

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

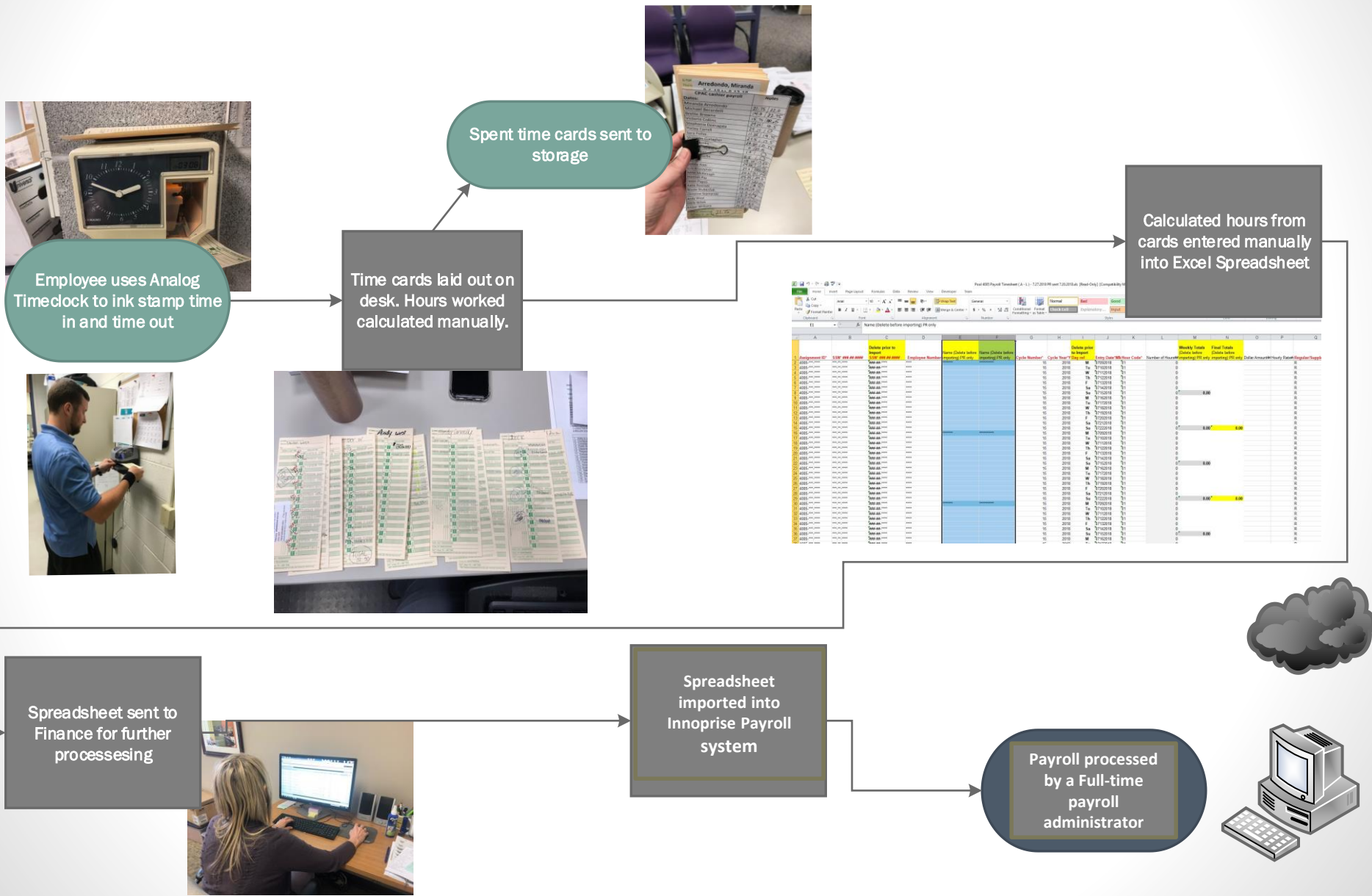
Selection Process

- 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

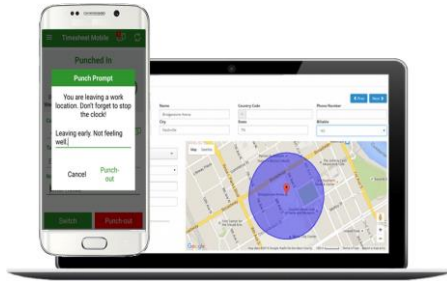
- Recommendation - Ultimate Software UltiPro
 - Best met the functionality requirements as outlined in the RFP
 - Sample clients - Eden Prairie, MN, Shawnee, KS, Sony Music, LA Dodgers, Yamaha
 - User friendly interfaces, intuitive to navigate
 - Leader in HCMS marketplace (Gartner Group, Nucleus Research)
 - 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



