VILLAGE OF ORLAND PARK

Meeting Agenda

Technology, Innovation and Performance Improvement Committee

Chairman James V. Dodge
Trustees Kathleen M. Fenton and Carole Griffin Ruzich
Village Clerk John C. Mehalek

Monday, March 18, 2019	**6:00 PM**	**Village Hall**

A.   CALL TO ORDER/ROLL CALL

B.   APPROVAL OF MINUTES

2019-0200   Approval of the February 18, 2019 Technology, Innovation and Performance Improvement Committee Minutes

Attachments: Draft Minutes

C.   ITEMS FOR SEPARATE ACTION

1.   **2019-0191**   Disposal of Village Equipment (Donation) - All Computer Related Technology Items That Are Outdated and/or No Longer Operating - Ordinance

Attachments: Exhibit A - Equipment List

2.   **2019-0156**   Acquisition of a Human Capital Management System - Approval

Attachments: Ultimate Company Overview
Respondent Summary
Village of Orland Park Pricing - Ultimate Software
UltiPro Integration Services Product Profile
Presentation

3.   **2019-0208**   Tyler Technologies Data Conversion Change Order Expenditure - Approval

Attachments: Change Order

D.   NON-SCHEDULED CITIZENS & VISITORS

E.   ADJOURNMENT

REQUEST FOR ACTION REPORT

File Number:	**2019-0200**
Orig. Department:	**Village Clerk**
File Name:	**Approval of the February 18, 2019 Technology, Innovation and Performance Improvement Committee Minutes**

BACKGROUND:

BUDGET IMPACT:

REQUESTED ACTION:

I move to approve the Minutes of the Regular Meeting of the Technology, Innovation and Performance Improvement Committee of February 18, 2019.

VILLAGE OF ORLAND PARK

14700 Ravinia Avenue
Orland Park, IL 60462
www.orlandpark.org

Meeting Minutes

Monday, February 18, 2019

6:00 PM

Village Hall

Technology, Innovation and Performance Improvement Committee

Chairman James V. Dodge
Trustees Kathleen M. Fenton and Carole Griffin Ruzich
Village Clerk John C. Mehalek

CALL TO ORDER/ROLL CALL

The meeting was called to order at 6:05 P.M.

Present: 3 -   Chairman Dodge; Trustee Fenton and Trustee Griffin Ruzich

APPROVAL OF MINUTES

2019-0135   Approval of the January 21, 2019 Technology, Innovation and Performance Improvement Committee Minutes

I move to approve the Minutes of the Regular Meeting of the Technology, Innovation and Performance Improvement Committee of January 21, 2019.

A motion was made by Trustee Fenton, seconded by Trustee Griffin Ruzich, that this matter be APPROVED.   The motion carried by the following vote:

Aye: 3 -   Chairman Dodge, Trustee Fenton, and Trustee Griffin Ruzich

Nay: 0

ITEMS FOR SEPARATE ACTION

ADJOURNMENT: 6:06 P.M.

A motion was made by Trustee Griffin Ruzich, seconded by Trustee Fenton, that this matter be ADJOURNED.   The motion carried by the following vote:

Aye: 3 -   Chairman Dodge, Trustee Fenton, and Trustee Griffin Ruzich

Nay: 0

2019-0151 **Audio Recording for the February 18, 2019 Committee Meetings -Technology, Innovation and Performance Improvement, Development Services, Planning and Engineering and Public Works**

NO ACTION

/AB

Respectfully Submitted,

_____

John C. Mehalek, Village Clerk

REQUEST FOR ACTION REPORT

File Number:	**2019-0191**
Orig. Department:	**Department of Business Information Systems**
File Name:	**Disposal of Village Equipment (Donation) - All Computer Related Technology Items That Are Outdated and/or No Longer Operating - Ordinance**

BACKGROUND:

The BIS Department is in possession of Fourteen (14) desktop computers and one (1) printer that are outdated and/or are no longer operating.

The Village is seeking to donate these items to Infinitec Assistive Technology Programs and Services located in Tinley Park, IL. This company refurbishes donated technology equipment and gives them, free of charge, to Illinois children in Special Education programs.

BUDGET IMPACT:

None

REQUESTED ACTION:

I move to recommend to the Village Board to pass an Ordinance entitled: ORDINANCE AUTHORIZING DISPOSAL OF PERSONAL PROPERTY (COMPUTER EQUIPMENT) OWNED BY THE VILLAGE OF ORLAND PARK, ILLINOIS

Exhibit A

	Computers			
	Asset Tag	**Manufacturer**	**Model**	**Serial No.**
1	PC04179	Gateway	E-4610D	0037295751
2	PC04180	Gateway	E-4610D	0037295754
3	PC04316	Dell	Optiplex 380	76RDPN1
4	PC04346	Dell	Optiplex 380	90YXCP1
5	PC05008	Dell	Optiplex390	75XWJS1
6	PC05021	Dell	Optiplex 390	4QJXJS1
7	PC05026	Dell	Optiplex 390	4QHZJS1
8	PC05037	Dell	Optiplex 7010	6ZQRFZ1
9	PC05040	Dell	Optiplex 390	21V66V1
10	PC05054	Dell	Optiplex 390	JXX4ZV1
11	PC05085	Dell	Optiplex 3010	704RCX1
12	PC05090	Dell	Optiplex 3010	704QCX1
13	PC05097	Dell	Optiplex 3010	70BQCX1
14	PC05186	Dell	Inspiron 3647	8JWH322
	Printers			
	Asset Tag	**Manufacturer**	**Model**	**Serial No.**
1	N/A	HP	Photosmart 8750 Q5745A	MY53V11014

REQUEST FOR ACTION REPORT

File Number:	**2019-0156**
Orig. Department:	**Finance Department**
File Name:	**Acquisition of a Human Capital Management System - Approval**

BACKGROUND:

Consistent with the principles of high performing organizations, utilizing a unified technology solution is the best practice to streamline processes related to the full employee life cycle, from hire to retire. A Human Capital Management System (HCMS) provides a high level of functionality, pulling information from a single database for employee self-service, manager self-service, core human resources, benefits administration, payroll, scheduling, time and attendance (workforce management), compensation management, performance management, training, recruiting/onboarding, succession planning, and reporting and analytics. Such a unified technology solution helps organizations engage employees to actively participate in developing highly engaged workforces, allows managers to effectively manage staff, provides Human Resources with critical analytics for strategic workforce planning, and provides Finance with payroll and tax processing services.

RFP18-039 was issued in September 2018, seeking qualified vendors to provide an HCMS. The RFP resulted in six (6) responses (see attached respondent summary). There was a significant price range among the six respondents depending on the platform, system functionality, implementation, non-recurring and recurring fees, and other miscellaneous fees. Staff reviewed the proposals and selected three (3) of the proposers to demonstrate their HCMS technology, including Ceridian, Tyler Technologies and Ultimate Software. The vendors selected to demonstrate appeared to provide the most unified cloud based systems and/or have a significant public sector client base. In addition, two (2) of the three (3) vendors also provide for check processing, as well as tax and ACA filing. The selection team was comprised of staff from the Human Resources, Finance, Business Information Systems and Police departments. Each vendor provided two separate demonstrations; the 2nd demonstration provided responses to specific requests submitted by the selection committee. In addition, reference checks were performed with current public sector clients recommended by each of the vendors.

