

City of Dallas:
HRIS and Applicant Tracking/Workforce
Management System Transition Project
Finance, Audit & Accountability Committee

August 29, 2006



City of Dallas

Project Background



City of Dallas



- The City contracted with Deloitte, Lawson, BSI TaxFactory and Kronos on November 14, 2001 to provide application hosting (Deloitte) and Human Resources/Payroll related systems (Lawson, BSI & Kronos)
- All HRIS related 60-month contracts expire on September 30, 2006
 - Software maintenance agreements to be extended: Lawson Software (HRIS) and BSI TaxFactory
 - In February 2006 the Business and Procurement Department issued a Request for Competitive Sealed Proposal (RFCSP)
 - Hosting and support services for the City's customized HRIS application included in the Request for Competitive Sealed Proposal (RFCSP)
- As of November 2005, Civil Service's Applicant Tracking System (ATS) does not meet the City's overall applicant recruitment & tracking criteria (i.e., out-dated technology – non-Web-based; does not include automated workflow; paper-intensive, etc.)
 - ATS' license/maintenance agreement to be discontinued
 - Civil Service and Human Resource's applicant tracking and recruiting criteria included in RFCSP
- At the Council Briefing in November 2005, we provided a plan to research and recommend the following:
 - Evaluating the City's ability to provide HRIS technical support vs. outsourcing
 - Recommendations regarding the RFCSP results

Evaluation and Selection Process

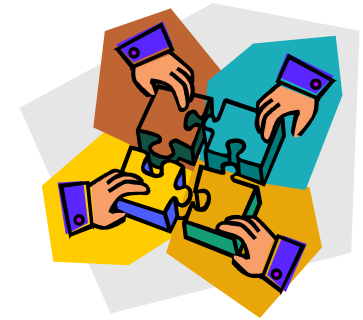


City of Dallas



EVALUATION / VOTING COMMITTEE

- William Finch, CIS
- Stephanie Scott, DPD
- Maria Alicia Garcia, OFS
- David Etheridge, HR



HRIS HOSTING REVIEW TEAM

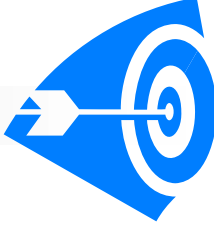
- Andrea Gibbons, CIS
- Rowland Uzu, CIS
- Jack Ireland, EBS
- David Etheridge, HR
- Margaret Wright, HR
- Debera Jones, HRIS
- Annabelle Eanes, HRIS
- Deborah Ramsey, HR - Payroll
- Myra England, HR - Payroll
- Lonzie Greene, HR - Benefits
- Doris Bridges, HR - Workers' Comp
- Egbert Hood, OFS
- Richard Summerlin, OFS
- Joanne Ung, Project Manager

ATWFM REVIEW TEAM

- Rowland Uzu, CIS
- Pat Marsolais, Civil Service
- Michelle Hanchard, Civil Service
- Dawne Payne, Civil Service
- Pam McDonald, Civil Service
- Randall Carmen, Civil Service
- David Etheridge, HR
- Margaret Wright, HR
- Debera Jones, HR
- Deborah Ramsey, HR
- Patsy Palmer-Bethea, HR
- Genevieve Eversley, HR
- Richard Summerlin, OFS
- Joanne Ung, Project Manager

TEAM ADVISORS

- Don Knight, City Attorney's Office
- Paul Garner, City Auditor's Office
- Mark Duebner, Purchasing
- Sonji Killyon, Purchasing



- Compare current upgraded Lawson functionality and City HRIS business criteria to determine the following:
 - If City's HRIS customizations (which are based on current City policy/practices) can be reduced or eliminated
 - City's personnel rules can be modified based on 'best practices' and begin to utilize the standard Lawson system functionality

- Continue to evaluate innovative and best practices to improve the HR/payroll processes of the City

- Develop and release an RFCSP for the HRIS application management, hosting, and support services and Applicant Tracking/Workforce Management System due to the expiration of the current contracts

- Enter into agreements with the HRIS application management & hosting and Applicant Tracking/Workforce Management System vendors

- Develop implementation/conversion plans related to:
 - Additional functionality of Lawson HRIS (e.g., position control)
 - Applicant Tracking/Workforce Management System



■ **September thru October 2005**

- Assessed functionality of current released version of Lawson HRIS and City's current HRIS specifications to determine if customizations could be reduced and/or personnel rules could be modified

■ **October 2005 thru January 2006**

- Compiled HRIS hosting/support and Applicant Tracking/Workforce Management System criteria from business stakeholders
- Drafted, reviewed, and revised RFCSP based on input from business stakeholders

