.	Critical	S	
PR.24	The system shall accommodate multiple payroll schedules.	Critical	S	
PR.25	The system shall specify employees to be paid by defined pay groups.	Critical	S	
PR.26	The system shall process multiple pay groups per cycle period.	Critical	S	
PR.27	The system shall accommodate various pay statuses (e.g., biweekly, monthly, hourly, fee, salaried, uncompensated, etc.).	Critical	S	
PR.28	The system shall support retro pay and deduction adjustments.	Critical	S	
PR.29	The system shall support multiple positions for individual employees.	Critical	S	
Tax Administration				

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Functional and Technical Requirements

Payroll				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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-by-employee basis.	Critical	S	Taxes can be modified as needed, although, Medicare is a required tax for regular wage calculations, but taxability for specific pay codes can be setup if Medicare is exempt from that tax.
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, Medicare, and retirement.	Critical	S	
The system shall maintain separate taxable wages for the following:				
PR.34	Federal and State Income;	Critical	S	
PR.35	Earned Income Tax Credit;	Critical	N	UKG Ready does not generate the earned income tax credit notices however; standard reports may help.
PR.36	Social Security; and	Critical	S	
PR.37	Medicare and additional Medicare.	Critical	S	
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 period.	Critical	S	
PR.42	The system shall define special taxation rules by earnings code (e.g., supplemental tax rates, cumulative, annualized, etc.).	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	Checks and balances are set to identify any outliers based on the City's needs, as well as pre-processing reports to identify any outliers. Labor distribution profiles are configurable for standard allocations.
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-defined combination thereof.	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	

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Functional and Technical Requirements

Payroll				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
PR.51	Balance of total rate, hours, over-time hours, exception hours;	Critical	S	
PR.52	Balance of vacation, sick, and other user-defined accruals;	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 (e.g., longevity, retro, off-cycle).	Critical	S	
PR.60	The system shall automatically calculate and pay out final pays.	Critical	S	Accrual payouts are part of configuration. Depending on the scenario, manual calculations may be necessary.
PR.61	The system shall automatically calculate and pay out retro pays, with the ability to reference past salary tables.	Critical	S	Yes, this is standard functionality up to 1 year.
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 appropriate fiscal year (prior year/new year).	Critical	S	
PR.64	The system shall process fiscal month end when the date falls mid-payroll period, with accrual posting to the appropriate month (prior month/new month).	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 details.	Desired	S	
PR.66	The system shall process payroll accruals based on a user defined effective	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 pay period cycle.	Desired	S	Employee work schedules can be modified during the pay period.
PR.70	The system shall run pay, deduction, withheld taxes, and net pay calculations as a "proof" run for review prior to final pay run.	Critical	S	
PR.71	The system shall process, track, and reclaim payroll advances.	Critical	S	
PR.72	The system shall produce a warning/error report of employees with no benefit deductions due to low or no paycheck prior to running payroll (insufficient net	Critical	S	
PR.73	The system shall validate beginning balances against ending balances from last run, prior to payroll processing.	Critical	S	
PR.74	The system shall provide audit trail reporting of all data entries, changes and deletions by user, date, time, and location.	Critical	S	

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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 ability to print paycheck stubs for employee.	Critical	S	
PR.76	The system shall support the batch removal of employees who have zero hours in a pay period for payroll processing.	Desired	S	
The system shall generate the following pre-payroll proof reports:				
PR.77	Hours Proof Report;	Critical	S	
PR.78	Accrual Exception Report;	Critical	S	
PR.79	Accrual Audit Report;	Desired	S	
PR.80	Calculations Error Listing;	Critical	S	
PR.81	Benefit Errors;	Critical	S	
PR.82	Time Setup Errors;	Critical	S	
PR.83	Deductions not taken;	Critical	S	
PR.84	Contribution limits for 401k and 457 and 457 Roth plans;	Critical	S	
PR.85	HSA limits;	Critical	S	
PR.86	Negative/Zero checks;	Critical	S	
PR.87	Preliminary Payroll Register; and	Critical	S	
PR.88	Other user-defined reports.	Desired	S	
The system shall generate the following post-payroll proof reports:				
PR.89	Check and Advice Register;	Critical	S	
PR.90	Payroll Summary;	Critical	S	
PR.91	Quarterly Reports;	Critical	S	
PR.92	GL Reports;	Critical	S	
PR.93	Transmittal Reports (e.g., FSA, union, associations, bank file);	Critical	S	
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 actions).	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 more than one	Critical	S	