Staff is recommending Ultimate Software's UltiPro. UltiPro stood out as the most robust of the systems and the easiest to use for the employee, manager, and Human Resources and Finance staff. UltiPro demonstrated the highest level of current capability related to the functionality requested in the RFP, outlined an efficient/managed implementation process, claims award winning customer service and is recognized as a leader by top industry analyst groups and technology research firms. The Cities of Shawnee, Kansas and Eden Prairie, Minnesota, Ultimate Software clients, were contacted and spoke highly of UltiPro, its functionality, ease of use, implementation process, and customer support. The attached includes additional information regarding UltiPro by Ultimate Software.

UltiPro is mobile optimized, offers benefit carrier data file feeds, outsourced tax and check filing and assumes responsibility for federal regulatory compliance. These capabilities will significantly enhance a number of manual processes currently performed in Human Resources, Finance and other Village departments. The system has a professional, user friendly look, enabling the Village to present a modern image and build our brand with candidates, employees and managers. In addition, with cloud based software as a service, the vendor bears responsibility for the technology and related hardware, software (all updates and patches), support, security, regulatory compliance, etc. Technical support provided by Village staff should be limited to ensuring we have the capabilities to effectively implement and utilize the web based software, as well as manage potential integrations with other Village software systems.

Based upon a high level review of our current processes, over time we anticipate that this system will allow us to realize significant efficiencies. Eliminating manual and duplicative tasks throughout the organization related to managing employees will allow for more time spent on strategic, management and/or customer focused tasks.

Staff recommends implementation of the following modules beginning in early 2019 -
--Core - provides ACA, benefits, compliance, employee and manager self-service, payroll, predictive analytics, reporting workflow, tax filing, and garnishment remittance
--Workforce Management - provides comprehensive time and attendance and scheduling functionality
--Onboarding - automates onboarding of new hires, including new hire forms submission
--Recruiting - automates recruiting and applicant tracking
--Talent Management - Performance & Succession - creates a strategy for employee professional growth and career advancement and allows for a pay-for-performance environment
--Compensation Management - automates the salary planning process
--Learning Management - automates the training and learning experience

This agenda item is being considered by the Technology, Innovation and Performance Improvement Committee and the Village Board of Trustees on the same night.

BUDGET IMPACT:

The FY2019 budget includes $500,000 for the procurement and implementation of an HCMS. Total year one fees, including implementation and conversion costs, are estimated at approximately $319,000. Ongoing annual support is estimated at approximately $224,500, or approximately $26 per employee/per month. Additional annual support costs related to police pension retirees and terminated employees will amount to approximately $5,000, or $3.20 per police pension retiree per month and $0.80 per terminated employee per month. The total cost over the initial five year period amounts to approximately $1,237,000. (See attached for additional pricing information.)

By implementing this system, the Village will realize annual direct cost savings of approximately $54,600 in year one and approximately $127,000 in years two thru five, for a total savings over the first five years of approximately $562,000. The direct cost savings are related to support of our current payroll system, outsourcing of direct deposit slip and W2 preparation, discontinuation of the iCIMS recruiting software subscription and the When to Work scheduling software utilized at CPAC, as well as the reclassification of the Payroll Administrator position from full-time to part-time. This results in a net cost increase related to the Village's payroll and HR systems of approximately $675,000 over five years, equivalent to the salaries and benefits of approximately 1.2 FTEs annually. The effects of these additional costs will need to be factored into the Village's long term financial forecast.

REQUESTED ACTION:

I move to recommend to the Village Board of Trustees to approve a three (3) year agreement that will reflect all pricing information, with the option to renew said agreement for two (2) additional years, with Ultimate Software Group, Inc. for the procurement and implementation of UltiPro Software and associated fees.

Ultimate SOFTWARE

HR technology that puts *People first.*

At Ultimate Software, it's our mission to help our customers put their people first through HR, payroll, and talent management cloud solutions designed to improve the employee experience.

## Why Our Customers *Choose Us*

#1 Top Rated Vendor
by real end users of UltiPro

Ultimate has been cited a Top Rated vendor in HR Management and Payroll Software by end users on Trust Radius, an industry-leading business-software review platform.

TrustRadius — TOP RATED 2018

Exclusively **Dedicated** to HCM

For over 25 years, Ultimate has devoted 100% of our resources to the research, development, and delivery of industry-leading, continuously evolving HCM technology. Our undivided attention has made us experts in the industry—trusted advisors and business partners who can be counted on to deliver sustained excellence in HCM solutions and services.
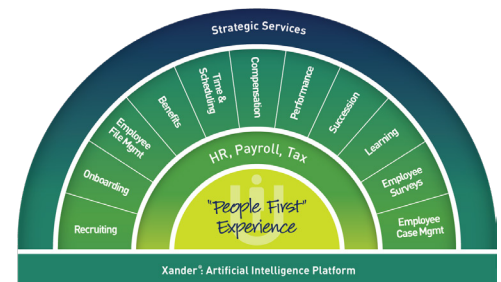
Instant, **Actionable** Workforce Intelligence

Powered by our underlying "People First" artificial intelligence (AI) technology platform that analyzes and understands both numbers and sentiment—Xander®—UltiPro® helps you take the right actions at the right time to build better leaders, empower employees, and improve the overall work experience.

Recognized Industry **Leader**
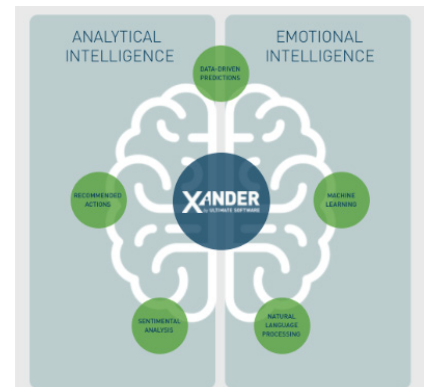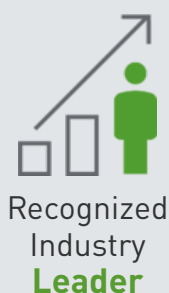
Gartner

LEADER
Gartner Magic Quadrant for Cloud HCM Suites, 2018

TOP RATED VENDOR
North American Midmarket HCM Suites, Gartner Critical Capabilities for Cloud HCM Suites, 2018

FORRESTER®

LEADER
Forrester Wave for Cloud HCM Suites for Midmarket and Large Enterprises, 2017

NUCLEUS RESEARCH

LEADER
Nucleus HCM Value Matrix, 2018

Equal Focus on Product, Service

Ultimate is committed to investing heavily in both products and services. In fact, 80%+ of Ultimate employees work in Product Development and Services.

This commitment has resulted in extremely high customer satisfaction in both areas.