■ **February 25, 2006 and March 2, 2006**

- RFCSP advertised and notification released to potential vendors

■ **March 30, 2006**

- Received 8 proposals in response to the RFCSP (4 for HRIS hosting/support and 4 for Applicant Tracking/Workforce Management System)



■ **June 1, 2006**

- Evaluation Committee selected the short-list finalists as follows:
 - HRIS Hosting & Support: Deloitte (w/Hewlett-Packard), USi/Deloitte, and Velocity
 - Applicant Tracking/Workforce Management System: NeoGov and OnePlanetWeb (JobAps)

■ **June 5, 2006**

- Civil Service Board was briefed of the status of the Applicant Tracking/Workforce Management System selection project

■ **June 16 and June 19, 2006**

- Evaluators participated in vendor discussions related to the HRIS hosting and support proposals with Deloitte (w/Hewlett-Packard), USi/Deloitte, and Velocity

■ **July 6 and July 11, 2006**

- Applicant Tracking/Workforce Management System vendor demo and implementation discussion days

■ **July 27, 2006**

- City Manager's Small Group briefing

■ **August 8, 2006**

- Executive Team Members briefing (Directors' meeting)

HRIS In-House Support vs. Outsourcing



City of Dallas



- The City's current HRIS structure includes the following components:
 - Deloitte Consulting Outsourcing LLC (DCO)
 - Prime contractor for the HRIS application management, hosting, and support services
 - DCO subcontracts to USinternetworking, Inc. to provide the hosting services (i.e., physical facilities, hardware, communications technology, disaster recovery services, etc.)
 - Lawson Software
 - License and maintenance agreements for the Lawson HRIS software



HRIS In-House Support vs. Outsourcing Assessment

- Four options were identified in 2005 for the future support of the City's HRIS system. Those options are listed below:
 - Revise the current contract and extend it
 - Due to the new **business** relationship between Deloitte and USi's parent company the contract in its current form cannot be extended
 - Purchase or lease equipment and co-locate it at an external facility
 - Intended as an intermediate, temporary step towards the eventual hosting and support of the HRIS system internally
 - Will serve to buy the City the time required to acquire all the resources to internally manage and support the application and hosting of the system
 - Deloitte or another ASP provides application management services
 - Purchase or lease equipment and host it at City owned facility with an external applications management vendor or City provides all hosting and application management services
 - Intended as alternative solutions for the City's HRIS system
 - Analysis performed regarding the cost and transition criteria (see Appendix A)
 - Re-bid the contract and select a vendor to provide hosting and application management services
 - Develop criteria and release a Request for Competitive Sealed Proposal (RFCSP) to acquire competitive proposals for the HRIS hosting and support services
- Upon analysis of the above four options, it was determined that re-bidding the contract would be the appropriate option for the City

Evaluation and Recommendation of the HRIS Vendor





HRIS Hosting/Support: Proposal Fee Summary

City of Dallas

	Deloitte (w/HP)					Usi and Deloitte					Velocity				
	TRANSITION	CONTRACT PERIODS			TOTAL	TRANSITION	CONTRACT PERIODS			TOTAL	TRANSITION	CONTRACT PERIODS			TOTAL
		Year 1	Year 2	Year 3			Year 1	Year 2	Year 3			Year 1	Year 2	Year 3	
Proposer Fees Only															
Transition Services					\$0					\$0					\$0
Lawson SV Installation	\$55,000				\$55,000	\$55,000				\$55,000	included				\$0
Configuration & Testing (functional)	included				\$0	\$70,000				\$70,000	TBD				\$0
Hardware Acquisition	\$423,342				\$423,342	n/a				\$0	included				\$0
Hosting Setup	\$192,000				\$192,000	n/a				\$0	included				\$0
Hosting during Transition	\$57,000				\$57,000	n/a				\$0	included				\$0
Application Hosting & Support Fee					\$0					\$0					\$0
Support Fee	n/a	\$502,856	\$551,026	\$624,919	\$1,678,801	n/a	\$502,856	\$551,026	\$624,919	\$1,678,801	\$50,000	\$750,000	\$750,000	\$750,000	\$2,300,000
Hosting Fee	n/a	\$336,312	\$351,248	\$366,183	\$1,053,743	\$110,000	\$435,000	\$387,000	\$323,400	\$1,255,400	\$45,000	\$396,000	\$396,000	\$396,000	\$1,233,000
Fully Managed T-1 Connection	\$42,266	\$71,088	\$71,088	\$71,088	\$255,530	included	included	included	included	\$0	\$10,500	\$42,000	\$42,000	\$42,000	\$136,500
Test/Development Server	included	included	included	included	\$0	included	included	included	included	\$0	n/a	\$84,000	\$84,000	\$84,000	\$252,000
Oracle DB License/Maint Fees	\$260,000	\$57,200	\$57,200	\$57,200	\$431,600	included	included	included	included	\$0	included	included	included	included	\$0
City's Backup ISDN Connection	n/a	n/a	n/a	n/a	\$0	n/a	n/a	n/a	n/a	\$0	TBD	TBD	TBD	TBD	\$0
Disaster Recovery	n/a	TBD	TBD	TBD	\$0	\$60,000	\$96,000	\$84,000	\$75,600	\$315,600	n/a	\$33,600	\$33,600	\$33,600	\$100,800
Travel Related Expenses	included	included	included	included	\$0	included	\$3,000	\$3,000	\$3,000	\$9,000	\$4,500	\$18,000	\$18,000	\$18,000	\$58,500
Other Cost					\$0					\$0					\$0
20GB of Additional SAN Storage	n/a	n/a	n/a	n/a	\$0	n/a	n/a	n/a	n/a	\$0	n/a	DNP	DNP	DNP	\$0
Performance Bond Fee	included	included	included	included	\$0	included	included	included	included	\$0	TBD	TBD	TBD	TBD	\$0
Total Fixed Fee	\$1,029,608	\$967,456	\$1,030,562	\$1,119,391	\$4,147,016	\$295,000	\$1,036,856	\$1,025,026	\$1,026,911	\$3,383,801	\$110,000	\$1,323,600	\$1,323,600	\$1,323,600	\$4,080,800