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Payroll				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
PR.104	The system shall calculate pay for multiple positions for one employee that transfers during a pay period (which results in a change in earning codes).	Critical	S	
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 to the employee.	Critical	S	
PR.107	The system shall calculate the appropriate benefit deductions for an employee that transfers positions during a pay period.	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 pay period.	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-time overrides, etc.	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 pay).	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., MOU, CBA);	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 department i.e., 28-day cycle;	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 positions.	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 defined and maintained.	Critical	S	
PR.125	The system shall process partial deductions (if an employee's pay is insufficient), track arrears, and collect the arrears amounts from specified pay periods.	Critical	S	

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Functional and Technical Requirements

Payroll				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
PR.126	The system shall calculate deductions based on net pay.	Desired	S	The system can calculate a deduction based on a % of net pay.
PR.127	The system shall calculate and track City-paid benefits.	Critical	S	
PR.128	The system shall update all employee and employer accumulations	Critical	S	
PR.129	The system has the ability for employees to use accrued vacation, comp time, and sick leave (employees cannot use leave time accrued in the current payroll	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 unit/group (e.g., MOU, CBA).	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	S	Need more information but this should be accommodated with standard reporting.
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	S	
PR.144	Totals by employee, project/grant, cost center, division, department, total City-wide; and	Critical	S	
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	
PR.147	The system shall print employee payment checks including bank MICR line and address bar codes.	Critical	S	
PR.148	The system shall support on-demand check writing at local printers to accommodate manual check writing.	Critical	S	
PR.149	The system shall sort and print checks by user-defined criteria.	Desired	S	
PR.150	The system shall check for minimum check amounts to avoid zero payments.	Desired	S	
PR.151	The system shall provide check reprint features (with indication that check is a reprint and/or as a reissue).	Critical	S	

City of Superior
Functional and Technical Requirements

Payroll				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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 following information:				
PR.153	User-defined Employee Profile (e.g., job title, annual salary, department);	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 Medicare);	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 paid portion);	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	S	
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 check stub or advice.	Critical	S	
PR.178	The system shall print leave accrual rate, leave taken in hours or days, and leave remaining on paychecks and advices for all leave categories.	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	
PR.180	The system shall generate and track stop payments and reversal requests.	Desired	S	
PR.181	The system shall provide the capability for automated check and direct deposit reconciliation.	Critical	S	
PR.182	The system shall print or present user-defined information on employee pay stubs, including free form text messages.	Desired	S	

City of Superior
Functional and Technical Requirements

Payroll				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
PR.183	The system shall edit direct deposit file prior to transmission with security permissions, with audit trail.	Desired	S	Edits to the system data generating the file are auditable. A direct edit to a file outside the system is not auditable.
PR.184	The system shall comply with industry standards of service banks.	Critical	S	
PR.185	The system shall calculate a "net pay" deduction for direct deposit.	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, or, deposit 50% into checking and 50% into savings).	Critical	S	
PR.187	The system shall turn off direct deposit for certain employee payroll checks where the employee usually has direct deposit.	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 deposit elections the employee has in place for regular pay.	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	
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	C	Payroll files are typically sent to the General Ledger. An interface to AP can be configured 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 and viewing reports.	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	
PR.199	The system shall provide integrity reports to ensure data and transactions are accurate.	Critical	S	
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 paper form.	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	