PRODUCT

92% Satisfaction

90% Satisfaction

SERVICE
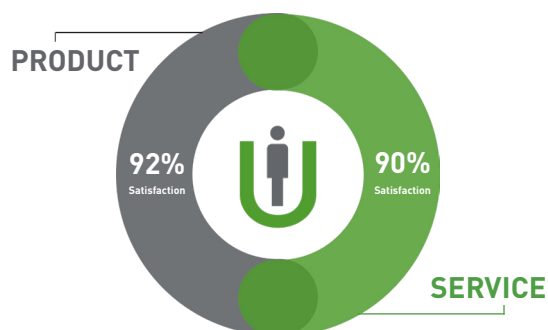
Free Training for **Every** Customer

Ultimate is the only HCM vendor that offers every customer free training—for life—to help them get the most of out their investment in UltiPro. We view each customer as a Partner for Life.

In addition to free training, Ultimate offers every customer:

+ Personalized launch tools
+ Access to phone support and online support
+ A dedicated relationship manager
+ Comprehensive strategic and solution consulting offerings led by Ultimate's experts

Access to People and Culture **Experts**

24/7

Ultimate's sought-after culture and unique "People First" philosophy mean when you select UltiPro, you are selecting more than HR technology. You get experts who are committed to helping you take care of your own people and grow your business.

FORTUNE 100 BEST COMPANIES TO WORK FOR® 2018

Best Workplaces inTechnology
Great Place To Work®
USA 2019

glassdoor 2018 BEST PLACES TO WORK EMPLOYEES' CHOICE

96% Customer **Retention**

Ultimate maintains an industry-leading 96% customer-retention rate among our more than 5,600+ customers that manage employees in 180 countries and represent all sizes and industries.

Nikon

BLOOMIN' BRANDS

THE SALVATION ARMY

TEXAS ROADHOUSE

INDUSTRY LEADER IN COMPREHENSIVE HCM

Ultimate Software is a cloud provider of human capital management (HCM) solutions. Ultimate's award-winning UltiPro® delivers HR, payroll, talent, compensation, and time and labor management solutions that seamlessly connect people with the information and resources they need to work more effectively.

Founded in 1990, Ultimate's team has grown to more than 4,200 people who are dedicated to improving the personal work experience for you and your employees through our technology and services.

PROVEN TRACK RECORD

Our passion for putting people first has earned Ultimate a history of successful, long-term relationships and an industry-leading 96% customer retention rate. Ultimate's more than 4,100 customers manage employees in 160 countries and represent companies of all sizes, across all industries.
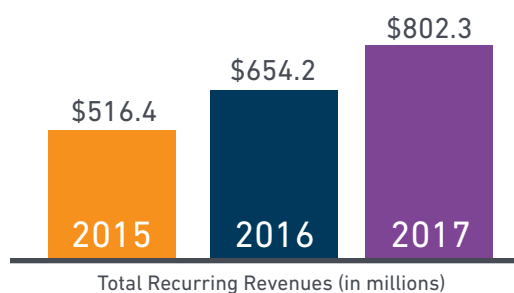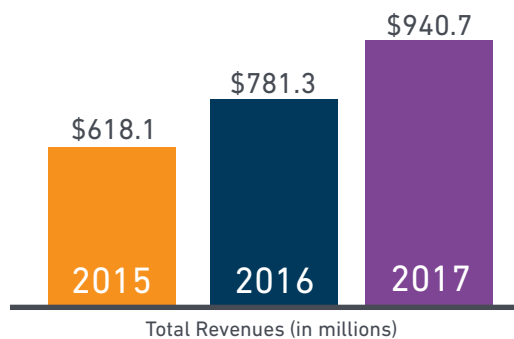
SOLID FINANCIAL PERFORMANCE

Ultimate went public (NASDAQ: ULTI) in June 1998 and its solid financial performance and consistent growth have increased revenues to $940.7 million.

Financial Highlights for 2017:

- Recurring revenues grew by 23% for the 2017 year

- Recurring revenues were 85% of total revenues for the 2017 year

- Ultimate's total revenues for 2017 increased by 20%, compared with 2016

- Non-GAAP operating income for 2017 was $194.1 million, compared with $157.6 million for 2016

- Non-GAAP net income for 2017 increased to $118.1 million, compared with $96.2 million in 2016

- Cash, cash equivalents, and marketable securities totaled $165.1 million, compared with $97.9 million in 2016

- Cash generated from operations totaled $214 million, compared with $159.5 million in 2016

Total Revenues (in millions)

2015	2016	2017
$618.1	$781.3	$940.7

Total Recurring Revenues (in millions)

2015	2016	2017
$516.4	$654.2	$802.3

WHAT MAKES US DIFFERENT

CULTURE
#3
PLACE TO WORK

PRODUCT
37+M
EMPLOYEE RECORDS

SERVICE
~96%
CUSTOMER RETENTION

PEOPLE FIRST. Ultimate operates with a commitment to put people first, always. This idea permeates our culture to its core and it drives the strategy behind designing our products and services. As a result, we enable our customers to put their people first—helping them build the people-centric environments they need to grow and meet their business goals.

EXCLUSIVE FOCUS ON HCM. We devote 100% of our resources to the research, development, and delivery of industry-leading, continuously evolving HCM technology. Our undivided attention has made us experts in the industry—trusted advisors and business partners who can be counted on to deliver sustained excellence in HCM solutions and services.

COMPREHENSIVE HR, PAYROLL, AND TALENT MANAGEMENT. We've built UltiPro with comprehensive capabilities including recruiting, onboarding, global HR, benefits management, role-based access for all employees, time management, payroll, legislative compliance, compensation management, performance management, succession management, career development, and business intelligence and reporting, all in one solution to help you make informed, people-focused decisions.

CLOUD LEADER. Ultimate was the first to deliver HR and payroll in the cloud—making us the most experienced HCM cloud provider, with more than 37 million people records. The benefits of our cloud technology include 24-7 global and mobile access from anywhere, rapid delivery of innovation and scalability, industry best practices for security, and cost savings.

PARTNERS FOR LIFE. We view customers as "Partners for Life," with whom we share a mutually satisfying, long-term relationship. As your partner, Ultimate provides you with:
- A named account representative
- Rapid, simple launch and free training for your lifetime as a customer
- Customer-driven collaboration communities
- 24-7 access to seasoned, APA-certified UltiPro experts

RECENT INDUSTRY RECOGNITION

#1 on Fortune's Best Workplaces in Technology list in 2016, 2017, and 2018.

Ranked #7 on Forbes magazine's 100 Most Innovative Growth Companies list.

Won a Gold Excellence Award from Brandon Hall Group for Best Advance in Payroll Administration, for UltiPro Payroll.

Named a Best in Biz Awards Gold winner in the Enterprise Product of the Year–HR Software category.

Positioned by Gartner, Inc. as a Leader in the Magic Quadrant for Cloud HCM Suites for Midmarket and Large Enterprises.

