

WASHINGTON COUNTY HUMAN RESOURCE DEPARTMENT

Request for Proposals for
Employee Performance Software

Send to:

Washington County Human Resources
c/o Dave Buckingham
197 E. Tabernacle St.
St. George, UT 84770

Deadline for Submission of Proposal:

9:30 a.m. Tuesday, July 28, 2020

WASHINGTON COUNTY HUMAN RESOURCE DEPARTMENT
REQUEST FOR PROPOSALS:
EMPLOYEE PERFORMANCE SOFTWARE

1. Contract Description

The Washington County Human Resource Department hereinafter referred to as “County” is seeking proposals from interested and qualified companies to provide employee performance and evaluation applications or software. The system shall include, but is not limited to, software licenses/ownership or application licenses/ownership, program implementation, program training, training documentation and manuals, and annual software/application maintenance and support.

The County currently uses Performance Pro by HR Performance Solutions. The County is seeking a system that will provide a broad scope of employee performance management functionality, including employee evaluations and other features available in its current system as well as new features and the opportunity for future enhanced features. Current and desired features include:

Required Core Functionality:

- 1) Accommodates organizational hierarchy / role assignment
 - a) For the purpose of this RFP, we will use these terms to show increasing supervisory responsibility:
 - i) line staff, first-line supervisor, second-line supervisor, division manager, department head.
- 2) All Employees MUST be able to:
 - a) Securely login and view their record.
 - b) View all completed notes, forms, goals, performance reviews and cumulative reviews.
 - c) Respond to forms.
 - d) Add goals and update goal progress.
 - e) Export performance history in electronic form (PDF, plain text, csv or other industry standard).
- 3) Supervisors MUST be able to complete all employee functions and the following Supervisory functions:
 - a) Create, view and edit all notes, forms, goals and cumulative reviews of their direct reports.
 - b) Add new notes to any employee below the supervisor’s level.
 - c) Create and complete Forms based on supervisory role-based access control (RBAC) (i.e. First-line supervisors may create and complete a Coaching Form. In addition to coaching forms, second-line supervisor may create, but **not complete** Reprimand Forms. Division Managers may perform the first-line and second-line supervisor functions and additionally, complete the Reprimand Form and create a Discipline Form. Only the Department Head or his designee may complete a Discipline Form. A similar method applies to commendations, awards, etc.
 - d) Conduct Performance Reviews.
 - e) Generate Cumulative Reviews.
 - f) Route Cumulative Reviews to Supervisor and Direct Report.

- 4) Performance Objectives (Factors):
 - a) Configurable Performance Objectives (Areas) assigned by position.
 - b) Notes and Forms are categorized by one or more performance objectives and impact status: Positive, Neutral or Negative.
- 5) Goals:
 - a) Added by the employee or supervisor.
 - b) Categorized by one or more performance objectives.
 - c) Goals may span one or more review timespans. Goal duration is configurable independent of the evaluation period.
- 6) Performance Reviews:
 - a) The design goal is to develop a note-based review system that is quick and easy to encourage supervisor use.
 - b) We want a system that accommodates frequent note taking, and can compile notes through a “Wizard” type interface. This will also make the task of writing a performance review more simple and efficient for a supervisor who takes notes.
 - c) The “Wizard” would organize notes and forms by performance objective. The wizard also needs to include selectable pre-determined responses for each objective if it hasn’t already been addressed through notes, forms, or goals.
 - d) Wizard produces a summary of direct report performance over a selected timeframe (weekly, monthly, quarterly). Timeframe MUST be configurable.
 - e) System MUST be able to send ‘Review Due’ reminder email/text messages up-line
 - f) In addition to automatic tally, performance objectives MUST be able to be scored manually.
 - g) Notes may be removed/excluded from performance reviews.
 - h) Reviews and notes MAY be exported as a PDF or plain text document.
 - i) MUST have automated reporting up-line based upon negative factor tallies.
- 7) Cumulative Reviews:
 - a) Aggregation of notes, forms, goals and performance reviews within a define-able timeframe.
 - b) Automatically organizes notes, forms and goals by performance objective and tallies impact status (positive, neutral or negative) if applicable.
 - c) Allows additional information to be added within each performance objective.
 - d) May utilize a ‘Wizard’ interface for initial creation of note-based feedback for each given performance factor.
 - e) In addition to automatic tally, performance objectives MUST be able to be scored manually.
 - f) Notes may be removed/excluded from cumulative reviews.
 - g) May be routed through the chain-of-command and to the direct report.
 - h) May be exported as a PDF, Hyper-Linked or plain text document.