City of Superior
Functional and Technical Requirements

Payroll				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
PR.204	The system shall track reportable earnings and deductions for W-2s.	Critical	S	
PR.205	The system shall manually adjust taxable earnings for W-2 processing based on system permissions.	Critical	S	
PR.206	The system shall provide the W-2 file print sorted by user-defined criteria (e.g., alpha by last name, by department, or employee number).	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 Transmission File.	Critical	S	There is an EFW2 Year End report page that the files are submitted from and can be reviewed for status and submission date, etc.
PR.209	The system shall generate a W-2c File for Transmission to IRS.	Critical	S	
PR.210	The system shall provide reprint of W-2s by individual employee.	Critical	S	
PR.211	The system shall produce W-2Cs (amended W-2s) for multiple years.	Desired	S	
PR.212	The system shall store W-2 information for a minimum of seven years.	Critical	S	As long as the data is added and stored in UKG Ready.
PR.213	The system shall reprint W-2s for a minimum of seven years.	Critical	S	As long as the data is added and stored in UKG Ready.
PR.214	The system shall generate Federal Tax Summary Report by Pay Period.	Critical	S	
PR.215	The system shall track taxable earnings quarterly and annually.	Critical	S	
PR.216	The system shall generate Quarterly Federal Tax Summary Reports.	Critical	S	
PR.217	The system shall produce a report showing FICA (Medicare and Social Security) wages, by individual and in total.	Critical	S	
PR.218	The system shall produce a report showing additional Medicare wages, by individual and in total.	Critical	S	
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	
PR.220	The system shall schedule reports at a user-defined date/time and frequency.	Desired	S	
The system shall produce earnings and withholdings and Medicare total reports, including associated taxes, for the following periods:				
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 point in time:				
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	

City of Superior
Functional and Technical Requirements

Payroll				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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 codes need to be part of configuration.
PR.237	Full-Time Equivalent (FTE) count by department/division;	Critical	S	
PR.238	Leave balance and usage reports;	Critical	S	
PR.239	Longevity report;	Critical	S	
PR.240	Manual issue check;	Critical	S	
PR.241	Mid-pay period changes report;	Critical	S	
PR.242	Overtime liability reports;	Critical	S	
PR.243	Overtime hours;	Critical	S	
PR.244	Hours not worked;	Critical	S	
PR.245	Hours lost due to work related injury or illness;	Critical	S	
PR.246	Lost time injury rate;	Critical	S	
PR.247	Payroll adjustment register showing all changes to employee payroll record;	Critical	S	
PR.248	Payroll costs (including City and employee contribution);	Critical	S	
PR.249	Payroll register;	Critical	S	
PR.250	Quarterly and annual payroll control register;	Critical	S	
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	
PR.255	Incentive pay and base wages;	Desired	S	
PR.256	Salary changes;	Critical	S	
PR.257	Termination reports;	Critical	S	
PR.258	Turnover reports;	Critical	S	
PR.259	Vacancy reports;	Critical	S	
PR.260	W-2 transmittal report;	Critical	S	There is an EFW2 Year End report page that the files are submitted from and can be reviewed for status and submission date, etc.
PR.261	W-3 summary report; and	Critical	S	
PR.262	Workers Compensation report.	Critical	S	
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	
PR.264	The system shall export salary data to a .csv and .xlsx format for open data	Critical	S	

City of Superior
Functional and Technical Requirements

Payroll				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
PR.265	The system shall calculate multiple child support orders based on the current amount due according to the State of Wisconsin law.	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	

City of Superior
Functional and Technical Requirements

Indicator	Definition	Instruction		
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
F	Future: Feature/Function will be available in a future software release available to the City by January 1, 2026 , at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version, as well as the time the release will be generally available.		
C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications . All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.		
T	Third Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system . This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements using the "S"/"C"/"T"/"N" response indicators with a clear notation that the responses are provided by the third-party.		
N	No: Feature/Function cannot be provided.	N/A		
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	Will likely need more information around your rules.
COM.2	The system shall automate compensation and benefits information updates with automated workflow approvals.	Critical	S	
COM.3	The system shall change the compensation table and have the change impact employee records.	Critical	S	Rate tables changes would impact employee records. Step and Grade would update employee records based on the schedule.
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	
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	
COM.7	The system shall provide a mass pay increase function by percentage amount or flat dollar amount.	Critical	S	Rates can be updated by a dollar amount or percentages increase on a mass basis. Mass changes to salary can be update via import. The Compensation Modules may also be a fit depending on your process. UKG Compensation can help you manage many compensation changes at once while incorporating a budget and worksheets for managers.
COM.8	The system shall calculate longevity/stability payment.	Critical	S	
COM.9	The system shall calculate multiple longevity/stability payment based upon varying levels of longevity/stability criteria.	Critical	S	