ORLAND PARK

RFP Tabulation

RFP Number: 18-039	Human Capital Management System
RFP Issue: August 24, 2018	Human Resources
RFP Opening: September 28, 2018	#1 9/13/18; #2 9/17/18; #3 9/26/18

PROPOSER	CONTACT INFORMATION
ADP	Barrett Graessle 209 W. Jackson, 11th Floor Chicago, IL 60606 P:312-935-7173/F:xxx-xxx-xxxx Email: barrett.graessle@adp.com
Computer Consultants International, Inc (CCI Worldwide)	Arshia Tayyab 10949 W. Villa Monte Dr. Mukilteo, WA 98275 P:800-493-2105 x 201/F:800-493-2105 Email: arshi@cci-worldwide.com
Ceridian	James Kasnicka 3311 E. Old Shakopee Rd. Minneapolis, MN 55425 P: 847-848-3239/F:xxx-xxx-xxxx Email: james.kasnicka@ceridian.com
Kronos Incorporated	Steven Alabiso 900 Chelmsford St Lowell, MA 01851 P:978-947-3945/F:978-367-5900 Email: steven.alabiso@kronos.com
Tyler Technologies	Gary Dube One Tyler Drive Yarmouth, Maine 04096 P: 800-772-2260 X 4130/F:xxx-xxx-xxxx Email: gary.dube@tylertech.com
The Ultimate Software Group	Devin Warden 2000 Ultimate Way Weston, FL 33326 P: 773-616-5676/F:xxx-xxx-xxxx Email: devin.warden@ultimatesoftware.com

Bids are subject to review for completeness, accuracy, and compliance with all terms and conditions of the bid specifications
Prepared by: Denise Domalewski, Purchasing Administrator - Village of Orland Park

	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Initial Costs						
Implementation Fees	$ 82,650	$ -	$ -	$ -	$ -	$ 82,650
Carrier Feeds	9,000	-	-	-	-	9,000
Conversion Costs	7,142	-	-	-	-	7,142
Total per Year	**$ 98,792**	**$ -**	**$ -**	**$ -**	**$ -**	**$ 98,792**
Projected Annual Costs						
Full Time & Part Time Employees with Benefits	$ 113,214	$ 118,098	$ 118,098	$ 118,098	$ 118,098	$ 585,606
Part Time Employees without Benefits	77,266	80,760	80,760	80,760	80,760	400,306
Seasonal Employees	24,458	25,640	25,640	25,640	25,640	127,018
Police Pension Retirees	2,381	2,381	2,381	2,381	2,381	11,905
Terminated Employees	2,640	2,640	2,640	2,640	2,640	13,200
Total per Year	**$ 219,959**	**$ 229,519**	**$ 229,519**	**$ 229,519**	**$ 229,519**	**$ 1,138,035**
Total Initial and Projected Annual Costs	**$ 318,751**	**$ 229,519**	**$ 229,519**	**$ 229,519**	**$ 229,519**	**$ 1,236,827**
Direct Cost Savings						
Elimination of annual costs for Innoprise Maintenance	$ 10,546	$ 10,546	$ 10,546	$ 10,546	$ 10,546	$ 52,730
Elimination of annual costs for ATS Print Freedom	6,700	6,700	6,700	6,700	6,700	33,500
Elimination of annual costs for Recruiting/Onboarding	-	33,000	33,000	33,000	33,000	132,000
Elimination of costs from printing benefits enrollment	1,000	1,000	1,000	1,000	1,000	5,000
Elimination of scheduling software at CPAC	496	506	516	526	537	2,581
Reclassify FT Payroll Administrator to PT	35,885	73,923	75,401	75,401	75,401	336,012
Total Direct Cost Savings	**$ 54,627**	**$ 125,675**	**$ 127,163**	**$ 127,174**	**$ 127,184**	**$ 561,824**
Net Cost Increase	**$ 264,124**	**$ 103,844**	**$ 102,356**	**$ 102,345**	**$ 102,335**	**$ 675,003**
					NPV	**$ 642,447**

The net cash flow is equivalent to 1.2 FTEs annually. Additional efficiencies to be realized with the HCM are listed below.

 -Reduced time spent and errors from manually entering data from HR to payroll and vice versa - approximately 518 to 864 hours saved per year
 -Reduced time responding to employee/manager HR questions - approximately 315 to 525 hours saved per year
 -Improved employee management and administration through manager/employee self service - approximately 7 to 12 hours saved per manager
    and 3 to 6 hours saved per employee per year
 -Decreased time in the benefit enrollment process - approximately 150 to 250 hours saved per year
 -Decreased time spent manually entering and sending benefits information to benefits providers - approximately 52 to 86 hours saved per year
 -Reduced time on compensation planning process - approximately 27 to 45 hours saved per year
 -Reduced time in managing the current in-house systems and managing the database maintenance and interfaces - approximately 65 to 108 hours saved per
 -Reduced time in providing support for existing HR/payroll systems - approximately 52 to 86 hours saved per year

INTEGRATION SERVICES

UltiPro® by ULTIMATE SOFTWARE

In today's Information Age, people need—and expect—immediate access to an infinite amount of data. The same goes for in the workplace. The ability to not only access but to also act on workforce data is critical to making successful business decisions. Ultimate Software offers several options to help organizations seamlessly exchange data between UltiPro® and other business solutions.
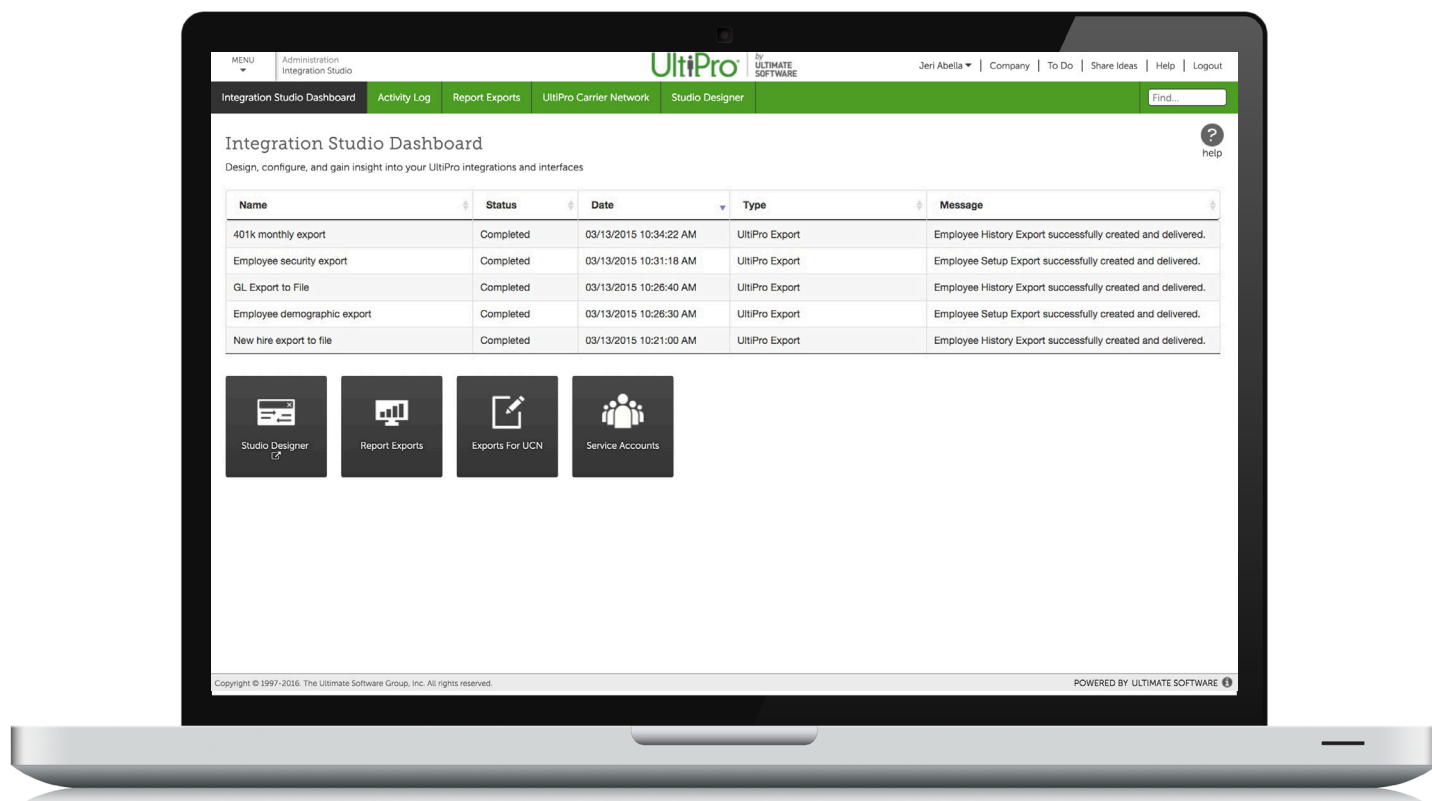
SECURELY EXCHANGE DATA