Required Logical Structure:

- 1) Organization Hierarchy (Tree-like)
 - a) Record accessibility based on ‘down-line view’ of direct reports.
 - b) Personnel (Leaves of the Tree) must be able to be easily moved to different positions (Branches of the Tree) in the organization.
 - c) Tree branches should be able to be moved intact.
- 2) Role Based Access Control (RBAC)
 - a) Each unit of functionality should be assigned to a role.
 - b) Roles can be assigned to groups or users to enable functionality.

- c) Groups are primarily assigned based on the users position in the organizational Tree.
 - d) Roles can be assigned temporarily (date range) to enable access as needed.
- 3) Notes
- a) MUST be attached to the subject employee.
 - b) MUST be classified as positive, neutral or negative and MUST belong to at least one performance objective.
 - c) Any supervisor above the level of the subject MAY create notes.
 - d) Completed notes MUST be viewable by the subject.
 - e) Draft/Un-completed notes MUST be removed by the system automatically.
 - f) Notes MUST allow document(s) and / or media documentation to be attached to the note.
 - g) MUST be searchable by category and by keywords in text body.
 - h) MUST be versioned with a viewable history.
 - i) Note author MUST be notified prior to the note being removed by the system.
- 4) Forms
- a) MUST be attached to the subject employee.
 - b) MUST be classified as positive, neutral or negative and MUST belong to at least one performance objective.
 - c) Creation and the ability to finalize various forms MUST be assignable to organizational roles.
 - d) MAY include a review process.
 - e) MUST be searchable by category and by keywords in text body.
 - f) MUST be versioned with a viewable history.
- 5) Audit and Accountability
- a) All system access and access failure is logged.
 - b) All record CRUD (creation, read, update and delete) is versioned and retained in history tables along with tags indicating responsible party (aka blamable tags).
 - c) Historical change records are available to view based on RBAC.
 - d) Log all generated reports along with blamable tags. Does not log screen print.
- 6) Accessibility
- a) Limited to the Washington County intranet.
 - b) Username/password authentication via local password files or networked LDAP or Active Directory.
 - c) All enrolled employees will be able to access their own performance records.
- 7) Modular open construction to allow feature expansion
- a) Core functionality MUST be designed and developed to allow additional functionality to be added by original developer or future developers of the County's choice.
- 8) System Infrastructure provided by County
- a) Linux/Unix OS running on either hardware or Virtual Machine
 - b) Apache/Nginx, PHP7.X, Python3.X, PostgreSQL 10, Neo4j or similar GDBMS.
 - c) Backups and disaster recovery provided by County.
- 9) Ownership and Licensing
- a) Excluding the theme images and logo, Washington County owns the completed code base to be licensed under the OSI Approved MIT Software license.
 - b) Proposer may maintain ownership of theme images and logos, so long as they grant County a perpetual use license to these items.
 - c) No ongoing software lease may be required by the developer.
 - d) County will allow developer to repackage and resell the product to other vendors, if desired

2. Background

The County has roughly 500 employees, including full-time, part-time, substitute / on call in approximately 20 different departments and Offices that will need access to the program. The primary office location is at 197 E. Tabernacle St., St. George, Utah 84770.

3. Proposal Submittal Procedure

Proposals must be marked “EMPLOYEE PERFORMANCE SOFTWARE” and are due in the Washington County Human Resource Department by 9:30 a.m. local time on Tuesday, July 28, 2020. Emailed proposals will be accepted. A public opening of the proposals will be held at 2:30 p.m. local time on July 29, 2020 in the County Commission chambers. All proposals must be valid until November 30, 2020. Please use the enclosed RFP checklist. The following factors, including user interface and needs of the office, will be evaluated before making a final selection. The following materials should be submitted for a complete proposal:

- A. **RFP Checklist and Certificate.** Complete a proposal checklist and sign the certificate. The certificate acknowledges the veracity of the proposal materials.
- B. **Background and Experience.** Provide a brief summary of the history of your firm, including the number of years you have been engaged in developing and supporting employee performance management software systems, number of employees, organization structure, and background of the principal personnel. Provide at least three (3) references for which you have provided the services required in this RFP. Include the name, email, and telephone number of contact persons, as well as a brief description of the scope of each project. Include in the descriptions any interfaces to other systems that the projects required.
- C. **Project Description.** Provide a written description of the proposed employee performance management software, including but not limited to: system features and functions, technical and support requirements, etc.
- D. **Project Implementation.** Provide a proposed project plan and schedule for implementation, including the following factors:
 - a) Analysis of current system and data conversion
 - b) Configuration of environment in conjunction with County network operations staff.
 - c) Program installation and configuration
 - d) Training, including training on operation of the system as well as training to perform diagnostics of system problems. Describe ongoing training resources that will be available, such as user forums, conferences, etc.
 - e) Acceptance testing
 - f) Final implementation
 - g) Describe the system-level and end-user documentation that will be provided to the County
 - h) Data back-up and disaster recovery methodology, including documentation, implementation, training, testing, and verification
 - i) Ongoing maintenance and Support

- j) Implementation schedule, indicating the estimated number of weeks for each stage of implementation and for completion of the overall project
- k) Describe your methods for controlling and revising the project plan. These should include plans and requirements for risk identification and management, ongoing communication with the County, and change orders
- l) Describe the nature and level of involvement that you expect will be required from the County technical office personnel during implementation of the system and in ongoing operations

E. **Project Budget.** Provide a detailed cost proposal that covers the first five (5) years of all costs associated with the proposed system, including:

- a) Software/application license or subscription costs
- b) Implementation costs
- c) Annual maintenance costs
- d) Hourly rate for any additional services, such as customizations, additional training, and emergency response
- e) Basis for cost adjustments on subsequent years of a contract
- f) Additional cost projections over the next five years relating to product upgrades or major revisions
- g) Any other cost considerations relative to the total cost of implementation of the proposed system

4. Policy

This Request for Proposals does not constitute a contract. The County reserves the right to accept or reject any proposal and may elect not to proceed with any proposal. No agreement with the County is in effect until both parties have signed a contract.

5. Selection Process

Sealed proposals will be opened in public and emailed proposals will be announced at the proposal opening, but the contents of the proposals will not be disclosed to competing offerors during the process of negotiation. The County may disclose to the public the names of those who have submitted proposals. A register of proposals, including name and proposal price, will be prepared and filed in the Office of the Washington County Commission and will be open for public inspection after the contract is awarded. Each proposal will be evaluated on the criteria outlined in the current and desired features and the Proposal Submittal Procedure section. After an initial review and evaluation of each of the proposals, the firms submitting the most highly rated proposals may be invited for demonstrations and sampling, prior to final selection, to further elaborate on their proposals. The County reserves the right to award a contract without holding demonstrations, in the event the written proposals provide a clear preference on the basis of the criteria described. In conducting discussions, there will be no disclosure of any information derived from proposals submitted by competing offerors.

Proposals will be accepted until **9:30 a.m. on Tuesday, July 28 2020** at the Washington County Human Resource Department, 33 North 100 West Suite 200, St. George, UT 84770.

Questions regarding the proposal may be directed to:

Dave Buckingham
Washington County
Human Resource
Department
435-652-5878
dave.buckingham@washco.utah.gov

RFP CHECKLIST
Washington County Human Resource Department
Request for Proposals: Employee Performance Software

Firm _____

Address _____ City _____ State _____ Zip _____

Phone (day) _____

Email _____ Website (optional) _____

To assure that your RFP is complete, please enclose the following items:

- RFP Checklist and Certificate
- Background and Experience
- Project Description
- Project Implementation
- Project Budget

Certification

I certify that all statements made in this proposal are true to the best of my knowledge under penalty of perjury. I acknowledge that Washington County is not liable for loss or damage to work submitted.

Signature _____ Date _____

Deadline for Submission of Proposal: Tuesday, July 28, 2020 at 9:30 a.m.

Submit to: Washington County Human Resource Department
c/o Dave Buckingham
197 East Tabernacle St.
St. George, UT 84770