City of Superior
Functional and Technical Requirements

Compensation Management				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
COM.10	The system shall calculate longevity award amounts based on employee length of service including breaks in service.	Critical	S	Longevity can be calculated based on hours worked or a date like service date or seniority date.
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	
COM.12	The system shall support both grade and step compensation structures.	Critical	S	
COM.13	The system shall establish and process multiple overtime based on FLSA.	Critical	S	UKG Ready supports FLSA requirements for Overtime and Weighted Average OT regulations.
COM.14	The system shall process multiple additional pay types in one pay period.	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	
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	These are configurable. Specific scenarios will be needed to confirm.
COM.19	The system shall provide automatic assignment (in addition to payroll) of earnings at certain scheduled times.	Critical	S	
COM.20	The system shall identify exceptions-based employees and isolate from mass compensation adjustments.	Critical	S	
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 benefit eligibility.	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	
COM.26	The system shall calculate back pay for a minimum of two years.	Critical	S	
COM.27	The system shall allow users (with appropriate security) to maintain and modify all complex pay rules without vendor intervention.	Critical	S	
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	
COM.29	The system shall perform macro-level compensation analysis for reporting purposes.	Critical	S	
COM.30	The system shall generate an active positions report that includes positions that are vacant, approved, and active positions.	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	
Garnishments				
COM.32	The system shall withhold garnishments from employee paychecks.	Critical	S	
The system shall track, calculate and deduct employee garnishments, including but not limited to, the following:				
COM.33	Fixed amounts;	Critical	S	
COM.34	Multiple child support orders; and	Critical	S	

City of Superior
Functional and Technical Requirements

Compensation Management				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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	
COM.39	Ability to calculate multiple child support orders per state law.	Critical	S	
COM.40	The system shall flag garnishments nearing end of collection based on user defined end date or dollar threshold.	Critical	S	
COM.41	The system shall input, deduct and track unlimited garnishments per employee.	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 a specified total amount is not exceeded.	Critical	S	
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 garnishments.	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	Arrearages will be available for the client to determine the next steps.
Pay Codes				
COM.51	The system shall support an unlimited number of earnings/pay codes.	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 including but not limited to:				
COM.55	Administrative leave;	Critical	S	
COM.56	Allowance - gun allowance;	Desired	S	
COM.57	Allowance - uniform and clothing allowance;	Critical	S	

City of Superior
Functional and Technical Requirements

Compensation Management				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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 group or not;	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	

City of Superior
Functional and Technical Requirements

Compensation Management				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
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 codes.	Critical	S	
COM.96	The system shall allow pays/earnings to be scheduled in the payroll calendar.	Critical	S	
COM.97	The system shall support an unlimited number of earning codes. Any limitations should be noted in the Comments column.	Critical	S	
The system shall establish employee eligibility controls for pay/earnings codes, including but not limited to:				
COM.98	Position;	Critical	N	Job code is supported.
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	
COM.104	By employee (including multiple jobs); and	Critical	S	
COM.105	Other user-defined rules and controls.	Critical	S	
COM.106	The system shall establish multiple pay out rules by department or job class for comp and deferred holiday time.	Critical	S	
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	
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	
COM.111	The system shall process imputed income for non-cash benefits.	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	
Deductions				
COM.113	The system shall support an unlimited number of general deduction codes for items such as insurance, retirement, child support, etc.	Critical	S	
COM.114	The system shall allow employee deductions with a stop date when amount due is paid in full.	Critical	S	
COM.115	The system shall link an AR account with employee deductions for arrears collection purposes.	Desired	S	There is an external id field available for holding the AR code. Integration with AR is custom.
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 deductions.	Critical	S	
COM.118	The system shall support deduction limits and maximum amounts.	Critical	S	
COM.119	The system shall support deduction start and end dates.	Critical	S	