Eliminate the burden and uncertainty associated with system integration and connect workforce data with the rest of your business via timely, secure, and reliable integrations.

TAILOR TO YOUR BUSINESS

By leveraging UltiPro's integration tools and services, you can access and utilize your people data within UltiPro in the way that suits your unique business needs.

EASILY MANAGE INTEGRATIONS

Integration should be a business decision—not a technology hurdle. UltiPro enables business users to create and manage integrations between UltiPro and other business solutions, without relying on IT intervention.

People first.

Seamlessly exchange your people data in a way that works for your business

INTEGRATION STUDIO

- Set up new integrations with step-by-step guidance
- Reduce time and costs for data exporting, and enjoy faster access to your data
- Extract data directly from an existing business intelligence report to a file, via an intuitive and graphical interface—reports can be scheduled to run during a set time period

WEB SERVICES

- Connect to and share data with cloud and on-premise systems using open, standards-based methods
- Leverage a library of pre-built APIs, including Compensation, Contacts, Employee Address, Job, Termination, etc.
- Use UltiPro's Reports-as-a-Service to export any data contained in your on-demand reports—for instance, pull data from UltiPro into Microsoft® Excel without manually importing or exporting the data
- Transfer specified data to an intended destination in a standard Extensible Markup Language (XML) or JavaScript Object Notation (JSON) format

ULTIPRO CARRIER NETWORK

- Connect to the most commonly used benefits providers in the marketplace, via a centralized platform
- Take advantage of sophisticated data validation and monitoring capabilities, including more than 80 data-quality checks
- Process summary and error reports
- Enjoy end-to-end file monitoring and success / failure notifications
- Let Ultimate's solution experts manage all support and maintenance

KEY BENEFITS

for HR Administration

Create and manage accurate, secure, and configurable integrations on your own.

Take advantage of UltiPro's "open platform" to exchange trusted, real-time workforce data where and when you need it.

Utilize UltiPro's pre-built application programming interfaces (APIs) library, reducing the time and expense of having to build custom integrations.

Extend the value of your UltiPro data to other systems, data warehouses, or applications for use throughout your organization.

Remove the cost and complexity of integrating with third-party benefits providers, so you can offer the best possible benefits to your employees.

Configure the solution to meet the specific needs of your business.

Prevent unauthorized access to certain data, via role-based security.

Achieve HIPAA 834 validation.

Ultimate SOFTWARE

800.432.1729
ultiproinfo@ultimatesoftware.com
www.ultimatesoftware.com

People first.

Human Capital Management System Selection Process

Technology, Innovation

and

Performance Improvement Committee

March 18, 2019

ORLAND PARK

Why?

- Utilize the principles of high performing organizations to meet the Village's strategic goals
- Streamline processes related to the full employee life cycle from hire to retire and eliminate multiple redundant systems and processes across the organization
- Share, use, and analyze data in real time across departments to support organizational decisions
- Modernize our approach to management of employees to address multi-generational workforce

Selection Team and Key Stakeholders

- Selection Team
  - Human Resources - HR Director, HR Generalist, HR Coordinator
  - Finance - Finance Director, Assistant Finance Director
  - BIS - Information System Manager
  - Police - Commander

- Key Stakeholders
  - Employees
  - Department managers and administrative staff
  - HR and Finance staff

Selection Process

- Issued Human Capital Management System RFP
  - 56 vendors downloaded RFP documents from Bidnet Direct
  - 6 vendors submitted proposals (see Proposal Summary Sheet)
  - 3 vendors were invited for interviews/demonstrations – Ceridian, Tyler Technologies and Ultimate Software
  - Selection team spoke with references of three vendors
  - Ceridian and Ultimate Software were asked to provide a best and final offer
  - Prepared detailed TCO including all direct and indirect costs, as well as cost savings

Selection Process

- Recommendation - Ultimate Software UltiPro
  - Best met the functionality requirements as outlined in the RFP
  - Sample clients - Eden Prairie, MN, Shawnee, KS, Sony Music, LA Dodgers, Yamaha
  - User friendly interfaces, intuitive to navigate
  - Leader in HCMS marketplace (Gartner Group, Nucleus Research)
    - According to Gartner Group studies, "Ultimate was most highly rated for initial implementation and deployment, handover from implementation to support, and ongoing account management".

