



To: Toronto Public Library Board – April 8, 2002

From: City Librarian

Subject: **Time and Attendance System – Award of Request for Proposal**

Purpose:

To obtain Toronto Public Library Board approval for the award of contract for the Time and Attendance System.

Funding Implications and Impact Statement:

The total purchase price of the Time and Attendance System is \$311,788.70. Related one-time equipment and installation costs are \$210,521.49.

The annual maintenance costs are \$29,700. Project Leader staff cost for implementation is approximately \$75,000 (salary and benefits).

The purchase price, annual maintenance and additional staff costs have been provided for within the 2002 operating budget.

Recommendation:

It is recommended that the Toronto Public Library Board approve that staff enter into contract negotiations with CyberShift, Inc for the Time and Attendance System at a price not to exceed \$311,788.70, taxes included.

Background:

The Toronto Public Library employs approximately 2,500 employees who fall into one of many status groups: full-time, part-time, page, temporary, exempt and bargaining unit, working in 102 locations. The majority of the Library's employees are unionized with complex contractual requirements governing hours of work, work schedules, seniority accumulation and application, premium pay, shift premium, designated holidays, vacation, sick leave and benefits. The requirements and processing methods are different for the various types of employees.

A significant part of the amalgamation process has included integrating seven former methods and systems of tracking time worked and entitlements earned by Toronto Public Library employees, maintaining a current seniority list and tracking compensation and benefits for all employees. Currently, Human Resources and Payroll staff track time worked by collecting and

accumulating manual time sheets from schedulers from each branch and department. This manual process contributes to the time required to collect and process the information, duplication of effort, lack of timeliness and lack of data integration.

The Time and Attendance System will significantly improve the management of employee work information through the automation of attendance information, seniority calculation and entitlements tracking, and assist with the implementation of other policies and programs such as Attendance Management and Employment Equity. Information integrity (accuracy and timeliness) will be significantly improved through one point of data entry. Through interfaces with the Human Resource Information System (HRIS) and the Payroll System, current rates of pay and hours worked will be automatically calculated for payroll purposes. It will be used to generate schedules for employees automatically and provide a mechanism to confirm attendance. In the initial implementation of the software, branch/department schedulers and supervisors/managers will access the software directly (approximately 300 employees). In future, the capability exists for individual employees to view their entitlements and confirm their own attendance.

COST SAVINGS / EFFICIENCIES:

Currently, two (2) temporary staff assist permanent staff to manually enter, tabulate and distribute employee attendance information to all employees and their managers.

With the introduction of the Time and Attendance System, these temporary staff will no longer be required and time now spent by permanent staff on entering and tabulating attendance information will be dedicated to other priorities such as Attendance Management, Employment Equity, Collective Agreement implementation and development and analysis of management reports.

The introduction of a Time and Attendance System will assist with the scheduling process and streamline the entry of employee time and attendance data, resulting in administrative efficiencies that will enable staff in branches and departments to focus on public service.

REQUEST FOR PROPOSAL:

The Library issued a Request for Proposal (RFP), which was advertised in the Toronto Star and on the Library's website. The Library received six (6) responses. All responses met mandatory Purchasing requirements.

The responses were evaluated by Toronto Public Library staff based upon the specifications contained in the RFP and requested clarifications from the proponents. The evaluation procedure and scoring process used for this selection established best value, based upon criteria listed in the RFP.

Comments:

After the Stage 1 evaluation of the responses, three vendors moved to Stage 2 for more detailed evaluation. One proponent did not move to Stage 2 because its solution did not address any of the components of the requested solution. Two other proponents did not move to Stage 2 because their proposals were significantly over the Library's budget. Two proponents moved to Stage 3 evaluation.

The proponents submitting proposals were:

CyberShift, Inc; Konetix; Kronos Incorporated; MediSolution; NTG Clarity Networks Inc.; and Workforce Software Inc/N2End Connectivity Inc.

The Stage 3 proponents were:

CyberShift, Inc. and Workforce Software Inc/N2End Connectivity Inc.

The proposals were evaluated based upon criteria outlined in the RFP including proposed solution, functional requirements, implementation plan, technical requirements, vendor considerations and price.

Based upon the evaluation, the proposal by CyberShift, Inc received the highest number of points and provides the best solution for the Library.

Conclusion:

The Library recommends that staff enter into contract negotiations with CyberShift, Inc for the supply of a Time and Attendance System, at a cost not to exceed \$311,788.70, taxes included.

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City Librarian

List of Attachments:

Not applicable.