City of Superior
Functional and Technical Requirements

Compensation Management				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
COM.120	The system shall support designated default amount for each deduction code.	Critical	S	
COM.121	The system shall stop and start a deduction on an employee-by-employee basis. Year-to-date totals should be maintained.	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	
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	
COM.125	The system shall support user-defined prioritization of deductions.	Critical	S	Provided the user defined calculations align with all standard required prioritizations.
COM.126	The system shall allow temporary override of deduction amounts (with appropriate security).	Critical	S	
COM.127	The system shall allow temporary inactivation of deduction/s at the employee level, for one-time or on-going basis (with appropriate security).	Critical	S	
COM.128	The system shall allow temporary inactivation of deduction/s at the organization level, for one-time or on-going basis (with appropriate security).	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 rules.	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	
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	It will automatically calculate and track and allow the client to handle as deemed appropriate by the client.
COM.133	The system shall calculate and deduct retirement contributions for multiple retirement plans.	Critical	S	
COM.134	The system shall record Section 457 and other tax-deferral plan information in conformance with IRS and other regulations.	Critical	S	
COM.135	The system shall track IRS 125 benefits package (cafeteria plan) by employee.	Critical	S	

City of Superior
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Req #	System Type	Product and Version	Desired Type of Data Transfer	Desired Frequency of Data Transfer	Data Involved in Potential Transfer	Vendor Response	Vendor Comments	Included in scope of proposal?	Cost to Develop
Potential Information Exchanges									
A list of potential information exchanges for the future software environment has been developed and presented in this tab. In several instances, integration/interfacing/data transfer items presented in this list may not be required if the proposed software system can provide needed functionality. Conversely intended replacements of existing third-party systems may be adjusted if functionality in the future selected system is not adequate. As a result, the following list of potential interfaces for vendors to respond to so that the future applications environment may be considered. The types of information exchanges are:									
Interface Also known as a bridge, an interface is where two or more separate software products communicate under limited capacity. An interface will often use a standard file format such as XML to move information from one system to another. Some interfaces are separate programs that can be configured and deployed with a range of systems (e.g. Microsoft BizTalk). Examples of common Interface mechanisms include Application Program Interface (API) and web services.				Integration A system where the different products or modules are tightly connected to function as one solution. In an integration, the systems share the same code and database.		Data transfer/exchange A specialized interface where data is extracted from one application, usually as a data export using a specified file format, and placed in a specified location, such as a folder on a shared network drive. Another application retrieves the file, reads and imports the data. The file transfer process between the applications can be manual or automated using a scheduler to direct the applications when to export or import the data. The transfer process may be scheduled to occur as needed.			
The ways in which the proposed system, and the systems identified below, may interact in terms of passing information back and forth, are as follows: SEND: The Selected system will only need to SEND data to the third party application. RECEIVE: The Selected system will only need to RECEIVE date from the third party application. BOTH: The Selected system will need to both SEND and RECEIVE information to/from the third party application.									