Timekeeping CPAC - Current

Spent time cards sent to storage

Calculated hours from cards entered manually into Excel Spreadsheet

Employee uses Analog Timeclock to ink stamp time in and time out
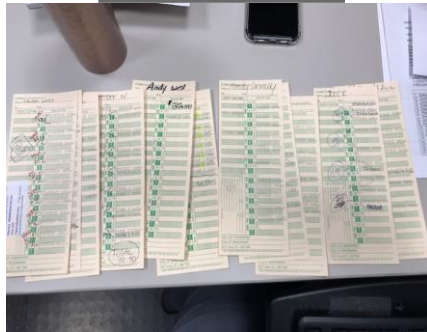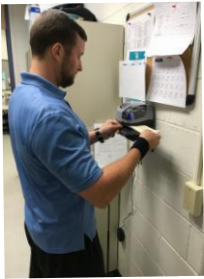
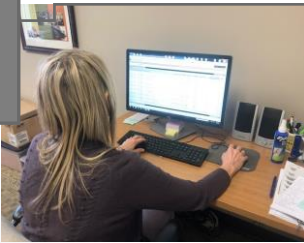**Time cards laid out on desk. Hours worked calculated manually.**

Spreadsheet sent to Finance for further processesing

Spreadsheet imported into Innoprise Payroll system

Payroll processed by a Full-time payroll administrator

Timekeeping CPAC – w/UltiPro

Employee uses desktop, Geo-Fenced Mobile or Tablet App for timestamp

All overtime is calculated, documented, and displayed on electronic time sheets Any errors or exceptions display on time sheets (based on set of rules)
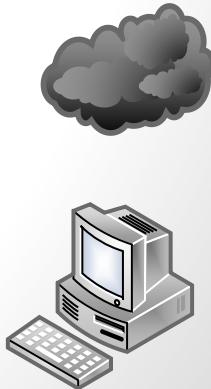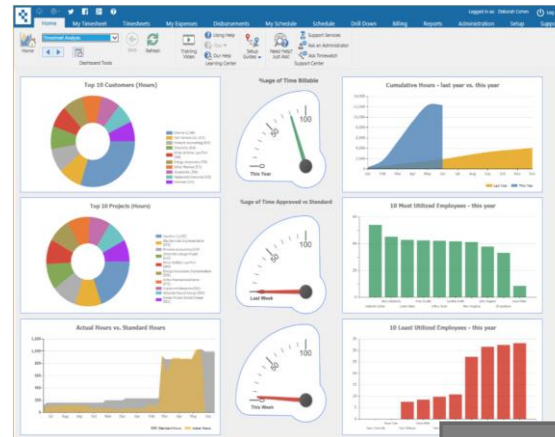
Approvers have access to time sheets at the end of designated time period to verify input time