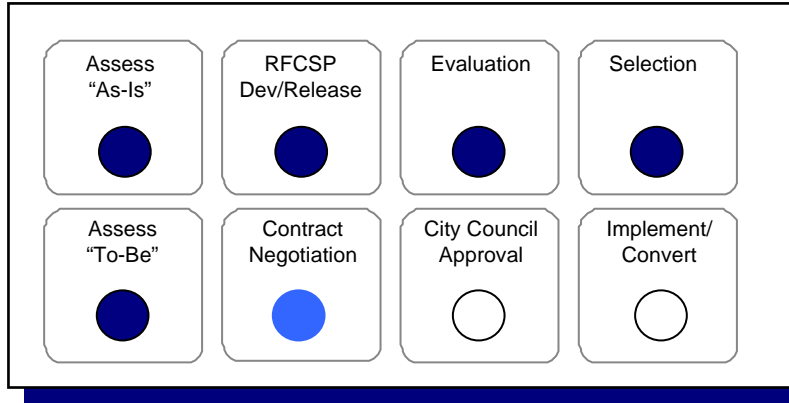
Please refer to Appendix B (page 31) for details

The Need for a New Applicant Tracking System (ATS)

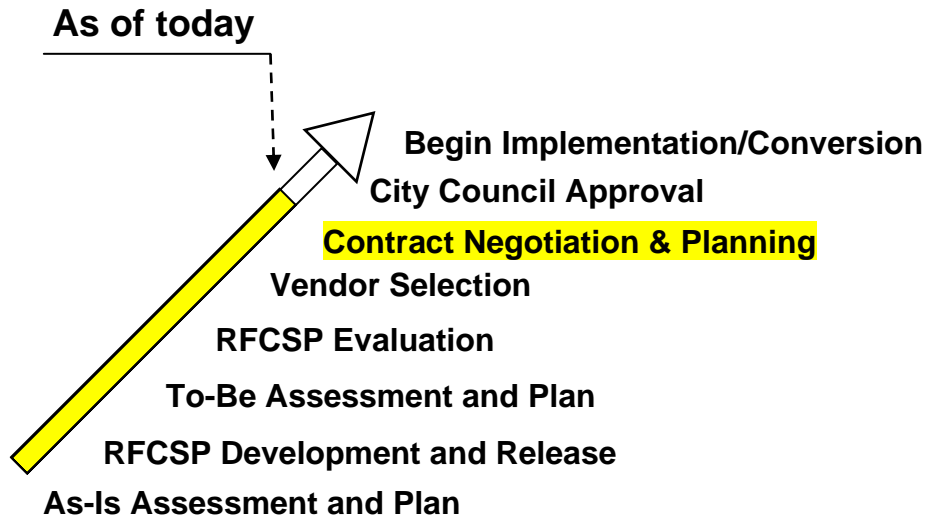




- Civil Service's current Applicant Tracking System (ATS) does not meet the City's overall workforce management requirements to include:
 - ATS' license/maintenance agreement to be discontinued
 - Civil Service and Human Resource's workforce management system requirements included in Request for Competitive Sealed Proposal (RFCSP) that was released on February 25, 2006
 - Since all HRIS related contracts expire on September, 30, 2006, the Workforce Management System RFCSP was coupled with the evaluation and selection of a new HRIS hosting and support contract



