Technical Proposal to the State of Nevada Department of Corrections

In Response to RFP#3156 for A

Workforce Scheduling Solution

Part IA – Technical Proposal	
RFP Title:	Workforce Scheduling Solution
RFP:	3516
Vendor Name:	IntelliTime Systems Corporation
Address:	1118 E. 17th Street Santa Ana, CA 92701
Opening Date:	February 7, 2018
Opening Time:	2:00 PM

IntelliTime Systems Corporation

Feburary 7th, 2018

Annette Morfin
Purchasing Officer
State of Nevada, Purchasing Division
515 E. Musser Street, Suite 300
Carson City, NV 89701
775-684-0185
amorfin@admin.nv.gov

Dear Ms. Morfin,

I am pleased to submit the enclosed response to your Request for Proposals for a Workforce Scheduling Solution for the State of Nevada Department of Corrections. IntelliTime Systems Corporation is the only company that specializes 100% in Public Sector Time and Attendance, 24 x 7 Public Safety Shift Scheduling and Performance Management solutions. All of our clients are State, County, City or Municipal organizations. This means that we can share best practices from around North America with the Department of Corrections. We are also unique as a vendor in that no customer has ever stopped using IntelliTime to switch to a competitive solution and we have never failed to complete an implementation. Please read on to see why.

Several vendors and us can collect and edit time, manage schedules and provide flexible input methods including time clocks, web timecards, mobile applications and more. The unique features that distinguish the IntelliTime solution are:

1. Robust Advanced Scheduling Functionality - If you ask schedulers or any other 24 x 7 departments' staffs, they will tell you that they spend as much time managing the schedule as they do the timekeeping. At pay period end, it is not unusual for it to take one or more days for a clerk to try to reconcile the leave slips, overtime slips, and the schedule to create a correct employee timecard. Often, despite their best efforts the timecard, schedule, leave and overtime slips do not reconcile. With the proposed IntelliTime Dynamic Shift Scheduling Module fully integrated with our timekeeping module, this will be a thing of the past.

   Only the IntelliTime Dynamic Scheduling solution can support the scheduling needs of every Department of Corrections facility and employee group in a single database, with many advantages over competing solutions. We manage complex Swaps and Trades, Shift and Vacation Bidding, Online Overtime Slips and Training requests. Our schedule can copy to the employee timecard in real time, avoiding common errors like duplicate booking and saving hundreds of hours of data entry. We include an Events Management Module for managing complex special events. The Schedule, Leave, Overtime and the timecard all reconcile automatically. Our solution allows unlimited Schedule "Views" to be generated and application security can be set to limit access to the views, so perhaps Schedulers at the central office have access to all views, but management at the High Desert State Prison may only have rights to view the schedules for that location. With IntelliTime you can schedule an unlimited number of Facility/Unit/Department level views, using one solution.

1118 E. 17th Street
Santa Ana, CA 92701
714-444-3020 Tel
714-444-3263 Fax
www.IntelliTime.com

2. The Most Flexible Scheduling and Timekeeping Rules Engine of any vendor in the industry. IntelliTime is a COTS solution that was purpose built to handle even the most complex leave, pay and scheduling rules without *any* custom programming. Some examples of rules easily configured in IntelliTime include Court or Call Back Minimums, Holidays, Shift Differentials, Job Rates, FMLA eligibility and usage limit rules, tracking ACA qualifying events, and Overtime Management. The savings from reducing ERP customizations alone makes IntelliTime the most economical system to own and operate for many clients.

   Our powerful timekeeping rules engine can automatically calculate and post shift differentials, call back minimums and handle complex overtime scenarios around standby and call backs as well as charges to Project Codes in an accompanying HR/Payroll system. Some systems require Supervisors and Timekeepers to click on each call in punch and choose "run rules" to apply the call in rules. In IntelliTime this is fully automatic, and we can send scheduling data <u>and</u> timekeeping data to payroll, along with validated leave and outside overtime data, for further time savings.

3. Powerful Cost Accounting Reporting – IntelliTime is unique in that we excel at Cost Accounting (labor tracking), which is vital to manage the majority of the hours an employee is at work. In IntelliTime we offer five fifty-character custom cost accounting fields, <u>per division or Group</u> versus the single system wide field offer by our competitors. Each field also is complete with descriptions and effective/expiration dates, so rather than 100/A-234/24/586 like even the largest company in our industry, we offer a searchable list of work orders, cost centers, projects etc. complete with full descriptions.

   We can also configure powerful rules around which departments can charge to which codes and which combinations of codes are valid together. Cost accounting is throughout our solution including our proposed Dynamic Schedule, Web Timecards, Time Clocks and Interactive Voice Response (IVR).

4. Group Security - A significant advantage of the IntelliTime solution is that the individual departments within the Department can operate autonomously with our Group feature; each Group will only see the schedules, pay codes, and employees within their assigned group, but the Department's entire employee population will still be supported on a single instance of a single database. We can also support employees that have jobs in more than one group with our "Appointments" feature, for instance a Police Officer that also works part time as a Lieutenant.

5. Advanced Mobile Time Entry – IntelliTime offers the most comprehensive array of time input methods in our industry, including "web clocks," SmartPunch for Android and Apple smartphones with job/pay code changes and GPS location tracking, time clocks with integrated job change and project costing features, telephone timekeeping and overtime advertisement (IVR), and the optional Mobile Crew Sheet Application for Public Works crews. Whether punches are recorded through the web, smartphones, IVR or our time clocks, they save to the server in real time.

   Our time clocks can provide the Department of Corrections with an easy-to-use time entry method for hourly employees that may lack computer skills. The devices have a ruggedized casing for exposed work environments, an array of flexible employee identification options, and support paying hourly employees that often work multiple jobs at varying pay rates.

6. A proven track record of success – In twenty years of doing business we have interfaced with over 65 different HR/Payroll/ERP systems, and we have never failed to implement a client interface on time and on budget. We accomplish this feat by using a proven implementation methodology, providing all implementation services in-house with our experienced IntelliTime project management team, and making customer support our top priority.

7. Microsoft Partner - IntelliTime Systems Corporation is a Microsoft Silver Certified Partner and our application was built using the .Net environment. The database is Microsoft SQL Server 2016 which you will see is a powerful, reliable and easy to administer database. Our solution includes 100% browser based functionality for all of the system modules. We support all modern browsers including the latest versions of Internet Explorer, Chrome, Safari and Firefox. Our solution is a completely Web-based application that can be hosted locally at the Department, and no software or plug-ins are required on individual PCs other than a Web browser.

   Other scheduling and timekeeping vendors are just catching up on basic cost accounting; IntelliTime is spearheading the trend towards providing Department staff with the performance tracking tools needed to run a government organization more like a business.

IntelliTime is proposing a turnkey implementation where we work with your staff to fully document your requirements and then completely configure the application before providing the on-site administrator, scheduler and user training. You will see that IntelliTime Systems Corporation has the detailed implementation methodology that is comprehensive and designed for large complex Public Sector projects. We are proposing a firm, fixed-price, implementation, with pricing provided for our on-site installation option. We respectfully request your recommendation of the IntelliTime Systems Corporation proposal to the Evaluation Team of the State of Nevada Department of Corrections. I am authorized to enter into any agreements for the firm.

Sincerely,

Dennis Peters
President
IntelliTime Systems Corporation

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SECTION III

VENDOR INFORMATION SHEET

VENDOR INFORMATION SHEET FOR RFP 3516

Vendor Shall:

A) Provide all requested information in the space provided next to each numbered question. The information provided in Sections V1 through V6 shall be used for development of the contract;

B) Type or print responses; and

C) Include this Vendor Information Sheet in Section III of the Technical Proposal.

V1	Company Name	IntelliTime Systems Corporation

V2	Street Address	1118 E. 17th Street

V3	City, State, ZIP	Santa Ana, CA 92701

V4	Telephone Number		
	Area Code:	Number: (714) 444-3020	Extension: 105

V5	Facsimile Number		
	Area Code:	Number: (714) 559-3145	Extension:

V6	Toll Free Number		
	Area Code:	Number: N/A	Extension:

V7	***Contact Person for Questions / Contract Negotiations, including address if different than above***
	Name: Dennis Peters
	Title: President & CEO
	Address: 1118 E. 17th Street, Santa Ana, CA 92701
	Email Address: dpeters@intellitime.com

V8	Telephone Number for Contact Person		
	Area Code:	Number: (714) 444-3020	Extension: 105

V9	Facsimile Number for Contact Person		
	Area Code:	Number: (714) 559-3145	Extension:

V10	***Name of Individual Authorized to Bind the Organization***	
	Name: Dennis Peters	Title: President & CEO

V11	Signature ***(Individual shall be legally authorized to bind the vendor per NRS 333.337)***	
	Signature:	Date: 2/02/2018

SECTION IV

STATE DOCUMENTS

ALL ELSE REMAINS THE SAME FOR RFP 3516.

Vendor must sign and return this amendment with proposal submitted.

Vendor Name: IntelliTime Systems Corporation

Authorized Signature:

Title: President & CEO Date: 2/02/2018

This document must be submitted in the "State Documents" section of vendors' technical proposal.

State of Nevada
Department Administration
Purchasing Division
515 E. Musser Street, Suite 300
Carson City, NV 89701

Brian Sandoval
Governor

Jeffrey Haag
Administrator

SUBJECT:	Amendment 2 to Request for Proposal 3516
RFP TITLE:	Workforce Scheduling Solution
DATE OF AMENDMENT:	January 25, 2018
DATE OF RFP RELEASE:	December 28, 2017
OPENING DATE:	February 7, 2018
OPENING TIME:	2:00 PM
CONTACT:	Annette Morfin, Procurement Staff Member

The following shall be a part of RFP ***3516.*** If a vendor has already returned a proposal and any of the information provided below changes that proposal, please submit the changes along with this amendment. You need not re-submit an entire proposal prior to the opening date and time.

Please see the revised answer to Question 6 in Amendment 1 below.

6. The details of the RFP indicate the need for an on prem solution. Will the state consider a cloud based or SaaS option?

   NDOC's preference is to NOT have a strictly cloud based/SaaS solution, due to the site survivable requirement. If the application can be deployed via SaaS and still meet the requirement of having either a 'fail to local instance', providing either read only access of content as of the last database sync or ideally, an off-line transactable instance, this would be acceptable to the agency. In the 2nd scenario, viz. 'off-line transactable' users would continue transacting in the off-line version of the application with a re-synchronization of this data occurring upon the connection being re-established. Also please refer to the Answer to Question 53 in Amendment 1.

ALL ELSE REMAINS THE SAME FOR RFP 3516.

Vendor must sign and return this amendment with proposal submitted.

Vendor Name: IntelliTime Systems Corporation

Authorized Signature:

Title: President & CEO Date: 2/02/2018

This document must be submitted in the "State Documents" section of vendors' technical proposal.

ATTACHMENT A – CONFIDENTIALITY AND CERTIFICATION OF INDEMNIFICATION

Submitted proposals, which are marked "confidential" in their entirety, or those in which a significant portion of the submitted proposal is marked "confidential" **shall not** be accepted by the State of Nevada. Pursuant to NRS 333.333, only specific parts of the proposal may be labeled a "trade secret" as defined in NRS 600A.030(5). All proposals are confidential until the contract is awarded; at which time, both successful and unsuccessful vendors' technical and cost proposals become public information.