Reconciled by PT Payroll Coordinator and submit finalized payroll to UltiPro

Employee Address Change - Current
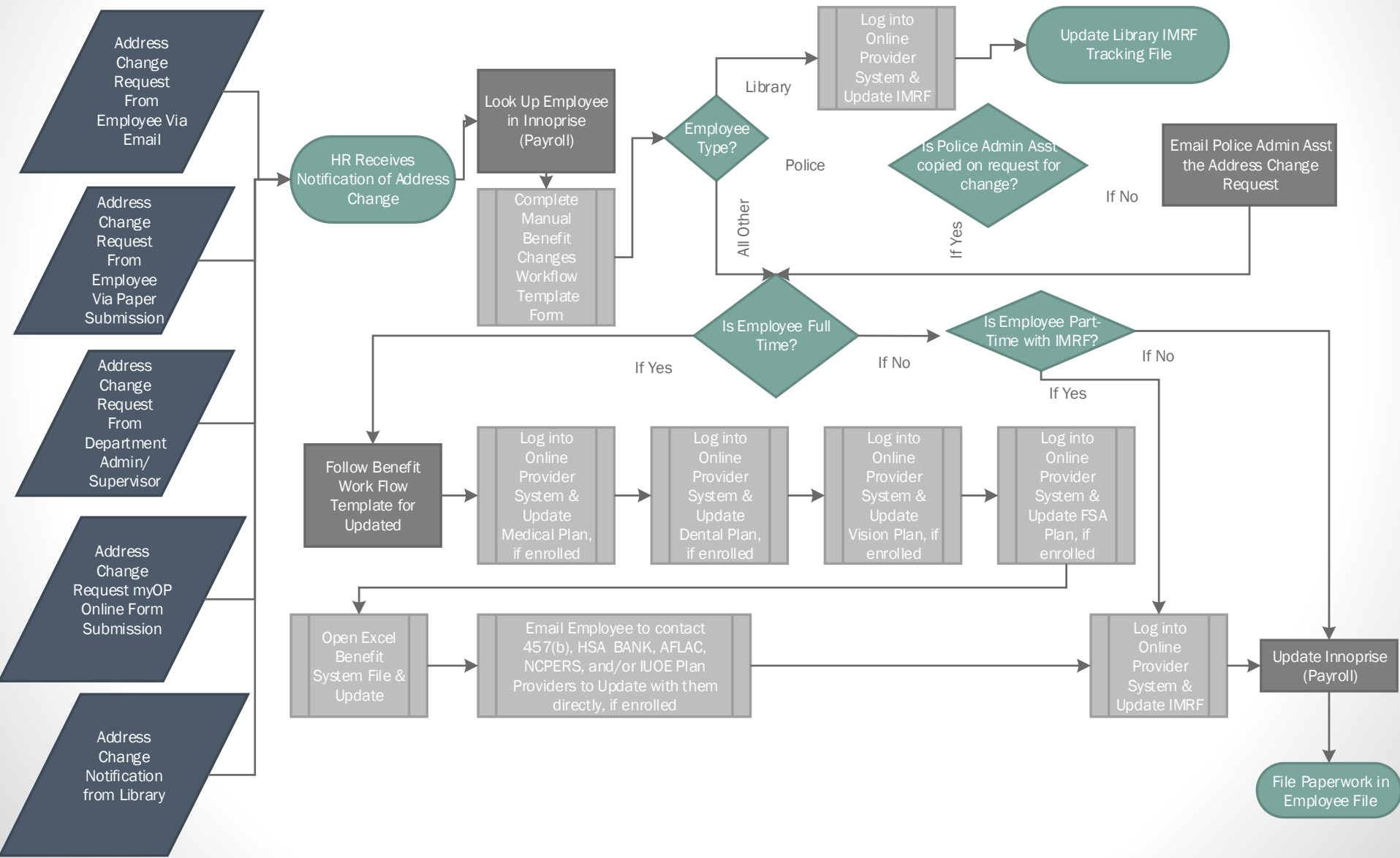
Employee Address Change – w/UltiPro
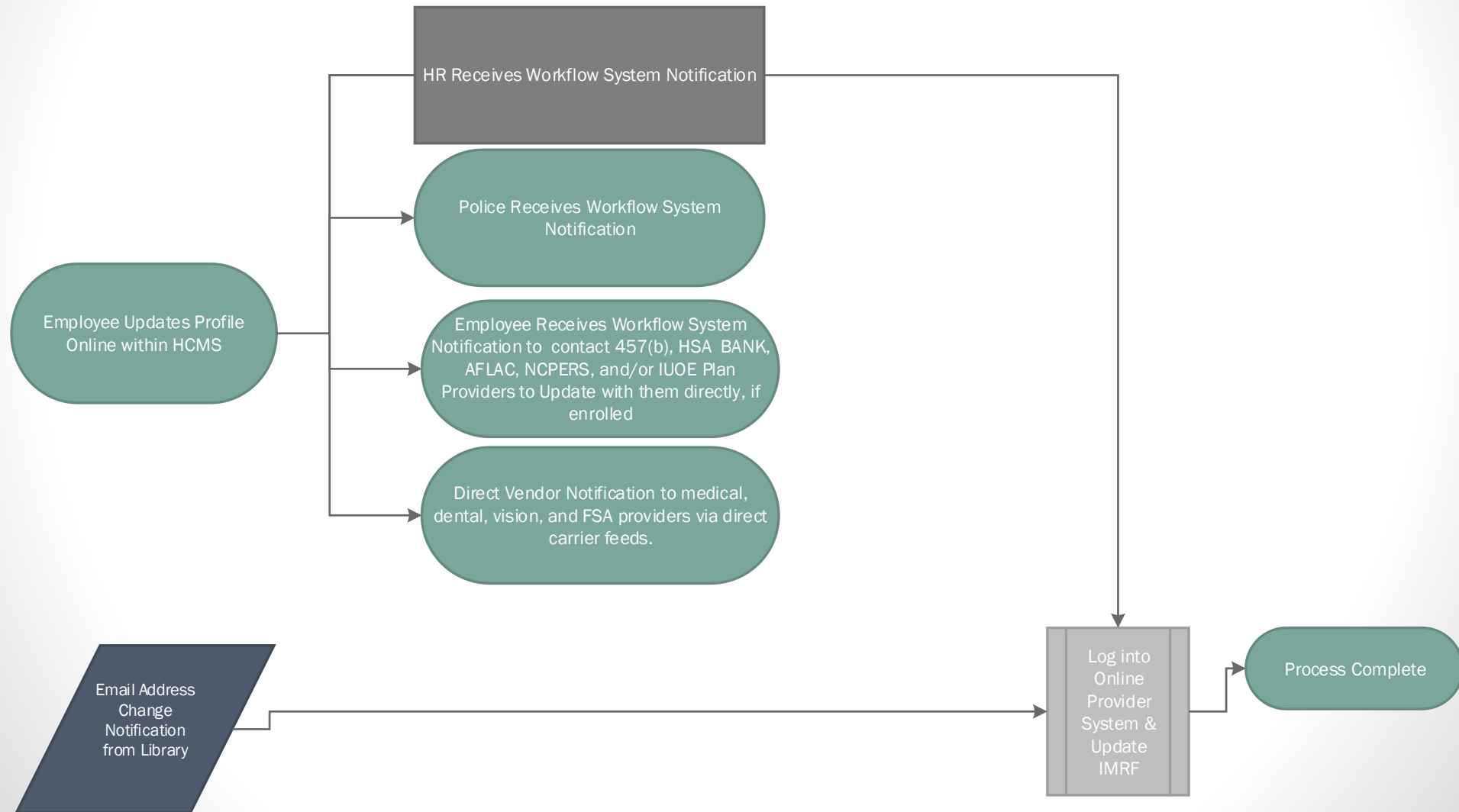
Open Enrollment - Current
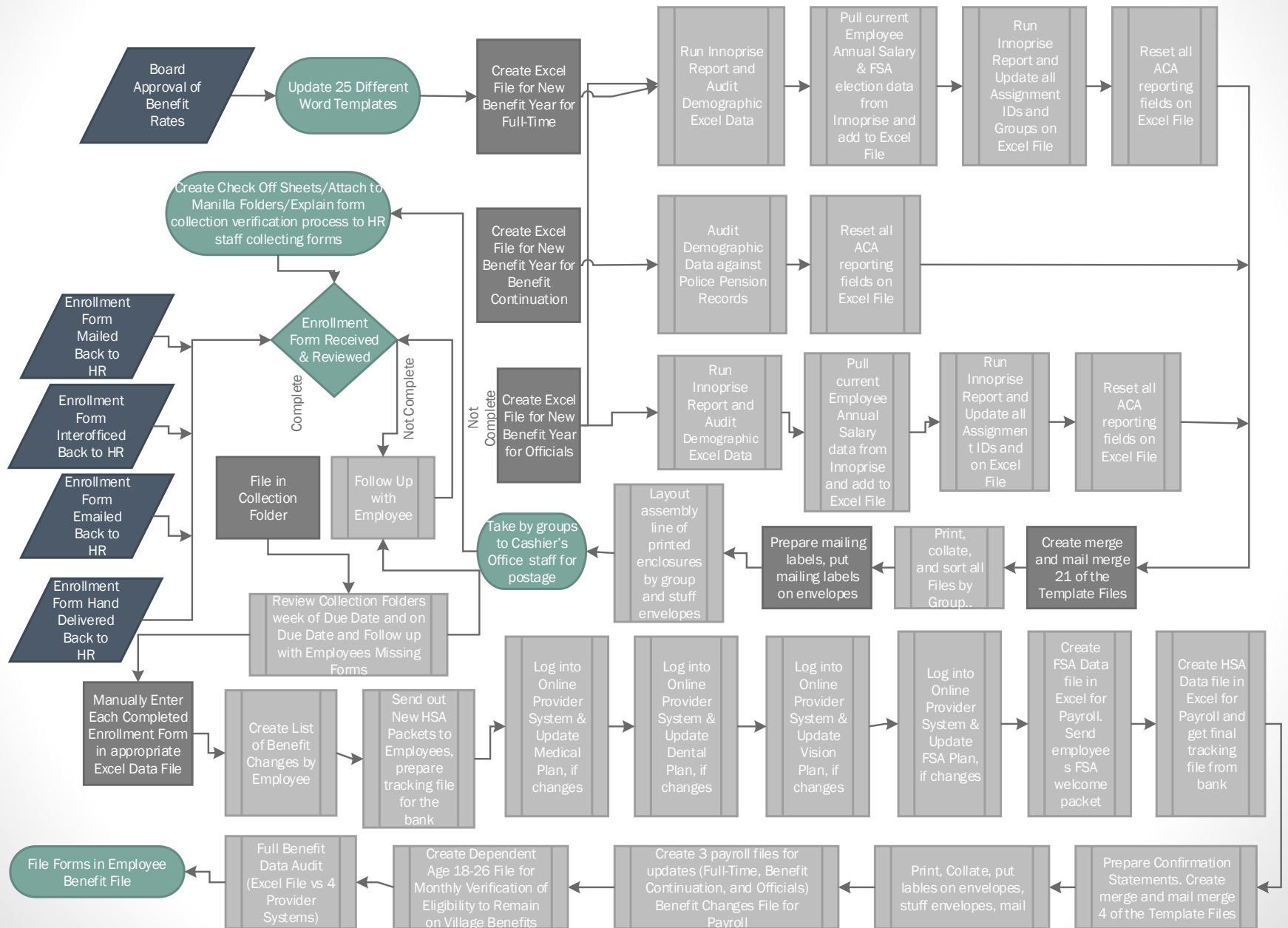
Open Enrollment – w/UltiPro

Board Approval of Benefit Rates

→

HR Updates Benefit Open Enrollment Module in HCMS

→

Employees Receive Workflow System Notification for Open Enrollment and Follow Up Notifications Until Workflow is completed.

→

Employee Submits Benefit Elections Online. System Generated Confirmation Statement Available for Employee to Review.