Phased Strategy



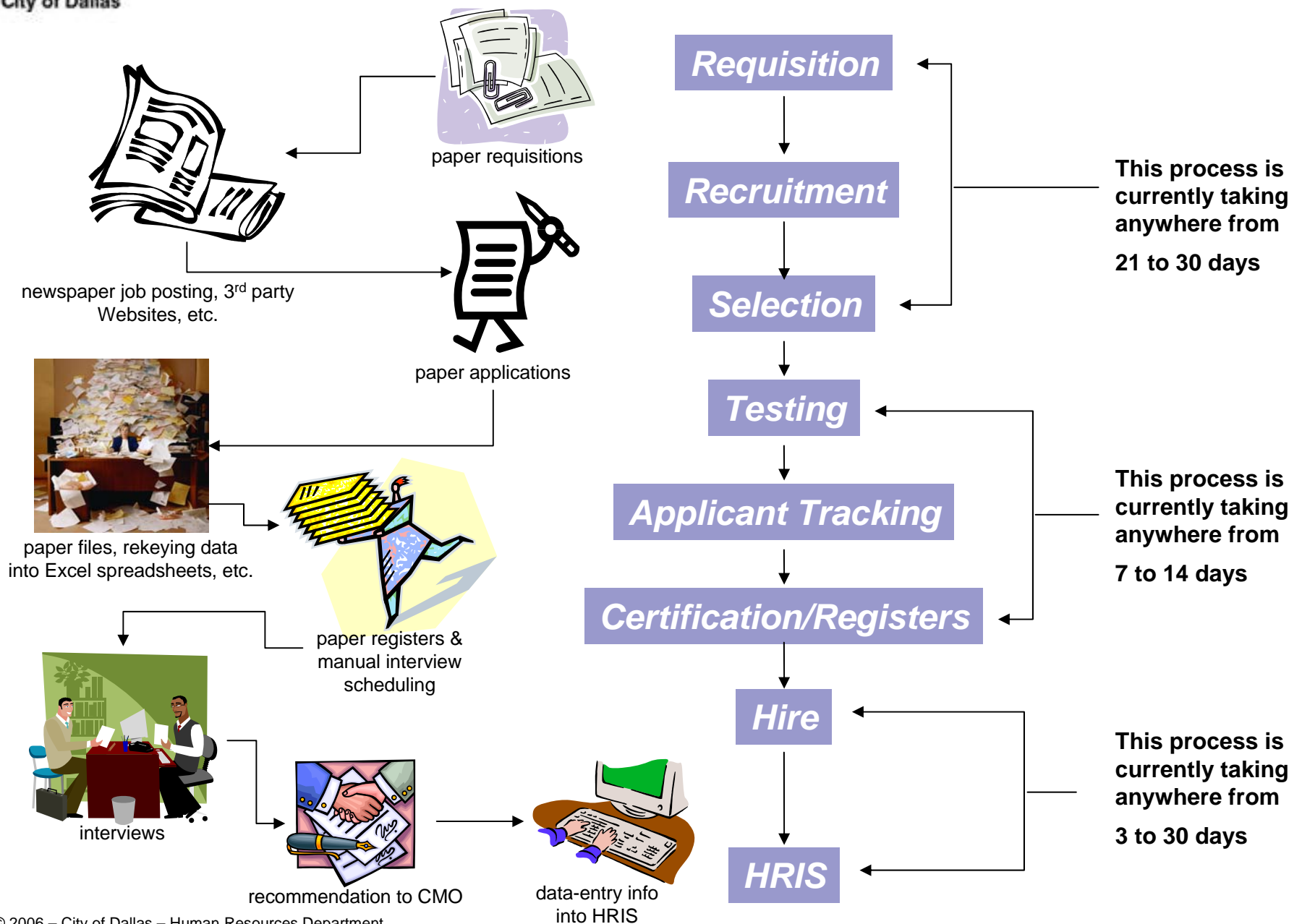


- Applicant Tracking/Workforce Management (ATWFM) System features the following type of functionality:
 - *Online requisition* – allow hiring authorities to manage the requisition process online
 - *Recruitment* – improved visibility of job postings; on-line applications
 - *Selection* – screen and identify best applicants through default questions 24/7
 - *Testing* – visualize and analyze results from any test; a systematic selection and testing process
 - *Applicant Tracking* – maintain applicant data; provide applicants with status of their application (s) (i.e., automated notifications, on-line applicant review of status, etc.)
 - *Online Certification* – electronic distribution of registers and other related materials
 - *Workflow* – on-line routing of applicants directly to H.R. Generalist in each department
 - *Integration with HRIS* – automate data-entry of new hire information from ATWFM to HRIS
 - *Workforce Management Analytics* – reporting and analysis tool to continually monitor the effectiveness of the recruiting and hiring processes, applicant quality, time-to-hire, recruiting costs, etc.