In accordance with the submittal instructions of this RFP, vendors are requested to submit confidential information in separate files marked "**Part IB Confidential Technical**" and "**Part III Confidential Financial**".

The State shall not be responsible for any information contained within the proposal. If vendors do not comply with the labeling and packing requirements, proposals shall be released as submitted. In the event a governing board acts as the final authority, there may be public discussion regarding the submitted proposals that shall be in an open meeting format, the proposals shall remain confidential.

By signing below, I understand it is my responsibility as the vendor to act in protection of the labeled information and agree to defend and indemnify the State of Nevada for honoring such designation. I duly realize failure to so act shall constitute a complete waiver and all submitted information shall become public information; additionally, failure to label any information that is released by the State shall constitute a complete waiver of any and all claims for damages caused by the release of the information.

This proposal contains Confidential Information, Trade Secrets and/or Proprietary information.

Please initial the appropriate response in the boxes below and provide the justification for confidential status.

Part IB – Confidential Technical Information			
YES		NO	✓
Justification for Confidential Status			

Part III – Confidential Financial Information			
YES		NO	✓
Justification for Confidential Status			

IntelliTime Systems Corporation

Company Name

Signature

Dennis Peters

Print Name

2/02/2018

Date

This document shall be submitted in Section IV of vendor's technical proposal

ATTACHMENT B – VENDOR CERTIFICATIONS

Vendor agrees and shall comply with the following:

(1) Any and all prices that may be charged under the terms of the contract do not and shall not violate any existing federal, State or municipal laws or regulations concerning discrimination and/or price fixing. The vendor agrees to indemnify, exonerate and hold the State harmless from liability for any such violation now and throughout the term of the contract.

(2) All proposed capabilities can be demonstrated by the vendor.

(3) The price(s) and amount of this proposal have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other contractor, vendor or potential vendor.

(4) All proposal terms, including prices, shall remain in effect for a minimum of 180 days after the proposal due date. In the case of the awarded vendor, all proposal terms, including prices, shall remain in effect throughout the contract negotiation process.

(5) No attempt has been made at any time to induce any firm or person to refrain from proposing or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal. All proposals shall be made in good faith and without collusion.

(6) All conditions and provisions of this RFP are deemed to be accepted by the vendor and incorporated by reference in the proposal, except such conditions and provisions that the vendor expressly excludes in the proposal. Any exclusion shall be in writing and included in the proposal at the time of submission.

(7) Each vendor shall disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented as a conflict shall be disclosed. By submitting a proposal in response to this RFP, vendors affirm that they have not given, nor intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or any employee or representative of same, in connection with this procurement. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest shall automatically result in the disqualification of a vendor's proposal. An award shall not be made where a conflict of interest exists. The State shall determine whether a conflict of interest exists and whether it may reflect negatively on the State's selection of a vendor. The State reserves the right to disqualify any vendor on the grounds of actual or apparent conflict of interest.

(8) All employees assigned to the project are authorized to work in this country.

(9) The company has a written equal opportunity policy that does not discriminate in employment practices with regard to race, color, national origin, physical condition, creed, religion, age, sex, marital status, sexual orientation, developmental disability or handicap.

(10) The company has a written policy regarding compliance for maintaining a drug-free workplace.

(11) Vendor understands and acknowledges that the representations within their proposal are material and important, and shall be relied on by the State in evaluation of the proposal. Any vendor misrepresentations shall be treated as fraudulent concealment from the State of the true facts relating to the proposal.

(12) Vendor shall certify that any and all subcontractors comply with Sections 7, 8, 9, and 10, above.

(13) The proposal shall be signed by the individual(s) legally authorized to bind the vendor per NRS 333.337.

IntelliTime Systems Corporation

Vendor Company Name

Vendor Signature

Dennis Peters

Print Name

2/02/2018

Date

This document shall be submitted in Section IV of vendor's technical proposal

Software License and Annual Support Agreement

SOFTWARE LICENSE AGREEMENT made this _____ day of _____, by and between Intellitime Systems Corporation, incorporated under the laws of the State of California, USA ("Licensor") and the _____, formed under the laws of the State of _____ "Licensee").

Licensee desires to license certain software programs owned by Licensor for Licensee's own internal use, and Licensor is willing to grant Licensee such a license, subject to the terms and conditions of this Agreement.

In consideration of the license fees to be paid hereunder and for other good and valuable consideration, the parties agree as follows:

1. GRANT OF LICENSE . Licensor grants to Licensee and Licensee accepts, on the terms and conditions set forth herein, a nontransferable, nonexclusive right to use the software programs identified on the attached Schedule 1 ("Programs") and the accompanying end user documentation (the "Documentation"; the Programs and the Documentation are collectively referred to herein as the "Software"). Each copy of a Program licensed under this Agreement may only be installed and used on one server at a time, and the Program may only be accessed at any one time by the number of users for which Licensee has paid a license fee. Additional Software may be added to this Software License Agreement through additional Schedules approved by both Licensor and Licensee.

2. DELIVERY AND PAYMENT . Licensor shall supply the number of copies of each of the Software listed on the attached Schedule 1 and Licensor will invoice Licensee for the License Fees indicated on the attached Schedule 1. License Fees are exclusive of shipping charges and any federal, state, provincial or local taxes, including any VAT or other withholdings, imposed on this transaction, the License Fees, or on Licensee's use or possession of the Software, all of which shall be paid by Licensee without deduction from the License Fees. Licensee agrees to pay any invoice in full within 10 days of receipt by wire transfer to Licensor's bank pursuant to the wiring instructions set forth on Schedule 1. All prices and payments are in U.S. dollars unless otherwise indicated.

3. USE OF THE SOFTWARE .

3.1. Restrictions on Use . The license granted by Licensor to Licensee to use the Software is subject to the following restrictions:

3.1.1 The Software may be used only by Licensee for its internal business purposes and only for the direct benefit of Licensee.

3.1.2 The Software may be used at any point in time only by the number of persons for whom a license fee has been paid, as specified on Schedule 1; all such use may only be by those persons using the Software for the benefit of Licensee in the course and scope of their employment. Licensee shall be provided with a security code to permit use of the Software by the number of users for whom a license fee has been paid.

3.1.3 Licensee shall use the Software only in its original form, and shall not modify, reverse compile, reverse engineer, disassemble, or translate the Software, except to the extent necessary to permit interoperability between the Software and other software programs, nor shall Licensee create any derivative works or otherwise use the Software except as specifically permitted in this Agreement.

3.1.4 Licensee shall not rent, lease, sublicense, allow access to, or transfer the Software to any other party, by operation of law or otherwise.

3.1.5 Licensee will not export or re-export the Software without first having obtained the appropriate United States or foreign government export licenses; provided, however, that in no event may Licensee export the Software to any country to which export is prohibited by the United States, or to any country which is not a member of either the Universal Copyright Convention or the Berne Convention (a "Member Country"); provided, that any export to a Member Country is only permitted if such Member Country recognizes copyright protection for software.

3.2. Security Devices . Upon delivery of the Software, Licensor will provide to Licensee one or more authorization codes, which codes will allow the Software to be activated and to allow as many users as for which Licensee has purchased licenses to use the Software. Upon payment of additional license fees, Licensee shall be provided with one or more additional authorization codes that will allow for additional users. Licensee will not attempt to defeat, modify, copy, work around or duplicate any security devices protecting the Software.

3.3. Proprietary Rights . The Software is copyrighted material under the laws of the United States and international treaty provisions. Notwithstanding the copyright, the Software contains trade secrets and confidential information of Licensor. Licensee may make a reasonable number of copies in machine-readable form of the Program which is part of the Software, provided that the copies are used only for back-up or archival purposes and that all copies contain the original copyright notice and all proprietary legends. In addition, Licensee may make the same number of copies of the Documentation as the number of concurrent users for which Licensee has paid a license fee; provided that all copies of the Documentation contain the original copyright notice and all proprietary legends. No other copies may be made of the Software, the Documentation or any part thereof, except as specifically permitted herein.

3.4. Protection of Software . Licensee acknowledges that Licensor represents that the Software and all copies of it, regardless of the form or media in which the original or copies may exist, are the sole and exclusive property of Licensor. Licensee further acknowledges that Licensor represents that the Software, including the source and object codes, logic and structure, constitute valuable trade secrets of Licensor. Licensee agrees to secure and protect the Software consistent with the maintenance of Licensor's rights in the Software, as set forth in this Agreement. Except as expressly permitted herein, Licensee agrees not to disclose or otherwise make available any part of the Software to any third party on any basis. By accepting this License, Licensee does not become the owner of the Software; Licensor retains all right, title and interest in and to the Software. This section shall survive any termination of this Agreement.

4. TERM OF AGREEMENT.

4.1. Term and Termination . This Agreement is effective from the date on which Licensor accepts it after execution by Licensee, and shall remain in effect until terminated. Licensee may terminate this Agreement: (a) at any time upon written notice to Licensor or (b) thirty (30) days after written notice to Licensor in the event that Licensor breaches any provision of this Agreement and has not cured such breach within the thirty (30) day period. Licensor may terminate this Agreement: (a) at any time upon written notice to Licensee in the event of any breach of Section 3 hereof or (b) thirty (30) days after written notice to Licensee in the event that Licensee breaches any provision of this Agreement other than Section 3 hereof and has not cured such breach within the thirty (30) day period.

4.2. Actions to be Taken Upon Termination . Upon termination Licensee shall immediately discontinue use of and return all complete or partial copies of Software, in whatever form or media, and shall delete the Software from its computer libraries.

4.3. Effect of Termination . Termination of this Agreement shall not bar Licensor from seeking any other remedy it may have available against Licensee for breach of the Agreement. Licensee shall hold Licensor harmless for any loss or other consequences of a termination of the License under this Article 4.

5. WARRANTY.

5.1. Limited Warranty . Licensor warrants that the Programs licensed to Licensee hereunder, if properly installed and used, shall materially conform to the specifications set forth in the accompanying Documentation for a period of three (3) months from the date of shipment of the Software to Licensee (hereinafter the "Warranty Period"). Licensee shall promptly notify Licensor in writing upon the discovery of any non-conformance. Licensor shall correct any such non-conformance of which it has been properly notified within the Warranty Period, through the means it determines to be most appropriate, whether by telephone instructions, the issuance of updating documentation, corrective code, or other methods. Any replacement of Software shall be effected only after the return of the non-conforming Software to Licensor.

5.2. Notwithstanding the warranty provisions above, Licensor shall have no warranty obligations with respect to any part or parts of the Software which have been damaged in transit or by improper installation or operation, or by misuse, abuse or negligent use or repair or alteration or improper storage or which have been damaged by use which does not conform to the specific or general instructions of Licensor or to the provisions of the Documentation, or if Licensee or any third party has modified or attempted to modify the Software or if the damage has occurred due to causes external to the Software, or if the Software has been subjected to an extreme power surge or electromagnetic field, whether or not through the fault of Licensee, or if Licensee has refused to implement software changes recommended by Licensor.