INT.1	Banking Information	NBC and BMO	Interface - Send and Receive Data	On-Demand	Send: The future ERP system should send data required for positive pay and ACH transactions to be recorded with the City's bank. Receive: The future ERP system should receive a file from the City's bank to assist with all payable, payroll, and miscellaneous checks that were cleared in a City-defined period of time.	Existing Interface Developed (Explain in comments)	Standard functionality - payroll with UKG has standard interfacing with banking information.	Yes	0
INT.2	Bid Management	DemandStar	File Import Into Selected System	On-Demand	The City is interested in understanding from vendors the functionality that may be provided that supports the bid management process. If the City finds an alternative that meets its needs, the City may contemplate replacing the legacy bid system. Otherwise, it is anticipated that an interface will be needed between the bid system and the new ERP system. Receive: The future ERP system should receive bid notification and communication information for tracking and reporting purposes.	Not Proposed			
INT.3	Purchase Cards	FNBO	File Import Into Selected System	On-Demand	Receive: The future ERP system should support the import of a flat file (i.e., .CSV, .XLSX, etc.) containing purchase card transaction details (i.e., vendor name, transaction date, description entered online, and account information).	Not Proposed			
INT.4	Productivity Suite	Microsoft	Interface - Send and Receive Data	Near-Immediate (Real-Time)	Send: The future ERP system should have the ability to integrate with MS Word, MS Excel, Outlook, and Access. Receive: The future ERP system should have the ability to consume standard Microsoft files (i.e., files from MS Word, MS Excel, Outlook, and Access).	Standard - File Import/Export		Yes	0
INT.5	AR - Utility Billing	Munilink	File Import Into Selected System	On-Demand	Receive: The future ERP system should have the ability to support the import of a flat file (i.e., .CSV, .XLSX, etc.) containing utility billing information for tracking and reporting.	Not Proposed			
INT.6	AR - Utility Billing	Munilink	File Import Into Selected System	Daily Batch	Receive: The ERP system should receive customer refund information for processing payments to customers (e.g. customer has an overpayment or deposit and moves out of the City and is due a refund which would be paid from the new ERP system).	Not Proposed			
INT.7	AR - Broadband Network	COS	File Import Into Selected System	On-Demand	Receive: The future ERP system should have the ability to support the import of a flat file (i.e., .CSV, .XLSX, etc.) containing broadband access billing information for tracking and reporting.	Not Proposed			
INT.8	AR - Parks and Recreation	CivicPlus	File Import Into Selected System	On-Demand	Receive: The future ERP system should have the ability to support the import of a flat file (i.e., .CSV, .XLSX, etc.) containing parks and recreation billing information for tracking and reporting.	Not Proposed			
INT.10	Benefit Administration	NEOGOV Onboard	File Import Into Selected System	On-Demand	Receive: The future ERP system should have the ability to support the import of a flat file (i.e., .CSV, .XLSX, etc.) containing benefit onboarding information for tracking and reporting.	Standard - File Import		Yes	0
INT.11	Benefit Administration	MissionSquare	File Export From Selected System	On-Demand	Receive: The future ERP system should have the ability to support the export of a flat file (i.e., .CSV, .XLSX, etc.) containing deferred compensation and Roth IRA information for tracking and reporting purposes.	Standard - File Import/Export	Refer to Ready Benefits Module pricing.	Yes	0
INT.12	Benefit Administration	Assurity	File Export From Selected System	On-Demand	Receive: The future ERP system should have the ability to support the export of a flat file (i.e., .CSV, .XLSX, etc.) containing short-term disability, accident, and critical illness information for tracking and reporting purposes.	Standard - File Export		Yes	0