- ATWFM system implementation benefits to the City:
 - Competitive positioning in the recruitment of local and out-of-town candidates
 - Improvement to the overall efficiency and effectiveness of the current paper-intensive recruiting-to-hire process; for example:
 - Assistance to Civil Service in improving the efficiencies of providing services to the hiring authorities (e.g., electronic registers) which would result in improved hiring timeframes
 - Automation of the recruiting and hiring processes with the effective use of workflows
 - On-line 24x7 recruiting mechanism



Current Employment Requisition Processes – *Paper Intensive*

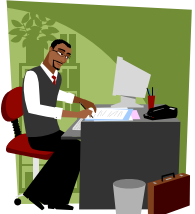




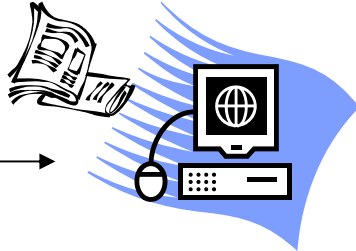
Employment Requisition Process

City of Dallas

This timeline should take 7-14 Days



on-line requisitions submitted by the Department's Generalist



City of Dallas Website, Monster.com, Governmentjobs.com



on-line applications submitted by prospective candidates



centralized database for tracking & analyses in the NEO GOV System



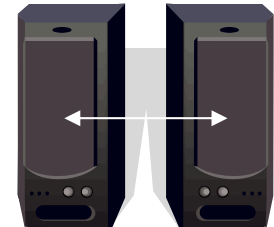
on-line testing & interview scheduling; workflow processes. development of registers



departments receive register or applicant pool and implement Interviews.



recommendation to the City Manager's Office



automated data transfer into the HRIS and new employee orientation is scheduled

This timeline should take 3 - 10 Days



ATWFM System Proposal High-Level Summary

City of Dallas

<i>JobAps</i>		<i>NeoGov</i>	
Implementation	\$ 106,000	Implementation	\$ 61,000
3 Years Hosting Fee	\$ 147,000	3 Years Hosting Fee	\$ 209,700
		3 Years Item Banking & Test Creation Module	\$ 75,000
		Discount to the City*	\$ (75,000)
Total Proposed	\$ 253,000	Total Proposed	\$ 270,700

Assumptions

- Gold Package (for customized on-line applications) included
- 72,000 applications per year
- 50 hours of professional services for data conversion
- 4 days of training included
- Training related expenses included
- Advanced workflow engine and licensing included
- Regular scanning included; does not include hand-writing recognition or scannable application costs
- Assumes performance bond is not required
- Annual maintenance fees include maintenance costs including scheduled upgrades
- Annual service fee includes all technical support and hosting services; also includes ongoing training and conference calls
- Does not include fees for integration development to the HRIS

Assumptions

- Data conversion assistance up to 2 years historical data included; City will be required to provide 'clean and formatted' data to migrate
- 5 days of training included
- Training related expenses included
- Scan paper application materials
- Automatically input of ScanTron test data sheets
- Does not include Intelligent Character Recognition (ICR) scanning fees (optional service)
- Annual maintenance fees include maintenance costs including scheduled upgrades
- Annual service fee includes all technical support and hosting services; also includes quarterly online training and biweekly conference calls
- Will provide City's IT staff with API's to develop HRIS integrations

*Note: Full Item Banking and Test Creation Package (valued at \$25,000 per year) is offered to the City at no charge.

- Reflects the non-negotiated cost summaries for the short-list finalists
- Fees reflect amounts proposed by the vendor and do not include normalization for differences in systems and/or services proposed



Applicant Tracking/WFM System: Proposal Fee Summary

City of Dallas

	<i>JobAps</i>					<i>NeoGov</i>				
	Implement	THREE YEAR PERIOD			TOTAL	Implement	THREE YEAR PERIOD			TOTAL
	3 months	Year 1	Year 2	Year 3		Year 1	Year 2	Year 3		
Proposer Fees Only										
Application										
One-time License Fee	\$43,000				\$43,000	n/a				\$0
Annual Maintenance Fee	n/a	\$10,000	\$10,000	\$10,000	\$30,000	n/a				\$0
Implementation										
Software Installation	\$5,000				\$5,000	\$19,000				\$19,000
Business Process/Change Mgmt	\$8,000				\$8,000	included				\$0
System Configuration	\$10,000				\$10,000	included				\$0
Development (i.e., integration)	\$15,000				\$15,000	\$10,000				\$10,000
Conversion	\$10,000				\$10,000	\$14,000				\$14,000
Testing	included				\$0	included				\$0
Training	\$15,000				\$15,000	\$18,000				\$18,000
Cut-Over, Go-Live, Post Go-Live					\$0					\$0
Application Service Provider (ASP)										
Annual Service and Support Fee	n/a	\$39,000	\$39,000	\$39,000	\$117,000	n/a	\$69,900	\$69,900	\$69,900	\$209,700
Travel Related Expenses										
	included				\$0	included				\$0
Total Fixed Fee	\$106,000	\$49,000	\$49,000	\$49,000	\$253,000	\$61,000	\$69,900	\$69,900	\$69,900	\$270,700