5.3. THE WARRANTY SET FORTH ABOVE SHALL BE EXCLUSIVE AND IN LIEU OF ALL OTHER LIABILITIES, OBLIGATIONS, CONDITIONS AND/OR WARRANTIES, EXPRESSED OR IMPLIED (INCLUDING BUT NOT LIMITED TO ANY IMPLIED AND/OR STATUTORY WARRANTIES OR CONDITIONS OF MERCHANTABILITY,

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IN NO EVENT SHALL LICENSOR BE LIABLE FOR ANY LOSS OF OR DAMAGE TO REVENUES, PROFITS OR GOODWILL OR OTHER SPECIAL, INCIDENTAL, INDIRECT AND CONSEQUENTIAL DAMAGES OF ANY KIND, RESULTING FROM ITS PERFORMANCE OR FAILURE TO PERFORM PURSUANT TO THE TERMS OF THIS AGREEMENT OR ANY OF THE ATTACHMENTS HERETO, OR RESULTING FROM THE FURNISHING, PERFORMANCE, OR USE OR LOSS OF ANY SOFTWARE OR OTHER MATERIALS DELIVERED TO LICENSEE HEREUNDER, INCLUDING WITHOUT LIMITATION ANY INTERRUPTION OF BUSINESS, WHETHER RESULTING FROM BREACH OF CONTRACT OR BREACH OF WARRANTY OR OTHERWISE, EVEN IF LICENSOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Notwithstanding anything herein to the contrary, the maximum aggregate amount of money damages for which Licensor may be liable to Licensee under this Agreement, resulting from any cause whatsoever, shall be limited to the amounts actually paid by Licensee to Licensor under this Agreement.

6.1 Patent and Copyright Infringement - To the extent of any limited liability expressed in the contract, IntelliTime Systems Corporation agrees to indemnify, defend, and hold harmless, not excluding the Licensee' right to participate, the Licensee from any and all claims, actions, damages, liabilities, costs, and expenses, including reasonable attorney's fees and expenses, arising out of any claims of infringement by the contractor of any United States Patent or trade secret, or any copyright, trademark, service mark, trade name, or similar proprietary rights conferred by common law or by any law of the United States or any state said to have occurred because of systems provided or work performed by IntelliTime Systems Corporation, and, IntelliTime System Corporation shall do what is necessary to render the subject matter non-infringing in order that the Licensee may continue its use without interruption or otherwise reimburse all consideration paid by the Licensee to IntelliTime Systems Corporation.

7. SUPPORT AND MAINTENANCE TERMS AND CONDITIONS.

7.1. Provision of Support and Maintenance . Licensee may elect to purchase support and maintenance for the Software as described in this Section 7 by paying Licensor the applicable Maintenance Fees described in herein.

7.2. Term of Maintenance . Licensor agrees to provide Maintenance (as defined herein) to Licensee pursuant to the terms and conditions set forth herein provided that Licensee pays the Maintenance Fee for each Software product for which Maintenance is desired as further described in Section 7.6 below. The remaining portion of the calendar year after the effective date of this Agreement is the first

"Maintenance Period" hereunder; each one-year period thereafter beginning on January 1 during the term of this Agreement for which Licensee has paid the applicable Maintenance Fee is a subsequent "Maintenance Period."

7.3. Maintenance Services . In exchange for the Maintenance Fee, Licensor agrees to provide to Licensee during the term of this Agreement support and maintenance (collectively "Maintenance") as follows:

7.3.1. Support - - Licensor will provide telephone support to Licensee for current versions of the Software between the hours of 8:30 a.m. and 8:30 p.m., EST, Monday through Friday, excluding holidays. Licensor will investigate all questions and problems of Licensee promptly. Licensee agrees to provide adequate information to Licensor to assist in the investigation and to confirm that any problems have been resolved.

7.3.2. Maintenance -- Licensor will supply to Licensee, at no additional charge, any improvements, upgrades, or modifications to the Software that Licensor makes generally available. Any such improvements, upgrades, or modifications shall become part of the Software for all purposes of this Agreement.

The professional service hours required to install the software and/or new features provided under this section is included in the annual support maintenance and support fee. Licensee agrees to install and test up to two upgrades per year on customer’s server.

Major upgrades such as to new server hardware, significant changes to the Financial or Payroll software interfaces and substantial reconfigurations of rules are not covered under the annual support agreement. These services will be quoted and billed at our then current rates. No billable work will be started without the Licensee’s written consent in advance.

7.3.2 Licensee acknowledges and agrees that the Maintenance to be provided by Licensor hereunder is limited to the most current version of the Software and the immediately preceding version.

7.4. Training . Licensee may purchase training from Licensor at Licensor's then current fees for training. The date and time of the training shall be scheduled by Licensor. All travel, living, and other out-of-pocket expenses incurred by Licensee's employees will be paid by Licensee.

7.5. Exclusions . Licensor's obligation to provide Maintenance is contingent upon proper use of the Software. Moreover, Licensor shall be under no obligation to provide Maintenance should such services be required due to (a) damage occurring in transit; (b) improper installation or operation by Licensee; (c) misuse, abuse or negligent use, repair, alteration or improper storage or any use which does not conform to the specific or general instructions of Licensor or to the provisions of the Documentation; (d) any modification or attempted modification of the Software by Licensee or any third party; (e) causes external to the Software or if the Software has been subjected to an extreme power surge or electromagnetic field, whether or not through the fault of Licensee; or (f) Licensee's failure or refusal to implement software changes recommended by Licensor.

7.6. Consideration . In payment of the services to be provided by Licensor hereunder, Licensee shall pay Licensor on an annual basis 20% of the then current license fee for each Software program listed on Schedule 1 of this Agreement or such of those Software programs for which Licensee wishes to continue Maintenance ("Maintenance Fee"). Licensor shall invoice Licensee for Maintenance Fees annually, unless either party terminates Maintenance for a subsequent Maintenance Period as provided herein. In addition, Maintenance shall be discontinued for any Maintenance Period for which Licensee fails to pay Licensor's invoice within ten (10) days after the date of the invoice. All payments to Licensor under this Agreement shall be payable in the U.S. dollars and shall be net of any and all taxes, withholdings, set-offs or deductions of any nature. In the event that, by prevailing laws of the territory in which Licensee operates, any withholding or other tax may become necessary, Licensee shall pay on its own account such taxes directly to the tax authorities of the territory.

7.7. Termination . In addition to the rights of Licensor to terminate Maintenance for Licensee's failure to pay Maintenance Fees when due, either party may terminate Maintenance hereunder by so notifying the other party at least thirty (30) days prior to the start of any Maintenance Period. Licensor may terminate the Maintenance for any Software provided it notifies Licensee of such termination at least ninety (90) days prior to such termination and it refunds to Licensee a pro-rated portion of the prepaid Maintenance Fee for such Software. Licensor may terminate Maintenance without notice or refund if this Agreement is terminated. Termination of Maintenance hereunder shall not in and of itself terminate this Agreement.

8. MISCELLANEOUS PROVISIONS .

8.1. Assignment . Neither this Agreement nor any rights hereunder, in whole or in part, shall be assignable or otherwise transferrable by Licensee, and any purported assignment or transfer shall be null and void.

8.2. Severability . If any term or provision of this Agreement shall be found to be illegal or unenforceable, then, notwithstanding, it will be enforced to the maximum extent permissible, and the legality and enforceability of the other provisions of this Agreement will not be affected. IT IS EXPRESSLY UNDERSTOOD AND AGREED THAT EACH AND EVERY PROVISION OF THIS AGREEMENT WHICH PROVIDES FOR A LIMITATION OF LIABILITY OR LIMITED WARRANTY IS INTENDED BY THE PARTIES TO BE SEVERABLE AND INDEPENDENT OF ANY OTHER PROVISION AND TO BE ENFORCED AS SUCH.

8.3 Breach . No consent by either party to, or waiver of, a breach of this Agreement by the other party, whether express or implied, shall constitute a consent to, waiver of, or excuse for any other different, continuing, or subsequent breach.

8.4 Entire Agreement . This Agreement and the Schedules and attachments hereto constitute the entire agreement between the parties concerning the Software and supersede all prior agreements, whether written or verbal, between the parties. No purchase order, other ordering document or any other document which purports to modify or supplement this Agreement or any Schedule or attachment hereto shall add to or vary the terms and conditions of this Agreement unless executed by both Licensor and Licensee. No amendment shall be considered to have been made to this Agreement unless it is in writing and is executed by both of the parties.

8.5 Governing Law . The parties agree that this Agreement shall be governed and construed by the laws of the State of California, USA. Licensee hereby submits to the jurisdiction and venue of the federal courts of the Southern District of California, USA.

SECTION V

SYSTEM REQUIREMENTS

SYSTEM REQUIREMENTS

3.1 VENDOR RESPONSE TO SYSTEM REQUIREMENTS

Vendors shall explain in sufficient detail how the vendor shall satisfy NDOC's project requirements described below and in Section 3.6 and Attachment Q, Requirements Matrix. If subcontractors shall be used for any of the tasks, vendors shall indicate what tasks and the percentage of time subcontractor(s) shall spend on those tasks.

3.2 COMPUTING PLATFORM

3.2.1 Vendors shall explain in sufficient detail how they will satisfy NDOC's project requirements described below. If subcontractors shall be used for any of the tasks, vendors shall indicate what tasks and the percentage of time subcontractor's shall spend on those tasks.

IntelliTime Response: *Yes, acknowledged and agreed. Please see our responses below. We have proposed no subcontractors for this project.*

3.2.2 NDOC's preference for an application will be a web-based interface supporting either Internet Explorer or FireFox, as well as, all mobile device web browsers. An installable client (i.e. fat client) is not desired but can be supported.

IntelliTime Response: *Yes, the IntelliTime solution is web-based and is accessed by users via a supported web browser. Supported web browsers include Internet Explorer, Firefox, Safari, Chrome and Edge, along with the built-in web browsers on Apple and Android smartphones and tablets.*

3.2.3 NDOC's standard for end-user workstations is the Windows 7 operating system with Internet Explorer as the primary supported web browser, FireFox being the alternative. NDOC workstations also support Java and .NET web-based applications.

IntelliTime Response: *Yes, our solution is browser-based and all system functionality remains available regardless of a workstation's OS type, as long as the workstation has a supported web browser. No additional software or browser plugins are required to operate the IntelliTime system.*

In terms of minimum workstation recommendations, a Windows XP or Windows 7 workstation with 2 GB of RAM, a 17" display, 100 Mbps NIC and Internet Explorer 8 or 9 is adequate for a regular IntelliTime user. For a power user who frequently works with the schedule a Windows 7 PC with 4 GB of RAM and 19-20" display and IE 9 is best.

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3.2.4 NDOC currently provides limited support for both Android (ChromeOS) and IOS (Apple) mobile devices.

IntelliTime Response: *Yes, the IntelliTime solution can operate on the built-in web browsers included with Apple and Android mobile devices.*

3.2.5 NDOC's server standard is SUSE Linux Enterprise server 11. Additionally, NDOC supports CentOS7, Ubuntu 14.04 and 16.04. All Linux servers are kept at current patch levels. NDOC supports Windows servers 2008 and 2016 only, with a preference for server 2016.