Timekeeping CPAC – w/UtiPro

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



When Work down with Counterpart

All overtime is calculated, documented, and displayed on electronic time sheets. Any errors or exceptions display on time sheets (based on set of rules)

2017-10-31_12_2017.csv

| | User | Email | Client | Project | Task | Description | Status | Start date | Start time | End date | End time | Duration | Tags | Amount (USD) |
|----|---------------|----------------------|----------|------------------|----------|-----------------|--------|------------|------------|------------|----------|----------|----------|--------------|
| 1 | Alexander Ole | alexander.ole@uwo.ca | More Box | Branding Project | Branding | Gather requires | Yes | 2017-10-17 | 11:13 | 2017-10-17 | 14:46 | 03:43:00 | Research | 122.66 |
| 2 | Alexander Ole | alexander.ole@uwo.ca | More Box | Branding Project | Branding | Client feedback | Yes | 2017-10-17 | 16:00 | 2017-10-17 | 16:45 | 01:00:00 | Feedback | 49.0 |
| 3 | Alexander Ole | alexander.ole@uwo.ca | More Box | Branding Project | Branding | Client feedback | Yes | 2017-10-17 | 09:00 | 2017-10-17 | 10:30 | 01:30:00 | Feedback | 49.0 |
| 4 | Alexander Ole | alexander.ole@uwo.ca | More Box | Branding Project | Branding | Client feedback | Yes | 2017-10-17 | 13:00 | 2017-10-17 | 14:00 | 01:00:00 | Feedback | 49.0 |
| 5 | Alexander Ole | alexander.ole@uwo.ca | More Box | Branding Project | Branding | Client feedback | Yes | 2017-10-17 | 17:00 | 2017-10-17 | 17:42 | 00:42:00 | Feedback | 6.4 |
| 6 | Alexander Ole | alexander.ole@uwo.ca | More Box | Branding Project | Branding | Client feedback | Yes | 2017-10-17 | 18:00 | 2017-10-17 | 19:30 | 01:30:00 | Feedback | 165 |
| 7 | Alexander Ole | alexander.ole@uwo.ca | More Box | Branding Project | Branding | Client feedback | Yes | 2017-10-17 | 09:00 | 2017-10-17 | 10:30 | 01:30:00 | Feedback | 49.0 |
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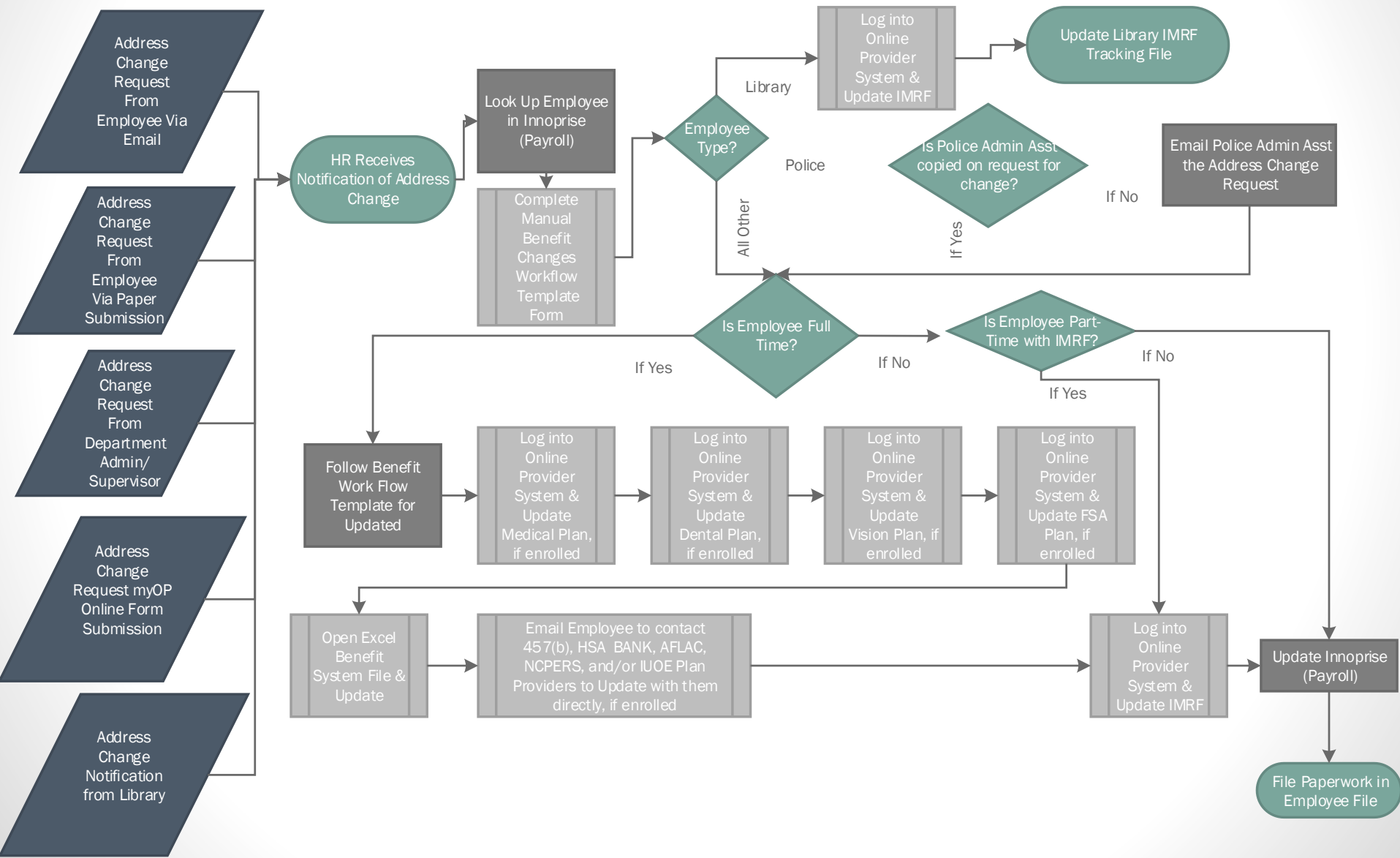
Approvers have access to time sheets at the end of designated time period to verify input time