*Note: Full item banking and test creation package valued at \$25,000 per year is offered to the City at no charge

Recommendations & Next Steps





- Application Management, Hosting, and Support Services of the City’s HRIS
 - Based on the in-house vs. outsourcing analysis, coupled with the current system initiatives and anticipated long-term strategic direction of the City’s business systems, the committee concluded that continuing an outsourcing arrangement for the HRIS at this time would be appropriate for the City
- Final Scoring Results – 4 Evaluators

	Service Level Agreement	Transition & Upgrade Plans	Financial Proposal	Relevant Experience	Reference Checks	Total Score	Average Score
USi/Deloitte	104	73	110	38	36	361	90.25
Deloitte/HP	95	62	98	32	25	312	78
Velocity	91	61	92	31	30	305	76.25

- Evaluation Committee Recommends:
 - *Deloitte Consulting Outsourcing LLC* – application management and support services
 - *USinternetworking, Inc.* – hosting and support services



- The City's new HRIS structure commencing October 1, 2006 would include the following components:
 - Deloitte Consulting Outsourcing LLC (DCO)
 - Application management and support services for the Lawson HRIS application
 - USinternetworking, Inc.
 - Hosting and support services (i.e., physical facilities, hardware, communications technology, disaster recovery services, etc.)
 - Lawson Software
 - License and maintenance agreements for the Lawson HRIS software



- Applicant Tracking/Workforce Management System and Services
 - Upon reviewing the alternatives available, the committee determined that by implementing an applicant tracking/workforce management system would provide significant benefits to the City
- Final Scoring Results – 4 Evaluators

	Software Functional Fit	Financial Proposal	Implementation Plan	Completeness of Solution	Industry Presence/ Contractor's Viability	Reference Checks	Total Score	Average Score
NeoGov	110	114	70	35	18	18	365	91.25
OnePlanet Web (JobAps)	98	88	64	30	14	15	309	77.25

- Evaluation Committee Recommends:
 - *NeoGov, Inc.* – application, hosting, and support services



Next Steps Schedule



The following are the key milestone dates for the HRIS hosting/support and Applicant Tracking/Workforce Management System evaluation as coordinated by the Purchasing Department:

- **July 31 – August 31, 2006 (On going)**
 - Contract negotiations with HRIS Hosting/Support and Applicant Tracking/Workforce Management System vendors
- **August 7, 2006 (Completed)**
 - Update Civil Service Board re: Applicant Tracking/Workforce Management System selection
- **August 8, 2006 (Completed)**
 - Update Executive Team Members (Directors' Meeting)
- **August 29, 2006**
 - Finance, Audit and Accountability Committee Briefing
- **September 13, 2006**
 - City Council Meeting for contracts approval
- **September – December**
 - Commence Civil Service and Human Resources recruiting and hiring business process reviews
 - Begin assessing a best practice model by evaluating other ICMA partners
 - Prepare for implementation of Applicant Tracking/Workforce Management system
- **January 2007**
 - GO LIVE! of new Applicant Tracking/Workforce Management system

Questions?



City of Dallas

Appendix A
HRIS In-House Support vs. Outsourcing
Analysis





HRIS In-House Support vs. Outsourcing Analysis

City of Dallas

The following matrix compares the estimated cost for the City to provide hosting only services for the HRIS (and utilize an external vendor for applications management) vs. the proposed cost by one of the vendors for hosting services only

Description of Hosting Components	CITY INITIATION	CITY ANNUAL SUPPORT	USi INITIATION	USi ANNUAL SUPPORT
Total Infrastructure	12,000 ¹	12,000	545,000 ²	387,000 ³
Server Hardware	373,498 ⁴	128,160 ⁵		
System Integration & Consultant Services	110,110	327,246		
Managed Disaster Recovery	299,939 ⁶	209,821	156,000	84,000
GRAND TOTAL: HOSTING ONLY	\$795,547*	\$677,227	\$701,000	\$471,000

1 Component includes data center, facilities management, security, power supplies, rack spaces, ventilation, fiber and Cat5e install other services.

2 Component includes initiation period and Year 1 data center, facilities management, physical and logical security, power supplies, rack spaces, provisioning of servers, installation, configurations and setup of servers, Unix OS setup and configurations, clustering of production environment, load balancers, LAN and WAN management.