IntelliTime Response: *Yes, IntelliTime supports Windows Server 2008 and 2016.*

3.2.6 Database server standard is PostgreSQL. NDOC also supports MySQL/Maria DB, Oracle and Microsoft SQL.

IntelliTime Response: *Yes, IntelliTime supports Microsoft SQL server. We are a Microsoft Partner. For further details, please see the Standard Server Specifications document attached in this response section.*

3.2.7 Application server standard is Java EE using Apache Tomcat as well as the PHP framework.

IntelliTime Response: *The IntelliTime solution runs under Microsoft Internet Information Services (IIS), which is included with the Windows Server operating system. All versions are supported from Windows 2008 to Windows 2016, but we recommend using the latest version.*

3.2.8 NDOC's virtualization standard is currently XEN, Citrix XenServer. If appliance-based servers will be provided, they must be comparable with this virtualization standard.

IntelliTime Response: *VTI can run in a virtual environment. We do have customers that run VTI virtual machines in XEN, HyperV and VMWare.*

3.3 TECHNICAL REQUIREMENTS

3.3.1 System requirements will be evaluated and developed by the awarded vendor in conjunction with NDOC technical infrastructure staff during the planning phase of the project.

IntelliTime Response: *Yes, acknowledged and agreed. We will work with NDOC staff to evaluate and develop system requirements during the proposed*

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initial discovery phase of the project. For further information regarding our implementation methodology, please see the proposed implementation plan described in the Section VI of our response.

3.3.2 The application shall be available regardless of WAN status (i.e. Internet down or up, it must work) as NDOC does not have redundant network connectivity at any location. The application should support the distributed database model to ensure independent site operation and synchronization of data between sites to ensure consistent scheduling.

IntelliTime Response: *Yes, fully supported. We will work with NDOC staff to determine the optimal database distribution for their technical environment to ensure independent operation and synchronization.*

3.3.3 Since NDOC utilizes LDAP for authentication to all web-based applications, an LDAP style authentication mechanism is preferred to ensure all applicable account regulations are followed (e.g., password length, expiration, etc.)

IntelliTime Response: *Yes, fully supported. Our solution also includes native user security featuring configurable password rules surrounding password length, expiration, etc.*

3.3.4 NDOC does not support Microsoft Active Directory at this time; hence applications must not rely upon proprietary Active Directory mechanisms for use or authentication.

IntelliTime Response: *Yes, acknowledged and agreed.*

3.3.5 The application shall support SSL/TLS encryption if LDAP authentication is used.

IntelliTime Response: *Yes, fully supported.*

3.4 FUNCTIONAL REQUIREMENTS

Refer to Section 4, Scope of Work

IntelliTime Response: *Yes, please see our Scope of Work responses in Section VI of our response.*

3.5 SECURITY STANDARDS

3.5.1 System shall meet State security standards for transmission of personal information as outlined in NRS 205.4742 and NRS 603A.

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IntelliTime Response: *Yes, fully supported.*

3.5.2 Protection of sensitive information shall include the following:

3.5.2.1 Sensitive information in existing legacy applications shall encrypt data as is practical.

IntelliTime Response: *Yes, acknowledged and agreed.*

3.5.2.2 Confidential personal data shall be encrypted.

IntelliTime Response: *Yes, fully supported. Personal data items at rest, e.g. passwords, are salted and hashed. Data in transit is encrypted using HTTPS/TLS.*

With regard to the data managed in IntelliTime, our preference is not to have more data than we absolutely need to manage the customer's policies and business processes. For example, in past years, employee SSNs were common payroll identifiers. While certain legacy security features can still support this, we prefer not to manage this data due to its sensitivity in identity theft incidents. The IntelliTime solution can manage and secure whatever data the State requires us to manage.

3.5.2.3 Any electronic transmission of personal information shall comply with NRS 603A.215 (2 & 3).

IntelliTime Response: *Yes, acknowledged and agreed.*

3.5.2.4 Sensitive data shall be encrypted in all newly developed applications.

IntelliTime Response: *Yes, acknowledged and agreed.*

3.5.3 All information technology services and systems developed or acquired by agencies shall have documented security specifications that include an analysis of security risks and recommended controls (including access control systems and contingency plans).

IntelliTime Response: *Yes, acknowledged and agreed.*

3.5.4 Security requirements shall be developed at the same time system planners define the requirements of the system. Requirements shall permit updating security requirements as new threats/vulnerabilities are identified and/or new technologies implemented.

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IntelliTime Response: *Yes, acknowledged and agreed.* T*he IntelliTime solution is designed, developed, deployed and tested in accordance with leading industry standards. We are a Microsoft Certified Partner, and Microsoft best practices are followed at all stages of development. The system features highly flexible security features and we continually issue updates as new threats/vulnerabilities are identified, and new technologies are implemented.*

3.5.5 Security requirements and evaluation/test procedures shall be included in all solicitation documents and/or acquisition specifications.

IntelliTime Response: *We have an installation guide that explains the security requirements, including accounts, ports, levels of security, etc. Due to the sensitivity of the information, we can make this available to the DoC at contract negotiation. Some high-level details include:*

- *Need for a service account*
- *Specific ports we will need to be open*
- *Specific security permissions*
- *With respect to supporting the system, we recommend a Virtual Private Network (VPN)*

The web application will be made available to end users via HTTPS/TLS, and accessible through a browser, with no need for end users to install any software or browser plugins on their computers.

3.5.6 Systems developed by either internal State or contracted system developers shall not include back doors, or other code that would cause or allow unauthorized access or manipulation of code or data.

IntelliTime Response: *Yes, acknowledged and agreed.*

3.5.7 Security specifications shall be developed by the system developer for approval by the agency owning the system at appropriate points of the system development or acquisition cycle.

IntelliTime Response: *Yes, acknowledged and agreed.*

3.5.8 All system development projects shall include a documented change control and approval process and shall address the security implications of all changes recommended and approved to a particular service or system. The responsible agency shall authorize all changes.

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IntelliTime Response: *Yes, acknowledged and agreed.*

3.5.9 Application systems and information that become obsolete and no longer used shall be disposed of by appropriate procedures. The application and associated information shall be preserved, discarded, or destroyed in accordance with Electronic Record and Record Management requirements defined in NRS and NAC 239, Records Management.

IntelliTime Response: *Yes, acknowledged and agreed. Our solution features flexible capabilities surrounding records management, with an auto-archive feature that can send historical data to archive while keeping it available for reporting purposes.*

3.5.10 Software development projects shall comply with State Information Security Consolidated Policy 100, Section 4.7, Software Development and Maintenance and State Standard 131, “Security for System Development”.

3.5.10.1 Separate development, test and production environments shall be established on State systems.

IntelliTime Response: *Yes, we have proposed to provide separate development, test and production environments.*

3.5.10.2 Processes shall be documented and implemented to control the transfer of software from a development environment to a production environment. New hardware/software is not introduced into a production environment until it is fully tested and accepted by the State.

IntelliTime Response: *Yes, fully supported. We do not migrate configuration changes/new rules/new features/etc. from non-production to production until the client has conducted testing and has authorized the migration. We will work with the client to document and implement their preferred migration process during implementation.*

3.5.10.3 Development of software and tools shall be maintained on computer systems isolated from a production environment.

IntelliTime Response: *Yes, acknowledged and agreed.*

3.5.10.4 Access to compilers, editors and other system utilities shall be removed from production systems.

IntelliTime Response: *Yes, acknowledged and agreed. We will work with NDOC team to balance out support needs and security.*

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3.5.10.5 Controls shall be established to issue short-term access to development staff to correct problems with production systems allowing only necessary access.

IntelliTime Response: *Yes, acknowledged and agreed. Some customers restrict outside vendors' access to production, where patches and updates are performed jointly by client and IntelliTime staff over a GoToMeeting. This does take longer, but we do support this model.*

3.5.10.6 Security requirements and controls shall be identified, incorporated in and verified throughout the planning, development, and testing phases of all software development projects. Security staff shall be included in all phases of the System Development Lifecycle (SDLC) from the requirement definitions phase through implementation phase.

IntelliTime Response: *Yes, acknowledged and agreed.*

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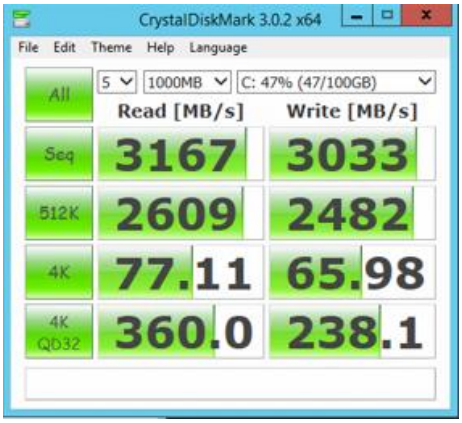
A dedicated hardware environment for the VTI system is highly recommended. Please contact IntelliTime Support if you wish to learn more about our IntelliTime VTI hosting solutions. Otherwise, the hardware and server specifications information provided in this document should be utilized when provisioning an IntelliTime Virtual Timecard Interface (VTI) environment.

1. **Server Hardware Specifications**

[IIS Web Server]

- 8 vCPU at 2.5 GHz
  - Add one additional core per every 2000 users above 5000
- 8 GB RAM
  - Add 1 GB RAM per additional vCPU.
- 8GB Virtual Memory Page file.
- **Do not overcommit CPU**
- Local SSD storage in RAID 5 configuration WITH >= 1GB Cache Physical RAID Controller
  - C: Drive: At least 100 GB of disk space for OS and programs
  - D: Drive: At least 150 GB of available disk space for data

Expected IO Benchmark using Crystal Disk Mark 3.0.2
(Get this benchmark tool from our support team)



- Non-local storage for backups that is visible to SQL Server for backups.
- Dual Power Supplies;
- Gigabit Ethernet Card (multi-homed if available)
- Reliable backup and UPS

[SQL Database Server]

- **For High Availability use SQL 2016 Enterprise Edition Always On**
- 8 vCPU at 2.5 GHz
  - Add 2 additional vCPU per every 2000 users above 5000.
    - If using Dynamic schedule add 1 additional cpu each 800 users
- At least 8 GB RAM

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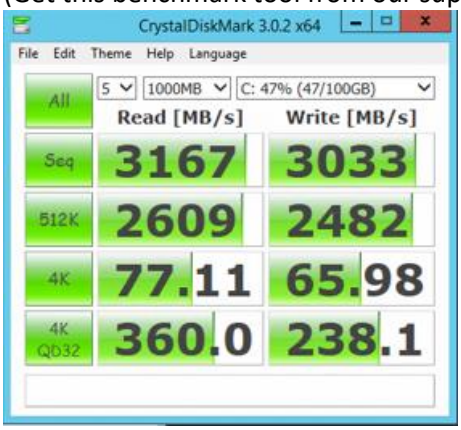
- Add 2 GB RAM per additional vCPU
- **Do not overcommit CPU**
- For High Availability when using local storage use SQL Always On with SQL Server Enterprise edition.
- Local SSD storage in RAID 10 configuration
  - C: Drive: At least 100 GB of disk space for OS and programs
  - D: Drive: At least 150 GB of available disk space for data

Expected IO Benchmark using Crystal Disk Mark 3.0.2
(Get this benchmark tool from our support team)



- Non-local storage for backups that is visible to SQL Server for backups.
- Dual Power Supplies;
- Gigabit Ethernet Card (multi-homed if available)
- Reliable backup and UPS

[IVR Server]

- CPU 2 GHz
- 4GB RAM
- 100GB available disk space
- Dual Power Supplies;
- Gigabit Ethernet Card (multi-homed if available)
- Reliable backup and UPS

2. Virtual Environments

[VTI Virtual Machine]

- Specifications apply to both **Web** and **SQL** virtual machines
  - VM should be Thick provisioned
  - VM storage should be Thick provisioned

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    - VM processors must be dedicated to the VM
    - VM memory must be dedicated to the VM
- Specifications apply to an IVR virtual machine
    - *VMWare Supported*
        - VmWare ESXi 5.x must be used for the virtual environment.
        - Host machine must have a basic physical sound card in order to enable MS Text-To-Speech in Windows.
        - SIP is also required for HMP.