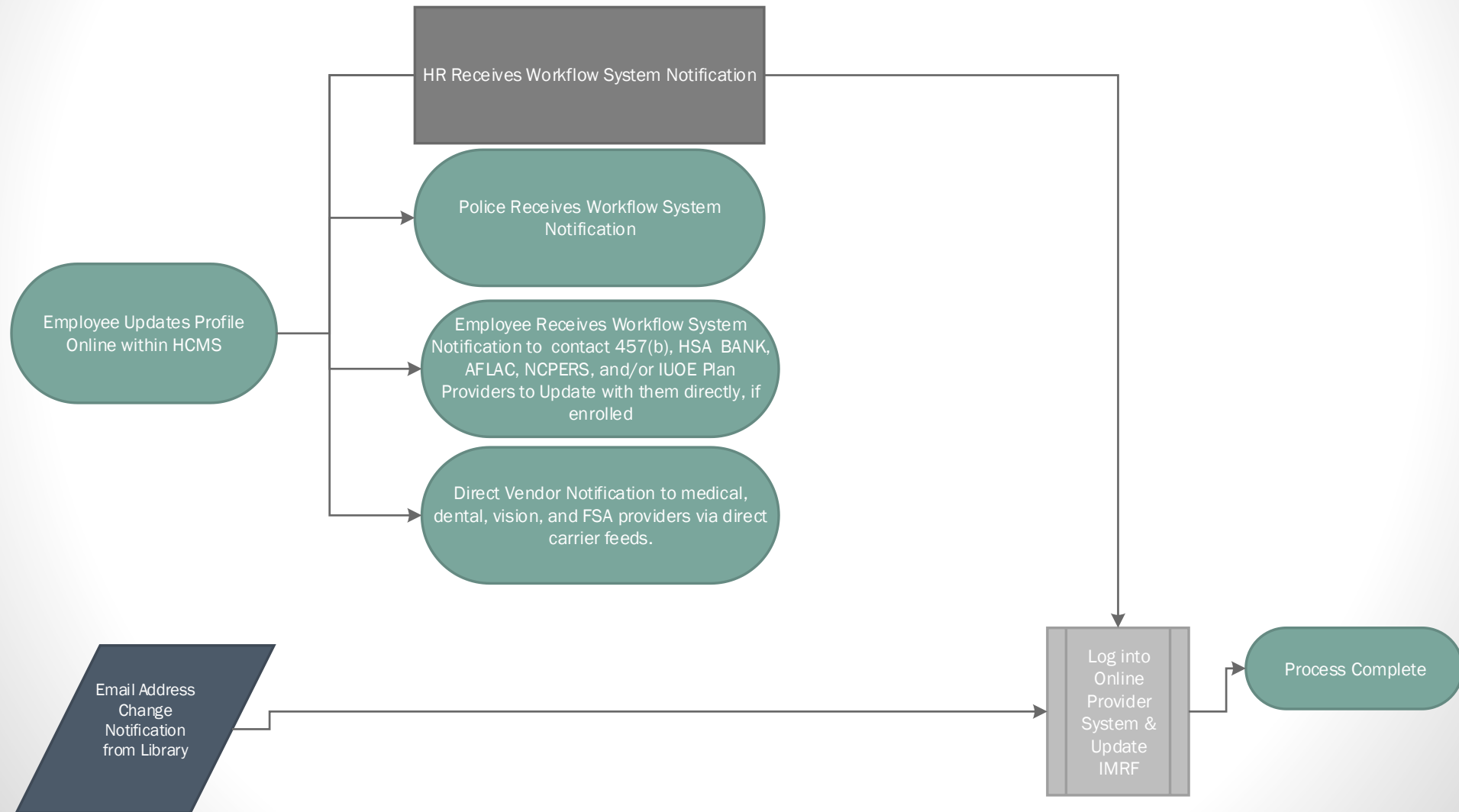
Reconciled by PT Payroll Coordinator and submit finalized payroll to UtiPro