3 Component includes Year 2 data center and facilities management, physical security, power supplies, rack spaces, configurations, maintenance and management of backup, restore, replication to secondary data center, and setup of servers, OS setup and configurations, daily diagnostics and monitoring of server processes

4 Component includes server hardware and system, clustering services. Option quoted is a one time quoted purchase cost.

5 Component assumes server provisioning cost is based on a Leased rate structure from vendor.

6 Component includes replication, backup and restore processes for only 300GB Data, provisioning of servers, server monitoring services, cabinets, racks, space, 5 hour monthly secure co-location monitoring services, power supply, OS management services, managed firewall and VPN services, managed internet services, host LAN services.

* Note: Does not include transition costs from the current vendor



HRIS In-House Support vs. Outsourcing Analysis (cont.)

City of Dallas

The following matrix compares the estimated cost for the City to internally provide all application management, hosting & support services for the HRIS vs. the proposals received from the outsourcing vendor.

Services	YEAR 1 FY 06 - 07	YEAR 2 FY 07 - 08	YEAR 3 FY 08 - 09	TOTAL 3 YEARS	OUTSOURCING VENDOR 3-YR TOTAL
	Initiation	Host / App Management	Host / App Management		
Infrastructure Support Services ¹	176,846	345,982	345,982		
Server Hardware, Setup & Configuration ²	359,916	0	0		
Application And Development Support ³	351,000	465,482	465,482		
Consultants and Professional Services ⁴	481,000	165,000	0		
Lawson, BSI, MHC Application Licenses ⁵	171,837	171,837	171,837		
Oracle Database Engine Licenses	190,320	34,320	34,320		
Disaster Recovery Managed Services ⁶	299,939	299,939	299,939		
Estimated Cost For Internal Application Mgmt, Hosting & Support	2,030,858	1,482,560	1,317,560	\$4,830,978	\$3,899,312⁷

(Note: the upward changes in cost from initiation Year 1 and subsequent years are due to the City assuming full cost for implementation, maintenance, and support of the HRIS.)

- 1 Year 1: Unix administrator, Oracle DBA support, server support, application support. Upward changes in cost due to City assuming full cost for maintenance and support of the HRIS system in year 2 and beyond.
- 2 Total cost includes hardware (servers for web portals, data warehousing, development and test environment) and implementation cost (clustering for fail-over and load balancing.)
- 3 Year 1: Support from consultants and City staff for 6 months. Year 2 and beyond includes cost of City staff to perform development, programming and maintenance of existing code base on a yearly basis.
- 4 HRIS system setup, post implementation support and training of City staff. Downward cost attributed to City staff assuming maintenance and support role.
- 5 License fees for Lawson application server, BSI Tax Factory, MHC check printing module
- 6 Cost for hosting a geographically dispersed disaster recovery site
- 7 Added Lawson, BSI, MHC Application 3-year License cost of \$515,511 to proposed vendor fees for comparison purposes

Appendix B
HRIS Application Hosting/Support
Proposal Summary





HRIS Application Hosting/Support Proposal Summary

- Four out of five* potential proposals received on March 30, 2006 from vendors who offer Lawson application management, hosting, and support services
 - ACS
 - Company has been hosting ERP solutions since 1996
 - Current parking meter collection vendor for the City of Dallas
 - Deloitte (w/HP)
 - Deloitte Consulting Outsourcing is City of Dallas' current HRIS application management and hosting vendor (in conjunction with USi)
 - Proposed Hewlett-Packard as technical infrastructure hosting subcontractor
 - Provided option and cost proposal for City to contract hosting service provider separately (i.e., USi)**
 - USi and Deloitte**
 - Current HRIS hosting vendor for the City of Dallas' HRIS
 - Proposing hosting services to work in conjunction with Deloitte as the application management service provider (similar to the services currently being provided to the City)
 - Velocity Outsourcing
 - Company created in 2003 by Eisner Technology Solutions, a 14-year Lawson Software alliance partner performing implementations and consulting
 - Alliance between Lawson Software, Velocity Outsourcing and Verizon IT to host Lawson applications at Verizon data centers announced in April 2003
- Proposals encompassed a range of services (i.e., from technical hosting services with time & material fees for business/functional support to full services needed by the City)

* The fifth potential vendor, NetASPx did not submit a proposal for this RFCSP

**Being proposed as separate contracts due to Deloitte's independence requirements with USi and USi's parent company



HRIS Application Hosting/Support Proposal Summary (cont.)