3. **IVR, Web and Database Server Software**

[Microsoft Windows Server]

- Microsoft Windows Server 64 Bit - 2012, 2012 R2, 2016

[Internet Information Services]

- Internet Information Server 7 to 10

[Microsoft SQL Server [*Minimum – Standard; Recommended – Enterprise or BI*]

- **For High Availability use SQL 2016 Enterprise Edition Always On**
- SQL Server 2012, R2
- SQL Server 2014, R2
- SQL Server 2016

[IVR]

- A Dialogic HMP Driver (VoIP) license, per line, is required
- VoiceGuide application MUST be installed on c: drive with its default location (C:\Program Files (x86)\VoiceGuide\....)

4. **Remote Access and Administrative Account**

IntelliTime Systems Corporation will use VPN and/or Remote Desktop with customer permission to access only the server console of the machine listed in #1 and #2 above for installation and troubleshooting and installing patches and fixes as needed. Access to FTP or another method for transferring files to and from the servers is required. A user account with administrative privileges on the web and database server is required for the remote logon.

5. **Integrated Security Account**

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A user account is used for the application security between the IIS, IVR, Time clocks and SQL Server. Our preference is the user account to be named 'VTIUser'. The 'VTIUser' account should never expire or need to change its password and only needs User privileges.

6. Administrative Tasks

We will prepare a separate Standard Operating Procedure document specifying these details, including OS and DB updates. The only ongoing administrator tasks for the customer personnel are:

1. Nightly backups of the server
2. Daily verification of adequate available disk space
3. Verifying server connectivity to the network.

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Architecture Design

The architecture of IntelliTime VTI and Scheduling can be broken down into the following main pieces:

- Data Storage is provided by Microsoft SQL Server.
- Some Common APIs for working with the timecard, the schedule, and the data collection devices are implemented in Microsoft SQL Server as well.
- Business Logic Components are implemented in C++ and C# and hosted in Microsoft Internet Information Server.
- The application is implemented as Interactive Web Site in Microsoft Internet Information Server.
- The communication with time clocks is implemented as a Gateway Web Site in Microsoft Internet Information Server over HTTP.
- Communication with some time clocks and IVR happens through the network.
- Integration with other systems is implemented through Import/Export modules.

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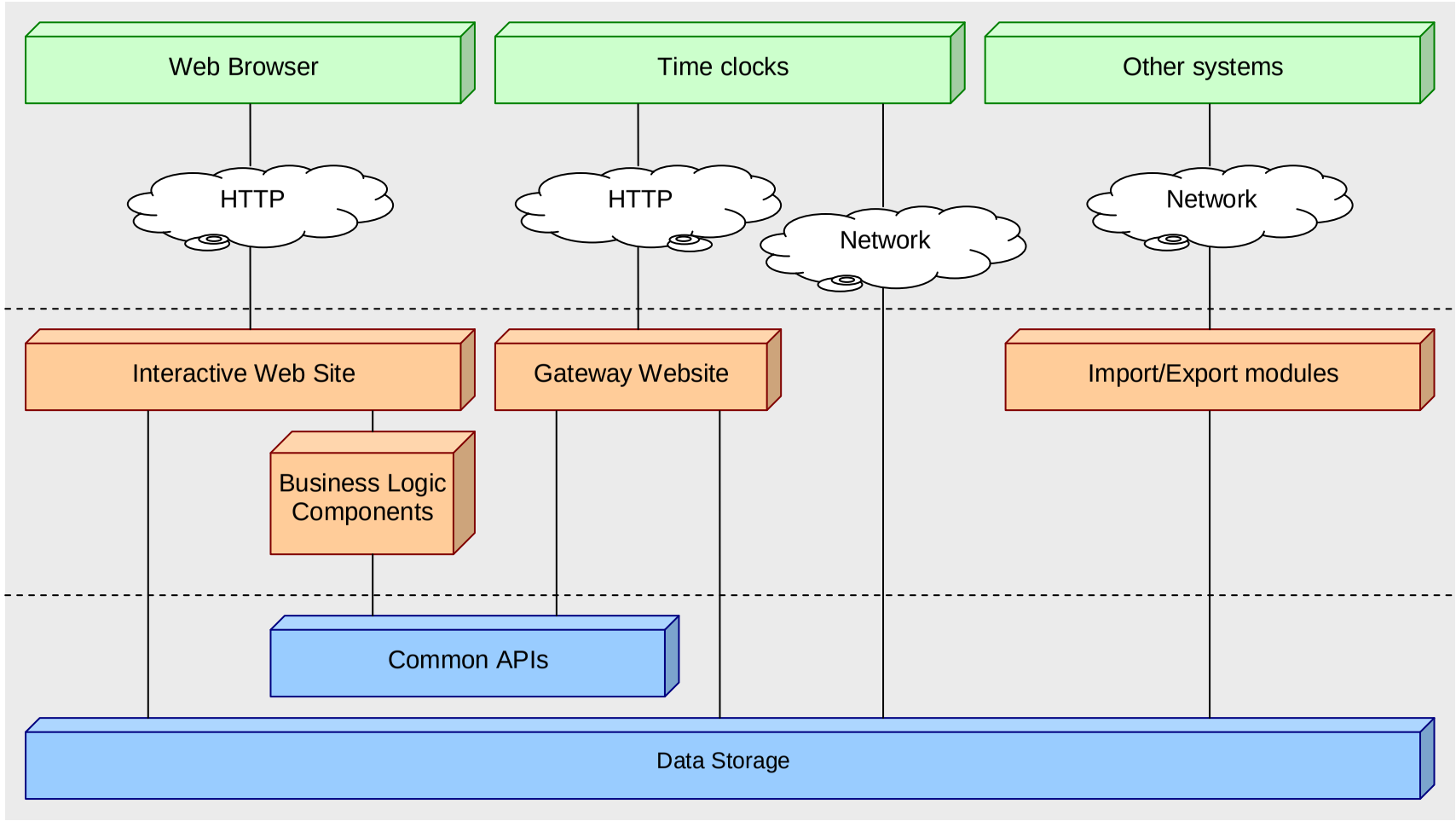
Architecture Design Diagram



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Interactive Web Site

The user-facing part of IntelliTime VTI and Scheduling can be broken down into the following pieces:

- Data Storage is provided by Microsoft SQL Server.
- Some Common APIs for working with the timecard, the schedule, and validating timecard and schedule rules are implemented in Microsoft SQL Server as well.
- The Timecard Object is implemented in C++. It is used for the editing of timecards. It is hosted in Microsoft Internet Information Server.
- The Schedule Grid is implemented in C#. It is used for the editing of schedule templates. It is hosted in Microsoft Internet Information Server.
- Miscellaneous screens implemented in ASP are part of the Interactive Web Site and hosted in Microsoft Internet Information Server.
- The version of Crystal Reports included with Microsoft Visual InterDev is used for generation of reports. It reads data from the database and provides output as PDF document.
- A Web Browser is used to work with the web site.
- PDF Viewer hosted in the web browser is used for viewing reports.
- No other plug-in is required.
- All communication between the browser and the web server is over HTTP or HTTPS.

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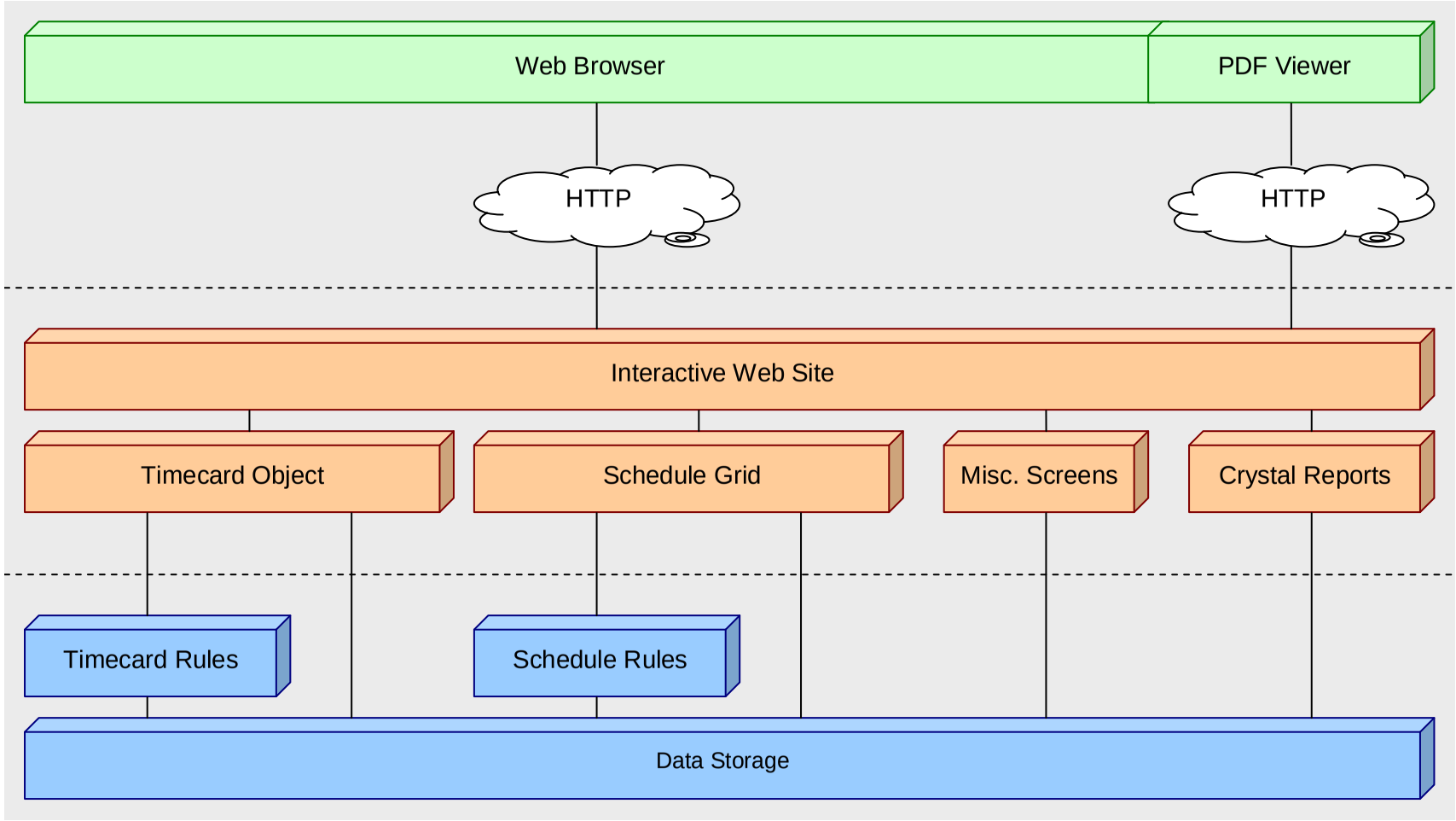
Interactive Web Site Diagram



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Import/Export Modules

The architecture of IntelliTime VTI and Scheduling can be broken down into the following main pieces:

- Data Storage is provided by Microsoft SQL Server.
- Common Import/Export APIs provide field mapping and conversion functionality common to all interfaces.
- OLE DB is used for reading and writing from and to files.
- The files generated can be used by another SMB client on the network.
- FTP client can be used to exchange files with and FTP Server.
- The web browser is used for setting up and configuring the interfaces, as well as for running them.