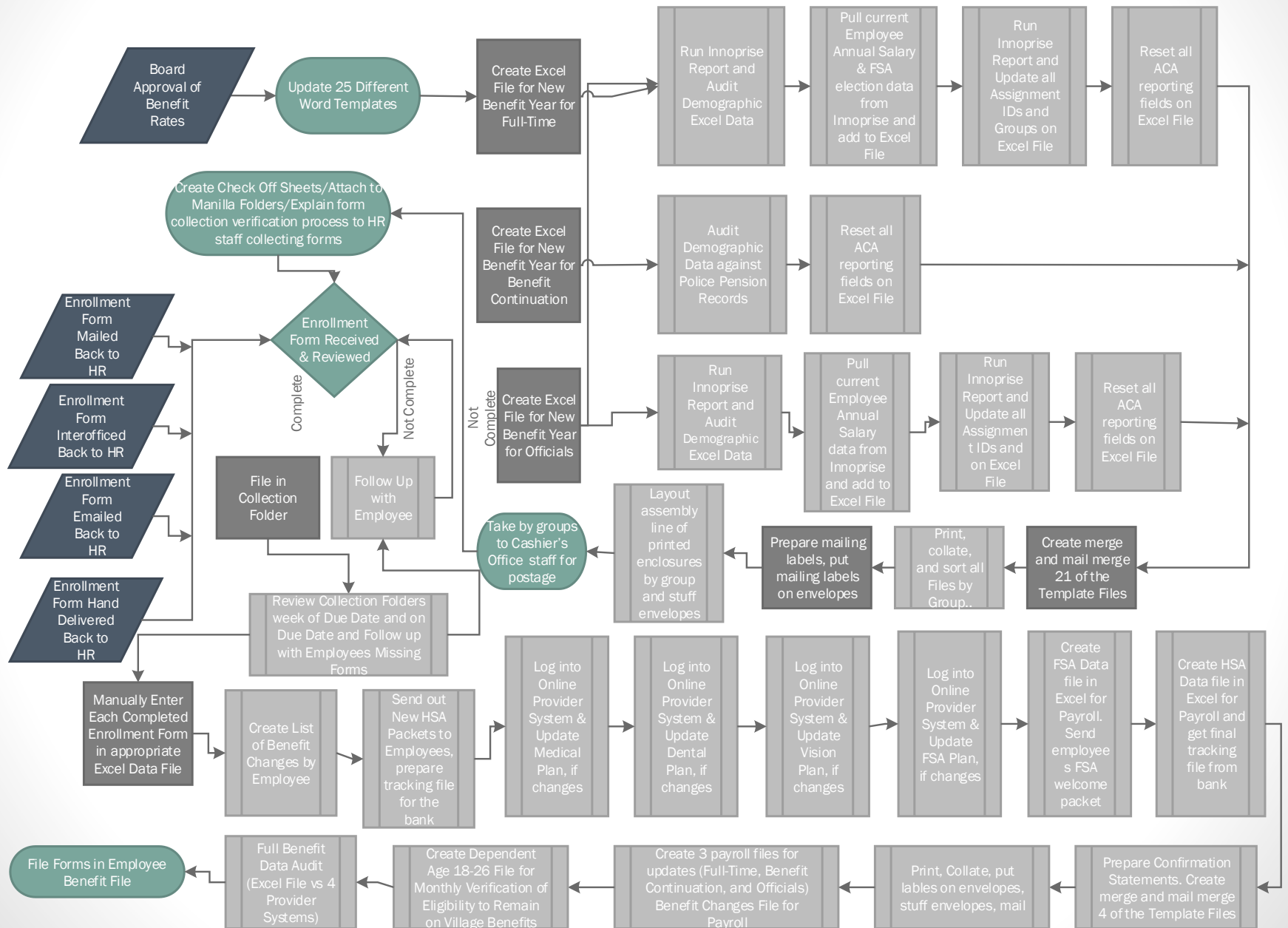
Employee Address Change - Current



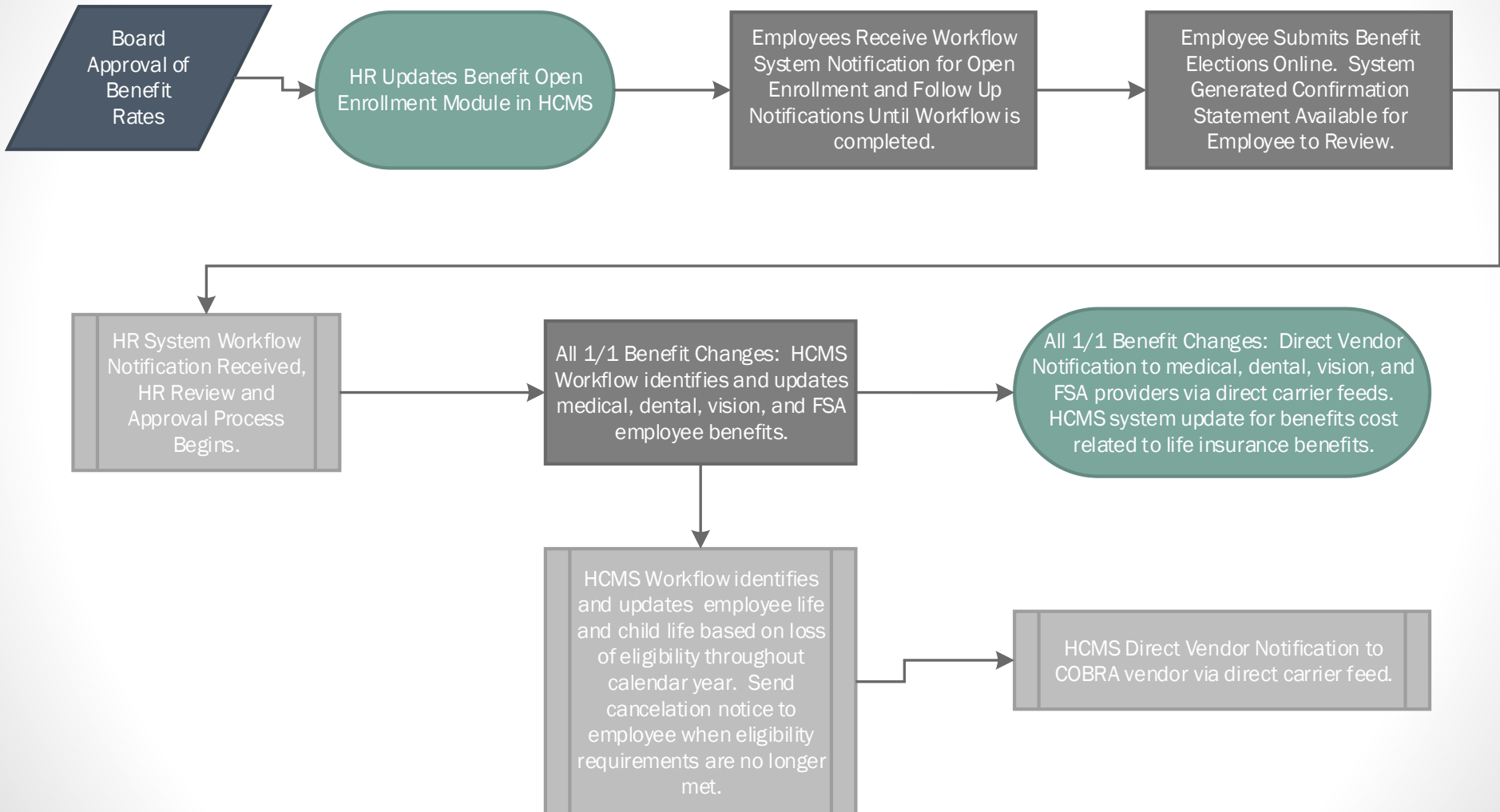
Employee Address Change – w/UltiPro



Open Enrollment - Current



Open Enrollment – w/UltiPro



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