→

HR System Workflow Notification Received, HR Review and Approval Process Begins.

→

All 1/1 Benefit Changes: HCMS Workflow identifies and updates medical, dental, vision, and FSA employee benefits.

→

All 1/1 Benefit Changes: Direct Vendor Notification to medical, dental, vision, and FSA providers via direct carrier feeds. HCMS system update for benefits cost related to life insurance benefits.

↓

HCMS Workflow identifies and updates employee life and child life based on loss of eligibility throughout calendar year. Send cancelation notice to employee when eligibility requirements are no longer met.

→

HCMS Direct Vendor Notification to COBRA vendor via direct carrier feed.

Total Cost of Investment

	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Initial Costs -						
Implementation, Carrier Feeds, Data Conversion	$ 98,792	$ -	$ -	$ -	$ -	$ 98,792
Projected Annual Costs -						
Per Employee Per Month Fees - Full-time, Part-Time, Seasonal, Police Pension Retirees, Terminated Employees	$219,959	$229,519	$229,519	$229,519	$229,519	$1,138,035
Total Initial and Projected Annual Costs	$318,751	$229,519	$229,519	$229,519	$229,519	$1,236,827
Direct Cost Savings -						
Elimination of annual costs for Innoprise Maintenance	$ 10,546	$ 10,546	$ 10,546	$ 10,546	$ 10,546	$ 52,730
Elimination of annual costs for ATS Print Freedom	6,700	6,700	6,700	6,700	6,700	33,500
Elimination of annual costs for Recruiting/Onboarding	-	33,000	33,000	33,000	33,000	132,000
Elimination of printing benefit enrollment forms	1,000	1,000	1,000	1,000	1,000	5,000
Elimination of scheduling software at CPAC	496	506	516	526	537	2,581
Reclassify FT Payroll Administrator to PT	35,885	73,923	75,401	75,401	75,401	336,012
Total Direct Cost Savings	$ 54,627	$125,675	$127,163	$127,174	$127,184	$ 561,824
Net Cost Increase	**$264,124**	**$103,844**	**$102,356**	**$102,345**	**$102,335**	**$ 675,003**
						NPV **$ 642,447**
						The net cost increase is equivalent to 1.2 FTEs annually

Total Cost of Investment (Cont'd.)

- Potential indirect cost savings to be realized –

Process Improvement	Reduced Staff Hours per Year
Reduced manual data entry (and related potential for errors) between HR and Payroll systems	518 – 864
Reduced inquiries to employee/manager HR related questions	315 – 525
Improved employee management and administration through manager/employee self service (per manager/employee)	10 - 18
Improved benefit enrollment/benefit tracking processes	200 - 340
Improved compensation planning process	27 - 45
Reduced management of in-house systems, databases and integrations	65 - 108
Reduced support of HR/Payroll systems	52 - 86

Next Steps

- Contract Negotiations – finalize by mid-April
- Project Kickoff Meeting – mid to late April
- Estimated Implementation – 6 to 12 months
  - Phase I –
    - Core – payroll, benefits, employee/manager self-service, tax filing, garnishment remittance, ACA, compliance and predictive analytics
    - Workforce Management – comprehensive time, attendance and scheduling, related integrations
    - Onboarding – new hires, including new hire forms submission
    - Talent Management – performance and succession planning
    - Compensation Management – automated salary planning process
  - Phase II –
    - Recruiting – applicant tracking and recruitment (under contract with iCIMS thru 12/31/2019)
    - Learning Management – automated training and learning experience

REQUEST FOR ACTION REPORT

File Number:	**2019-0208**
Orig. Department:	**Finance Department**
File Name:	**Tyler Technologies Data Conversion Change Order Expenditure - Approval**

BACKGROUND:

In June 2017, the Village Board approved a contract with Tyler Technologies for $651,273, which included six (6) EnerGov Modules (Permit Land Management, Electronic "eReviews", Citizen Self-Service Portal, Inspection Mobile App, Tyler Enterprise Asset Management, Click 2 Report), as well as training, data conversion, two (2) years of annual maintenance, and $17,000 in travel for onsite training.

Data conversion services for Energov System were originally estimated for 120 hours at a cost of $30,000. Staff is requesting approval of a change order for Tyler Technologies to perform the full data conversion from the Innoprise Community Development System to Energov for an additional 211 hours at a cost of $52,750.

This agenda item is being considered by the Technology, Innovation and Performance Improvement Committee and the Village Board of Trustees on the same night.

BUDGET IMPACT:

Funds are available in the FY2019 budget in the amount of $32,448 as a result of Energov licenses that are not needed, and $20,302 is available in consulting services.

REQUESTED ACTION:

I move to recommend to the Village Board of Trustees to approve the Tyler Technologies change order for data conversion services at a cost not to exceed $52,750.

Village of Orland Park, IL - Change Order 1

Tyler Technologies

Client:	Orland Park, IL Village of 2017-0183 - EnerGov SaaS

Requested By:	Mikal Ankrah	Date:	3/7/19
Client Project Manager:	Mary Klinger	Tyler Project Manager:	Mikal Ankrah
Expiration Date:	3/21/2019	Change Req. Number:	TYL-2019-02080

PROPOSED CHANGE

Change Description
Client wishes to increase the number of Data Conversion Services hours in scope. Currently in scope, there are 120 data conversion hours for DCT. The Client will need to increase the number of data conversion hours to 331 hours as they have requested a full conversion.

IMPACT OF CHANGE

Schedule				
Task	**Original Start Date**	**Original Finish Date**	**Proposed Start Date**	**Proposed Finish Date**
EnerGov - Data Conversion & Validation (Stage 3)	2/8/19	5/24/19	3/25/19	8/2/19
EnerGov - Final Data Conversion (Stage 5)	6/14/19	6/28/19	8/5/19	8/29/19

Resources	
Resource	**Title / Role**
Mikal Ankrah	Project Manager
Jonathan Corley	Senior Implementation Consultant
TBD	Conversion Programmer

Cost					
Task	**Estimated Hours**	**Rate / hr**	**Total**	**Task Category** *(Tyler Use Only)*	**POB Code** *(Tyler Use Only)*
Additional conversion hours	211	$250	$ 52,750.00	Billable	
			$ -		
			$ -		
Total	**211**		**$ 52,750.00**		

*Hours are estimate only. Actual hours will be billed as incurred.

ACCEPTANCE

NOTE: No changes may be made to this project without the agreement of the Tyler and client Project Managers. Submit endorsed Change Order to the Tyler Technologies Project Manager.

Date	Title	Approved By	Signature
3/7/19	Project Manager	Mikal Ankrah	*(signature)*
3/12/19	EnerGov PMO	Jamie Olsen	*(signature)*
3/13/19	VP, Professional Services	Peter Stubbs	*(signature)*
3/13/19	Senior Implementation Manager	Jeff Rich	*(signature)*
3/12/19	Implementation Manager	Ron Ferriero	*(signature)*
3/13/19	Conversion Manager	David Johnson	*(signature)*
	Client	Mary Klinger	