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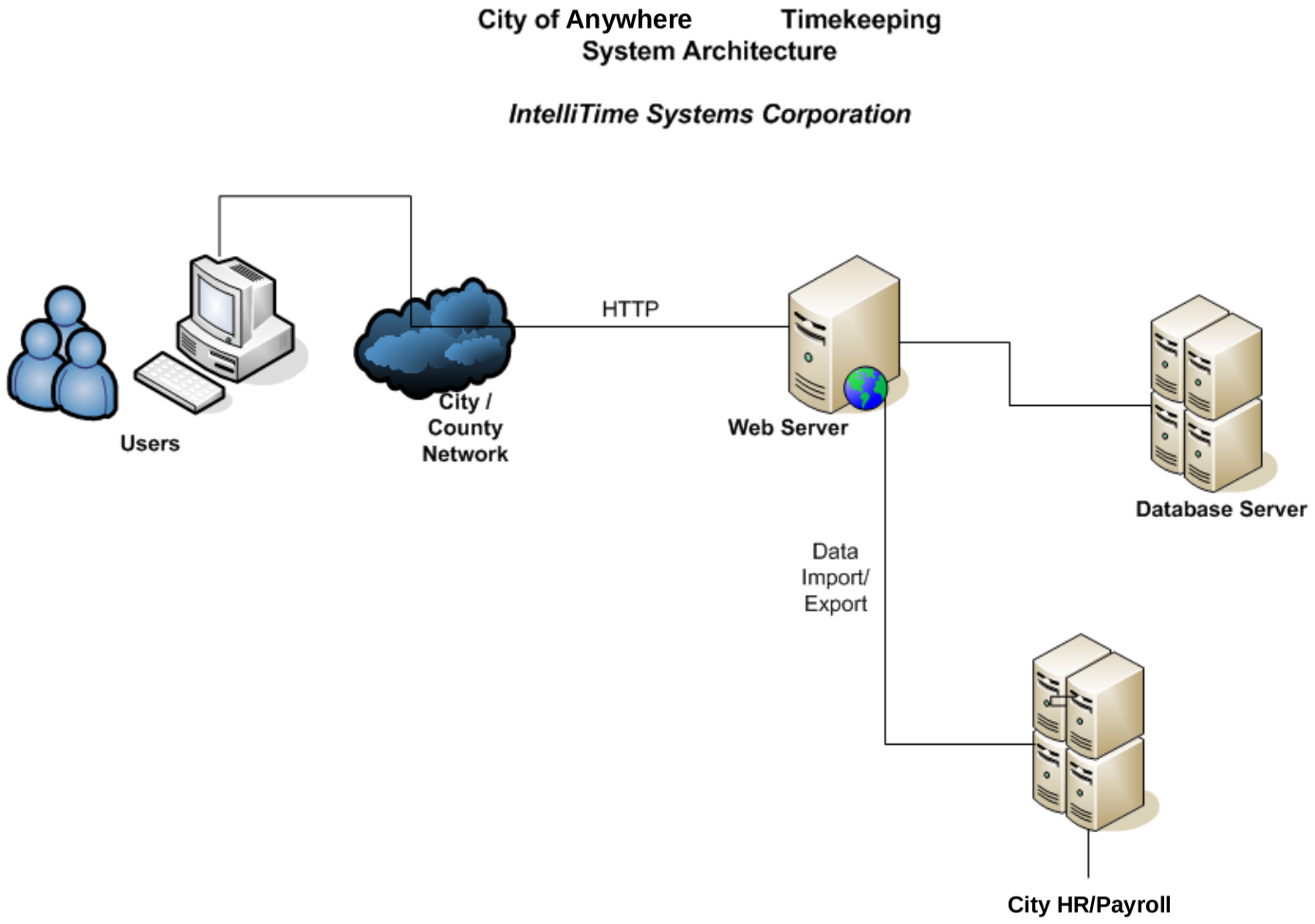
Physical Design Diagram



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SECTION VI

SCOPE OF WORK

SCOPE OF WORK

The scope of work is broken down into tasks, activities and deliverables. The tasks and activities within this section are not necessarily listed in the order that they shall be completed. Vendors shall reflect within their proposal and preliminary project plan their recommended approach to scheduling and accomplishing all tasks and activities identified within this RFP.

4.1 VENDOR RESPONSE TO SCOPE OF WORK

4.1.1 Within the proposal, vendors shall provide information regarding their approach to meeting the requirements described within Sections 4.3 through 4.7.

IntelliTime Response: *Yes, acknowledged and agreed. Please see our responses below, and attached in this section of our Technical Proposal.*

This proposal was developed in January of 2018 at the request of the Nevada Department of Corrections to meet their requirements for a method of more efficiently managing 24x7 scheduling for approximately 1,900 NDOC personnel, and for managing complex leave and overtime rules.

The system proposed herein was specifically designed for the environment found in public sector agencies where NDOC and Federal work rules are supplemented by bargaining agreement, scheduling and grant reporting rules. Complex edits that would require months of custom programming in software developed for the commercial marketplace are easily configured in IntelliTime. This fact alone makes IntelliTime the most economical system to own and operate for many clients.

Project Goals
IntelliTime will achieve several separate goals for the Nevada Department of Corrections Sheriff's Office during this project including:

1. *To implement a more flexible, easy to use and Public Sector-focused Enterprise Scheduling solution that is designed for a complex 24 x 7 Public Sector organization like the Nevada Department of Corrections. IntelliTime alone specializes in large, complex Public Sector and Public Safety workforce automation solutions. One hundred percent of our clients are State, County, City and Municipal organizations. Our typical implementations handle complex call-ins, court pays, shift differentials, managing complex leave rules and holiday policies and all leave accruals without customizations. Our system has Public Sector-specific features such as our Group-based Security, Shift and Vacation Bidding, Overtime*

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Authorization forms and Special Event management modules. Complex cost accounting, mobile Crew Sheets, Asset Tracking interfaces and grant and billing reporting are also Public Sector specific features.

2. *To implement our system's robust and highly flexible Advanced Scheduling functionality. If you ask the 24 x 7 departments' timekeeping staffs they will tell you that they spend as much time managing the schedule as they do the timekeeping. At pay period end it is not unusual for it to take one or more days for a clerk to try to reconcile the leave slips, overtime slips, and the schedule to create a correct employee timecard. Often despite their best efforts the timecard, schedule, leave and overtime slips do not reconcile. With the IntelliTime Dynamic Shift Scheduling Module, that is fully integrated with our timekeeping module, this will be a thing of the past.*

   IntelliTime offers a powerful 24 x 7 Dynamic Shift Scheduling module tightly integrated with our Timekeeping solution in the same database with a common look and feel. This will be implemented to automate the day to day scheduling of your various facilities and diverse range of agencies.

   Only the IntelliTime Dynamic Scheduling solution can support the scheduling needs of every NDOC employee and facility in a single database, with many advantages over manual processes. We manage complex Swaps and Trades, Shift and Vacation Bidding, Online Overtime Slips and Training requests. Our schedule can copy to the employee timecard in real time, avoiding common errors like duplicate booking and saving hundreds of hours of data entry. We include an Events Management Module for managing complex special events. The Schedule, Leave, Overtime and the timecard all reconcile automatically. Our solution allows unlimited Schedule "Views" to be generated and application security can be set to limit access to the views, so perhaps executive staff in Concord have access to all views, but Schedulers for the New Hampshire Veterans Home may only have rights to view the schedule for the Veterans Home staff. With IntelliTime, you can schedule an unlimited number of Department/Division level views, using one solution.

   The IntelliTime Dynamic Shift Scheduling system will save NDOC a significant amount time and money by offering strategies for filling open shifts with qualified staff that can be moved from their current assignment without also creating a vacancy to save overtime costs. With part time or seasonal staff, we can show which staff are available and qualified to fill a

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post but will not exceed their maximum weekly Affordable Care Act hours if hired for an open shift.

3. *To implement a system that will interface to your NEATS leave/timekeeping system. We have interfaced with over 65 different HR/Payroll/ERP systems, and have never failed to implement a client interface on time and on budget.*

4. *The IntelliTime application has many native features that can provide flexible solutions to a variety of scenarios called for in your RFP. Examples include our optional Interactive Voice Response (IVR) server where, for example, an employee can call in sick or enter a leave request over the telephone. If you have extra shifts for special events or you need coverage for an officer called in to Court, the IVR system can dial out automatically and offer the shift to qualified staff based on seniority, least amount of overtime worked this quarter, or many different criteria.*

   Users can also call in and hear their next scheduled shift, hear their available Leave Balances over the phone and call in Sick via the phone under configurable conditions e.g. you can only use the automated system if two hours of notice is given, once you are closer than two hours to the start of your shift you must speak to a Supervisor to call in Sick, for example.

5. *If NDOC finds that it requires a "best of breed" timekeeping solution in addition to the envisioned scheduling system, we would implement a timekeeping solution that offers powerful Labor Costing features from a variety of input methods including Web timecards, Time Clocks and Interactive Voice Response (IVR) telephone timekeeping and scheduling.*

   IntelliTime is unique in that we offer a time clock, the G-2, with a large and easy-to-read display, over a dozen programmable function keys and options for both biometric and RFID badge/card readers. Users can punch in and out and also change over five levels of Activity-Based Cost Accounting including configurable fields like Cost Centers, Projects, Departments, Activities and Task Codes for example. In IntelliTime some of this data can even be defaulted based on the time clock used. For example, if a nurse is punching in at the Sununu Health Services Center, a department code for that employee's facility can be automatically added to that transaction. Users can also call up on the display lists of valid cost centers and project codes that are filtered for their specific department. So a user in the Nursing department would not necessarily see Project Codes

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from the Food Services department. This promotes ease of use and accuracy.

Users can also change Jobs from the time clock. Some users may have two jobs like an Office Specialist who works part time as a Reserve Technician. In IntelliTime this is easily supported, including multiple pay rates by Job. Users can review punches on the time clock display, enter leave requests for future time off, including checking available leave balances. At the end of the pay period a user can sign their timecard and even print a copy if a network printer is available nearby. The power and flexibility of our G-2 time clock is unmatched in the industry. If cost is an overriding concern and we misunderstood about the desired level of activity based cost accounting we also offer a lower cost, smaller time clock the G-1 series.