- Reflects the non-negotiated cost summaries for the short-list finalists
- Fees reflect amounts proposed by the vendor and do not include normalization for differences in systems and/or services proposed

Deloitte and USI

Transition Period	\$	295,000
3 Year Hosting Fee	\$	3,088,801
		\$ 3,383,801

Assumptions

- Hardware/infrastructure is leased by the City from USI
- City will be billed on a monthly basis for services rendered
- Will work with the City to price any alternative solution, such as remote management
- Provide dedicated/named resources to support the City; additional dedicated resource offered as option
- All levels of support provided in fees proposed
- Will support and maintain all customizations and interfaces
- Technical upgrade and minor functional upgrade included in fees
- Major functional upgrade (e.g., Lawson 9.0) detailed proposal provided
- Second instance of Lawson at DR site to be utilized as reporting/datawarehouse (offered option to place this server within the City)

Deloitte (w/HP)

Transition Period	\$	1,029,608
3 Year Hosting Fee	\$	3,117,408
		\$ 4,147,016

Assumptions

- Hardware acquired is owned by the City from the beginning of the contract
- Provide dedicated/named resources to support the City; additional dedicated resource offered as option
- All levels of support provided in fees proposed
- Will support and maintain all customizations and interfaces
- Technical upgrade and minor functional upgrade included in fees
- Major functional upgrade (e.g., Lawson 9.0) detailed proposal provided
- Second instance of Lawson at DR site to be utilized as reporting/datawarehouse
- Does not include fees for Disaster Recovery plan

Velocity

Transition Period	\$	110,000
3 Year Hosting Fee	\$	3,970,800
		\$ 4,080,800

Assumptions

- Hardware/infrastructure is leased by the City from Velocity/Verizon
- Transition-in period includes review of existing customizations and interfaces; does not include any programming or testing efforts to retrofit these into new hosting environment
- 6000 annual hours (designated as follows: 2000 relationship manager; 3000 technical & functional support; 1000 hours for non-admin technical work)
- Includes optional Test/Dev server; does not include a separate DR server
- Does not include the City's end of the backup ISDN dial-up connection
- Does not include the cost for a performance bond; will pass the fee to the City at cost
- Offered proposal to host Lawson' eRecruiting (not the license fee or implementation); fees of \$385,000 not included in costs above

Appendix C
Applicant Tracking/Workforce
Management (ATWFM) System
Proposal Summary





- February 25, 2006 – RFCSP released/advertised
- March 30, 2006 – Four proposals received from vendors who offer Software-as-a-Service (SaaS)/On-Demand/Application Service Provider (ASP) option only
 - OnePlanet Web (d/b/a JobAps)
 - JobAps Online Employment Center
 - JobAps Track & Hire
 - JobAps SmartScan (optional)
 - JobAps Online Modular Testing Suite (optional)
 - NeoGov
 - NeoGov Insight Enterprise (Recruitment, Selection, Applicant Tracking, Reporting & Analysis, HR Automation, and Item Bank & Test Development)
 - PeopleClick
 - PeopleClick RMS (Recruiter's Portal, Candidate Portal, Administration Portal, Staffing Portal, and Reporting Portal)
 - Taleo
 - Taleo Enterprise (Taleo Professional, Taleo Hourly, Taleo Contingent)
- Proposals encompassed a range of services with 85% to 99% of the City's business criteria being met
- Vendors had various levels of public sector, local government, civil service, and/or private sector experiences



ATWFM System Proposal High-Level Summary (cont.)

City of Dallas

<i>JobAps</i>		<i>NecGov</i>	
Implementation	\$ 106,000	Implementation	\$ 61,000
3 Years Hosting Fee	\$ 147,000	3 Years Hosting Fee	\$ 209,700
		3 Years Item Banking & Test Creation Module	\$ 75,000
		Discount to the City*	\$ (75,000)
Total Proposed	\$ 253,000	Total Proposed	\$ 270,700

Assumptions

- Gold Package (for customized on-line applications) included
- 72,000 applications per year
- 50 hours of professional services for data conversion
- 4 days of training included
- Training related expenses included
- Advanced workflow engine and licensing included
- Regular scanning included; does not include hand-writing recognition or scannable application costs
- Assumes performance bond is not required
- Annual maintenance fees include maintenance costs including scheduled upgrades
- Annual service fee includes all technical support and hosting services; also includes ongoing training and conference calls
- Does not include fees for integration development to the HRIS

Assumptions

- Data conversion assistance up to 2 years historical data included; City will be required to provide 'clean and formatted' data to migrate
- 5 days of training included
- Training related expenses included
- Scan paper application materials
- Automatically input of ScanTron test data sheets
- Does not include Intelligent Character Recognition (ICR) scanning fees (optional service)
- Annual maintenance fees include maintenance costs including scheduled upgrades
- Annual service fee includes all technical support and hosting services; also includes quarterly online training and biweekly conference calls
- Will provide City's IT staff with API's to develop HRIS integrations

*Note: Full Item Banking and Test Creation Package (valued at \$25,000 per year) is offered to the City at no charge.

- Reflects the non-negotiated cost summaries for the short-list finalists
- Fees reflect amounts proposed by the vendor and do not include normalization for differences in systems and/or services proposed