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Req #	System Type	Product and Version	Desired Type of Data Transfer	Desired Frequency of Data Transfer	Data Involved in Potential Transfer	Vendor Response	Vendor Comments	Included in scope of proposal?	Cost to Develop
INT.13	Benefit Administration	SuperiorUSA	File Export From Selected System	On-Demand	Receive: The future ERP system should have the ability to support the export of a flat file (i.e., .CSV, .XLSX, etc.) containing health savings account (HSA), flexible spending account (FSA), and health reimbursement arrangements (HRA) for tracking and reporting purposes.	Standard - File Export		Yes	0
INT.14	Job Posting/Applicant Tracking	NEOGOV Onboard	File Import Into Selected System	On-Demand	Receive: The future ERP system should have the ability to receive applicant data from NEOGOV.	Standard - File Import		Yes	0
INT.15	Scheduling Software	TCP	Interface - Send and Receive Data	On-Demand	Send: The future ERP system will need to send employee data including position information and updated accrual balances to TCP. Receive: The future ERP system will need to receive hours worked, pay types, project codes from TCP.	Standard - File Import/Export	We offer T&A but can also interface with 3rd party solutions if needed. Please refer to the quote for details.	Yes	0
INT.16	Scheduling Software	Aladtec	Interface - Send and Receive Data	On-Demand	Send: The future ERP system will need to send employee data including position information and updated accrual balances to Aladtec. Receive: The future ERP system will need to receive hours worked, pay types, project codes from Aladtec.	Standard - File Import/Export	We offer T&A but can also interface with 3rd party solutions if needed. Please refer to the quote for details.	Yes	0
INT.17	Scheduling Software	PlanIT	Interface - Send and Receive Data	On-Demand	Send: The future ERP system will need to send employee data including position information and updated accrual balances to PlanIt. Receive: The future ERP system will need to receive hours worked, pay types, project codes from PlanIt.	Standard - File Import/Export	We offer T&A but can also interface with 3rd party solutions if needed. Please refer to the quote for details.	Yes	0
INT.18	Project Accounting	Maximo	Interface - Send and Receive Data	Near-Immediate (Real-Time)	Send: The future ERP system will need to send project codes, purchases, project budget, and payroll data to Maximo for project accounting and grant management purposes. Receive: The future ERP system will need to receive data from purchases made in Maximo and project accounting detail.	Standard - File Export	If real-time is required, the API is provided, but development responsibility lies with the City.	Yes	0
INT.19	Fleet Management	RTA	File Import Into Selected System	On-Demand	Receive: The future ERP system should have the ability to receive fleet purchasing information and asset data.	Not Proposed			
INT.20	State Unemployment	Wisconsin Department of Workforce Development	File Export From Selected System	On-Demand	Send: The future ERP system should have the ability to send employee information (e.g., name and SSN) and payroll information	Standard - File Export		Yes	0
INT.21	Tax Form Development	IRS IRIS Application	File Export From Selected System	On-Demand	Send: The system should have the ability to send a .csv file to the IRS to support electronic 1099 filing	Standard - File Export		Yes	0

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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)	Vendor Comments
DC.1	GI 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	\$0	See Conversion Document. Tab 9 Exhibit 1 of Technical Proposal.	
DC.19	Summary Historic Employee Master File (Name, SSN, Hire/Term Dates)	Naviline	~2600 historic employees	~2600 historic employees	Critical	Proposed In-Scope	\$0	See Conversion Document. Tab 9 Exhibit 1 of Technical Proposal.	
DC.20	Time and Attendance Accrual and Leave Data (Active)	Naviline	26 years	3 years	Critical	Proposed In-Scope	\$0	See Conversion Document. Tab 9 Exhibit 1 of Technical Proposal.	If the city requires this historical information, the city will have access to imports for historical data and will be able to load the three years of historical data. This is not what UKG would suggest as best practice.
DC.21	Public Safety Time and Attendance Data	Naviline	26 years	3 years	Critical	Other (State Reasons in Vendor Comments)	\$0	See Conversion Document. Tab 9 Exhibit 1 of Technical Proposal.	If the city requires this historical information, the city will have access to imports for historical data and will be able to load the three years of historical data. This is not what UKG would suggest as best practice.
DC.22	Benefit Enrollment and ACA History	Naviline	26 years	2 years	Critical	Proposed In-Scope	\$2500/year	See Conversion Document. Tab 9 Exhibit 1 of Technical Proposal.	The pricing includes loading employee status, hours, and benefit enrollment for ACA calculation.

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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)	Vendor Comments
DC.24	Employee Personnel Action Data	Naviline	26 years	2 years	Critical	Proposed In-Scope	\$1000/year	See Conversion Document. Tab 9 Exhibit 1 of Technical Proposal.	
DC.25	Employee Payroll History	Naviline	26 years	3 years	Critical	Proposed In-Scope	\$2500/year	See Conversion Document. Tab 9 Exhibit 1 of Technical Proposal.	
DC.26	Compensation Data	Naviline	26 years	3 years	Critical	Proposed In-Scope	\$1000/year	See Conversion Document. Tab 9 Exhibit 1 of Technical Proposal.	