6. *Last but not least, the system must be reliable. A fast, easy to use system with every conceivable edit is worthless if system uptime cannot be assured. The proposed IntelliTime solution will be installed on reliable Intel and Microsoft servers located at the Department.*

Summary and Conclusions
We encourage the reader to review the entire proposal including the system pricing and technical system description provided later in this response. We believe that IntelliTime Systems Corporation, with our twenty-three years of success in delivering fast, efficient and reliable scheduling cost accounting and payroll data collection systems, is the ideal vendor for this project. We trust that as you review this proposal in its entirety and speak to the customer references we have provided, the reader will become confident that that IntelliTime Systems Corporation is qualified for this project. We respectfully request your recommendation of our proposal to the Nevada Department of Corrections Evaluation Team.

4.1.2 If subcontractors shall be used for any of the tasks, vendors shall indicate what tasks and the percentage of time subcontractor(s) shall spend on those tasks.

IntelliTime Response: *We have proposed no subcontractors for this project.*

4.3 BUSINESS SOLUTION – BLUEPRINT

4.3.1 Objective

4.3.1.1 Awarded vendor will work with NDOC IT staff to develop the business blueprint for the implementation project.

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4.3.2 Activities – to be worked on concurrently with this objective

4.3.2.1 The awarded vendor shall:

A. Review/Evaluate/Capture/Design current business process requirements, complete the business solution blueprint and functional design document;
B. Review/Evaluate/Capture/Design current business intelligence/reporting requirements, complete the reporting blueprint/design document;
C. Review/Evaluate/Capture/Design data exchange technology/ETL to SAP BI and other related/suggested report writing tools;
D. Make process design/configuration recommendations based on current workforce management requirements in-line with industry best practices; and
E. Work with NDOC staff to determine optimal network/infrastructure design.

4.3.3 Deliverables – to be worked on concurrently within this objective

BUSINESS SOLUTION BLUEPRINT DELIVERABLES			
Deliverable Number	**Description of Deliverable**	**Activity**	**State's Estimated Review Time (Working Days)**
4.3.3.1	Review/Evaluate/Capture/Design current business process requirements, complete the business solution blueprint and functional design document	4.3.2.1.A	10
4.3.3.2	Review/Evaluate/Capture/Design current business intelligence/reporting requirements, complete the reporting blueprint/design document	4.3.2.1.B	10
4.3.3.3	Review/Evaluate/Capture/Design data exchange technology/ETL to SAP BI and other related/suggested report writing tools	4.3.2.1.C	10
4.3.3.4	Make process design/configuration recommendations based on current workforce management requirements with in-line with industry best practices	4.3.2.1.D	10
4.3.3.5	Work with NDOC staff to determine optimal network/infrastructure design	4.3.2.1.E	10

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IntelliTime Response: *Yes, IntelliTime has reviewed the above outline and finds that it is consistent with the first phase of our standard implementation plan. This is described in detail in the Statement of Work and the sample Project Plan attached in Section IX.*

The goal of Phase 1, the Discovery and Consulting period, is to identify all of the possible "use cases" for staff scheduling requirements—simply put, what should IntelliTime do, and when? NDOC staff will provide the information regarding current scheduling practices and desired configurations going forward, and the IntelliTime Project Manager will document these use cases in the System Configuration and Test Plan table of contents, which serve as the road map for Phase 2, described in Section 4.4 below.

Our detailed System Configuration and Test Plan is a powerful document that inventories each use case for workforce scheduling at your organization, along with providing initial QA testing and validation of configurations that address each customer requirement. We manage the progress of the System Configuration and Test Plan because this mirrors and documents the overall progress of the project, no matter the scope.

We will work collaboratively with the NDOC to schedule and deploy the project to work around your requirements. Prior to the on-site project kick-off week, we provide the NDOC Project Team staff with discovery documents they will use to begin gathering the information we need concerning NDOC scheduling rules, data exchange, policies, procedures, employee schedules, jobs, etc. The goal is to gather as much of the discovery information as possible prior to the on-site kick-off meeting, so that the meeting can be as productive as possible. Documents include questionnaires on current practices, pay code and schedule pattern matrices, and an overview of all required information with explanations for its use in IntelliTime.

Throughout the implementation process we conduct phone calls, weekly status reports, and remote meetings to go over the project requirements and scope, and answer questions as they come up.

The advantage of this responsive, thorough, and client-specific implementation methodology is that it has been tested extensively, and proven through our implementation track record. IntelliTime has never failed to successfully complete a client project or bring the system to "go-live" at any of our clients, all of which are Public Sector organizations.

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4.4 WORKFORCE SCHEDULING APPLICATION ENVIRONMENTS

4.4.1 Objective

4.4.1.1 Awarded vendor will work with the NDOC Project Team to create three (3) environments deploying the workforce scheduling application as follows:

A. Development – work with the NDOC Project Team to create the Development environment in which business processes can be built and configuration prototyping carried out;
B. Test – High availability environment configured to match production environment configuration, to be used for end-user training;
C. Production – High availability environment; and
D. Data Migration – migration of existing data consisting of, but not limited to, officer master data, shift definitions, certifications, qualifications, business rules for roster building to new environments – migration tasks are to be performed according to recommended industry best practices.

4.4.2 Activities

4.4.2.1 The awarded vendor shall:

A. Build Workforce Scheduling Development Environment;
B. Build Workforce Scheduling Test Environment;
C. Build Workforce Scheduling Production Environment(s) based on the optimal solution given the multiple locations of Nevada correctional facilities;
D. Advise/assist with migration of NDOC user master data;
E. Advise/assist with the creation of training material and conduct ‘Train the Trainer’ sessions; and
F. Provide Go-Live and Post-Go-Live Production Support.

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4.4.3 Deliverables

WORKFORCE SCHEDULING APPLICATION ENVIRONMENTS DELIVERABLES			
Deliverable Number	**Description of Deliverable**	**Activity**	**State's Estimated Review Time (Working Days)**
4.4.3.1	Build Workforce Scheduling Development Environment	4.4.2.1.A	15
4.4.3.2	Build Workforce Scheduling Test Environment	4.4.2.1.B	5
4.4.3.3	Build Workforce Scheduling Production Environment(s) based on the optimal solution given the multiple location of Nevada correctional facilities	4.4.2.1.C	15
4.4.3.4	Advise/assist with migration of NDOC user master data	4.4.2.1.D	15
4.4.3.5	Advise/assist with the creation of training material and conduct 'Train the Trainer' sessions	4.4.2.1.E	5
4.4.3.6	Provide Go-Live and Post-Go-Live Production Support	4.4.2.1.F	10

IntelliTime Response: *Yes, acknowledged and agreed. This is largely consistent with Phases 2 and 3 of our typical implementation plan. During Phase 2, Configuration and Testing, IntelliTime Systems Corporation will develop, configure and test the required environments and configure the software in accordance with the required specifications as defined by the System Configuration and Test Plan Table of Contents. The IntelliTime license agreement calls for a production and test environment and a separate development environment is also proposed.*

The System Configuration and Test Plan, developed in Phase 1, describes how IntelliTime will respond to all of the use cases, what settings are used to produce these responses, and examples that illustrate the desired behaviors. For example, the Test Plan might a) describe what IntelliTime will automatically post on a timecard on a holiday, b) include screen captures of the settings used to produce some kind of scheduling scenario, and c) include a combination text/screen capture demonstration of the envisioned scenario on our test site. This document will be reviewed with the NDOC's Project Team to ensure that everything from leave policy to approval workflow is configured correctly.

This brings the project to Phase 3, Execution of the Testing and Training Plan. This final phase consists of pilot testing, parallel testing and full system rollout. NDOC project staff and selected pilot users will participate in the testing process

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as outlined in the Work Plan overview Section IX of our response. We have also attached a detailed Training Plan Overview in this section of our Technical Proposal.

IntelliTime Systems Corporation supports the system at all times during the implementation and beyond with our standard maintenance and support agreement. This includes telephone support, email support, patches and fixes, two (2) full system upgrades annually, and all support services required to maintain the system software and hardware performing to published specifications. For further information, please see the Maintenance and Support Overview attached in this section of our Technical Proposal.

4.5 PROJECT CLOSURE

4.5.1 Objective

4.5.1.1 Awarded vendor will work with the NDOC Project Management team to close out the Workforce Scheduling project in accordance with project management best practices.

4.5.2 Activities – to be worked on concurrently within this objective

4.5.2.1 The awarded vendor shall:

A. Review/Evaluate the original project plan;
B. Review/Evaluate the accepted deliverables; and
C. Review/Evaluate NDOC's organization process assets as they are related to the Workforce Scheduling functionality.

4.5.3 Deliverables – to be worked on concurrently within this objective

PROJECT CLOSURE DELIVERABLES			
Deliverable Number	**Description of Deliverable**	**Activity**	**State's Estimated Review Time (Working Days)**
4.5.3.1	Review/Evaluate the original project plan	4.5.2.1.A	5
4.5.3.2	Review/Evaluate the accepted deliverables	4.5.2.1.B	5
4.5.3.3	Review/Evaluate NDOC's organization process assets as they are related to the Workforce Scheduling functionality	4.5.2.1.C	5

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IntelliTime Response: *Yes, acknowledged and agreed.*

4.6 PROJECT KICK OFF MEETING

A project kick off meeting shall be held with representatives from the State and the contractor after contract approval and prior to work performed. Items to be covered in the kick off meeting shall include, but not be limited to:

4.6.1 Deliverable review process;
4.6.2 Determining format and protocol for project status meetings;
4.6.3 Determining format for project status reports;
4.6.4 Setting the schedule for meetings between representatives from the State and the contractor to develop the detailed project plan;
4.6.5 Defining lines of communication and reporting relationships;
4.6.6 Reviewing the project mission;
4.6.7 Pinpointing high-risk or problem areas; and
4.6.8 Issuing resolution process.

IntelliTime Response: *Yes, acknowledged and agreed. The proposed implementation plan includes a project kick-off meeting to include the items listed above.*

4.7 PLANNING AND ADMINISTRATION

4.7.1 Objective

The objective of this task is to ensure that adequate planning and project management are dedicated to this project.

4.7.2 Activities

The awarded vendor shall:

4.7.2.1 Work with the State to provide a detailed project plan with fixed deadlines to include, but not be limited to:

A. Project schedule including tasks, activities, activity duration, sequencing and dependencies;
B. Project work plan for each deliverable, including a work breakdown structure;
C. Completion date of each task;
D. Project milestones;
E. Entrance and exit criteria for specific project milestones; and

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F. A project organization which will include a resource plan defining roles and responsibilities for the awarded vendor, subcontractors (if applicable) and the State.

4.7.2.2 Attend and participate in all project related meetings requested by the State at a location to be determined by the State. Attendance may be in person or via teleconferencing, as authorized by NDOC's Project Manager. These meetings shall follow an agenda mutually developed by the awarded vendor and the State. The awarded vendor shall prepare materials or briefings for these meetings as requested by the State. Minutes shall be taken and distributed by State staff within five (5) working days after the meeting. Minutes may be distributed via facsimile or email.

The agenda may include, but not be limited to:

A. Review and approval of previous meeting minutes;
B. Contractor project status;
C. State project status;
D. Contract status and issues, including resolutions;
E. Quality Assurance status;
F. New action items;
G. Outstanding action items, including resolutions;
H. Setting of next meeting date; and
I. Other business.

4.7.2.3 Provide written semi-monthly project status reports delivered to the State project management by the third (3rd) working day following the end of each reporting period. The format shall be approved by the State prior to issuance of the first semi-monthly project status report. The first semi-monthly report covers the reporting period from the 1st through the 15th of each month; and the second semi-monthly report covers the reporting period from the 16th through the end of the month. The status reports shall include, but not be limited to the following:

A. Overall completion status of the project in terms of the State approved project work plan and deliverable schedule;
B. Accomplishments during the period, including State staff/stakeholders interviewed, meetings held, Joint Application Development (JAD) sessions and conclusions/decisions determined;
C. Problems encountered and proposed/actual resolutions;
D. What is to be accomplished during the next reporting period;
E. Issues that need to be addressed, including contractual;
F. Quality Assurance status;

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G. Updated MS Project time line showing percentage completed, tasks assigned, completed and remaining;
H. Identification of schedule slippage and strategy for resolution;
I. Contractor staff assigned and their location/schedule;
J. State resources required for activities during the next time period; and
K. Resource allocation percentages including planned versus actual by project milestone.

4.7.2.4 Develop a comprehensive approach for handling communications with both internal and external audiences. Effective communication is critical to the development of productive relationships with concerned stakeholders. The communication plan shall include, but not be limited to: a plan for generation, documentation, storage, transmission and disposal of all project information.

4.7.2.5 Develop a risk management plan to ensure that risks are identified, planned for, analyzed, communicated and acted upon effectively.

4.7.2.6 Develop a quality assurance plan including, but not limited to, the methodology for maintaining quality of the code, workmanship, project schedules and subcontractor(s) activities.

4.7.2.7 Develop a Change Management Plan and Control Procedures and present it to the State for acceptance. This plan shall be used by the vendor and the State in the design, specification, construction, implementation and support of the system.

4.7.2.8 Develop a Knowledge Transfer Plan, present the plan to the State, execute the plan and obtain State acceptance before and after the plan is executed. The plan shall include sufficient time and resources to accomplish a full transfer of knowledge to assure that the State can operate the system independently and obtain timely and effective support from the vendor.

4.7.2.9 The State shall perform a Post Implementation Evaluation Review (PIER) approximately six (6) months after full implementation and State acceptance of all deliverables. The awarded vendor's Project Manager shall be required to participate on site for a period of not to exceed three (3) days.

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4.7.3 Deliverables

4.7 PLANNING AND ADMINISTRATION DELIVERABLES			
DELIVERABLE NUMBER	DESCRIPTION OF DELIVERABLE	ACTIVITY	STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)
4.7.2.1	Detailed Project Plan	4.7.3.1	15
4.7.2.2	Attendance at all scheduled meetings	4.7.3.2	N/A
4.7.2.3	Written Semi-Monthly Project Status Report	4.7.3.3	5
4.7.2.4*	Communication Plan	4.7.3.4	10
4.7.2.5*	Risk Management Plan	4.7.3.5	10
4.7.2.6*	Quality Assurance Plan	4.7.3.6	10
4.7.2.7*	Change Management Plan	4.7.3.7	10
4.7.2.8*	Knowledge Transfer Plan	4.7.3.8	10
4.7.2.9	Post Implementation Evaluation Review	4.7.3.9	5

**Denotes deliverables may be worked on concurrently*

IntelliTime Response: *Yes, acknowledged and agreed. IntelliTime Systems Corporation follows project management best practices established by the Project Management Institute (PMI) and will utilize an experienced PMP-certified project manager during the implementation of the proposed system.*

At a high level, IntelliTime Project Management "steer" the project in cooperation with the NDOC project staff, including providing project guidance materials and questionnaires, conducting weekly status reports and remote meetings with NDOC project staff, and providing on-site project management during the Kick-off week and at other key points during the project implementation. On the IntelliTime side, our staff are managed by our executive team to meet project deadlines, maintain schedules, and achieve milestones that are based on measurable tasks. All project statuses are reviewed weekly at our Executive Management meeting with key management staffs from Support, Project Management and Engineering.

We have attached a Statement of Work Section IX of our response, which describes in detail our proven, successful implementation methodology. We will work collaboratively with the NDOC to schedule and deploy the project to work around your requirements. Prior to the on-site project kick-off week, we provide the NDOC Project Team staff with discovery documents they will use to begin gathering the information we need concerning NDOC timekeeping rules, policies, procedures, schedules, jobs, etc. The goal is to gather as much of the discovery information as possible prior to the on-site kick-off meeting described in NDOC

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item 4.6 above, so that the meeting can be as productive as possible. Documents include questionnaires on current practices, pay code and schedule pattern matrices, and an overview of all required information with explanations for its use in IntelliTime.

We track time spent on the project daily using MS Project 2016, which tracks the schedule as well as the resource calendar. We also track Earned Value Measurement, which gives us the cost performance index (CPI) and schedule performance index (SPI) which helps us track the cost of the project with respect to scope, cost and time.

Throughout the implementation process we conduct phone calls, weekly status reports that include budget summaries and status reports, as well as deliverables and mitigation plans to complete the deliverable, and remote meetings to go over the project requirements and scope, and answer questions as they come up. We track all issues and log all decisions regarding escalation and resolution in our Project Tracking Spreadsheet.

The advantage of our responsive, thorough, and client-specific implementation methodology is that it has been tested extensively, and proven through our implementation track record. IntelliTime has never failed to successfully complete a client project or bring the system to "go-live" at any of our clients, all of which are Public Sector organizations.

A successful project also has a strong project management office on the customer side, including support from Executive Senior staffs. Subject Matter Experts from a variety of operational areas will need to be made available to meet with our staffs during discovery sessions. They may need time to collect and document processes that are more "understood" than written. If their management do not allow them time to participate in this project, discovery cannot be complete and the Executive Project Manager will be called on to address the situation. We have provided a detailed estimate of the anticipated Client Project Staff hours and types of Subject Matter Experts (SMEs) that will be needed for a successful implementation in this section of our response.

In the Public Sector change is unavoidable, but it is not a best practice to completely revamp labor policies or swap out the ERP system at the same time we are implementing this project. Certainly, labor agreements are negotiated and ERP upgrades are implemented during a project like ours, but finite goals are also important including well defined User Acceptance Testing criteria. Our System Configuration and Test Plan provides detailed test cases, but often the best testing is unstructured with more random data so exceptions or edge conditions can be more thoroughly explored.

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Change Orders are to be avoided if possible, but they are an important project control so both the operational and financial goals of the project can be met in a predictable timeline.

In closing, this response is not a recitation of our complete project management plans, as those are presented elsewhere in this tab section, but this response should be seen as providing key insights into our experience with projects of similar scope and complexity.

For a description of the projected timing for the major phases of this project, please see the proposed 180-day project schedule attached in Section IX of our response.

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Training

IntelliTime Systems Corporation is proposing a turn-key implementation including on-site training for all users to be held once the system configuration and interfaces are substantially complete. The reader is encouraged to review the Statement of Work and Sample Project Plan for a comprehensive description of our implementation methodology.

The training classes start with the System Administrator Operations class that includes a review of the System Configuration and Test Plan use cases for Advanced Scheduling. Held over a four day period, the class includes practical experience with timecards that reflect each system rule delivered. Administrators will practice with transactions that originate the 24 x 7 Dynamic Shift Scheduling program, as well as timecards and time clocks should they enter scope. All system interfaces will be tested for the correct import of employee data from the NDOC HR system and the export of time transactions to centralized payroll system. New user setup procedures will be reviewed. Data archiving with be reviewed. At the end of this class the administrators will have a solid understanding of the day to day operations of the configured solution.

As part of the above training Administrators will also receive User and Supervisor training to familiarize themselves with the basics of the Time and Attendance components of our system, including Leave Requests. The Administrators will then enter 75-100 timecards into IntelliTime on behalf of users, using timecards from the prior pay period as examples of unstructured test cases.

The 24 x 7 Dynamic Shift Scheduling module user training can then be scheduled in parallel with the Administrator training and testing. NDOC staff will be trained on their Schedules and Rosters configured for their organization. Administrators will be trained on day to day operations including approving Leave Requests, managing schedule events and extra duty assignments. Testing will be done with the Interactive Voice Response (IVR) telephone notification system.

The system is typically rolled out on a department-by-department basis, workgroup by workgroup so a user and their supervisor are both trained on IntelliTime at the same time. If users will be entering their own timecard in IntelliTime via a networked PC, we can train users in a hands-on class in a NDOC training room configured with PCs, or they can be trained in a lecture environment with 100+ users in attendance to see a demonstration overview of timekeeping. Both classes take around one hour and forty-five minutes. They receive a handout for users and then return to their office where they can immediately begin using IntelliTime. The decision between a lecture style training for users or hands on training in a PC equipped training room is made by the customer based on cost, hands on training is typically a smaller group so more classes are

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needed and the NDOC's estimation of their user's PC skills. Many proficient users do fine with a lecture type class.

Supervisor training is best provided through hands on classes in a PC equipped training room. This class is also an hour and forty-five minutes in length. One subtle but key role Supervisors play in this type of project is that they provide first line support for their users. If a user has a question about IntelliTime, they will first ask their Supervisor. Then supervisors can ask their department level coordinators if they do not know the answer. Then the department level staffs then ask the Administrators. This hierarchical approach provides for the most efficient knowledge transfer. Once a Supervisor asks a question, they can easily handle the next time the same question is asked by a different user.

Users that will use a time clock can be trained in ten minutes by their supervisor at the time clock. If the NDOC desires users to also use the Web interface for example to review historical timecards or leave requests, then the user should also attend the lecture class above for users.

IntelliTime Systems Corporation is also proposing to provide six videos for user and supervisor training. These are customized for the NDOC and are used to orient new users, supervisors and schedulers that join the NDOC after the vendor led training is complete.

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Description of Coverage and Warranty Period

IntelliTime fully supports the solution at all times during the implementation and beyond with our standard maintenance and support agreement. This includes telephone support, email support, patches and fixes, two (2) full system upgrades annually, and all support services required to maintain the system software and hardware performing to published specifications.

New “builds” with patches and minor upgrades are released almost every week, but most clients choose to install these minor fixes once each month, with less than 1 hour of downtime. The support and maintenance agreement also covers two full system upgrades each year. A full IntelliTime version upgrade typically requires system unavailability for 4-6 hours once or twice a year, scheduled in advance, after hours with the customer.

Support charges commence from the Project “Go Live” date. IntelliTime will deliver a “Certificate of Installation” signifying the system is fully configured and ready for customer production use. The remaining portion of the calendar year after the effective date of the Project Installation “Go live” is the first "Maintenance Period".

24 x 7 Support and System Monitoring:

IntelliTime Systems Corporation offers 24 x 7 support for the customers’ administrative staff trained by us. IntelliTime also offers free quarterly administrator training, so if the administrator we train leaves your organization, their replacement can attend online training at no charge. Existing administrators can attend to see new features they will receive as part of upcoming releases.

IntelliTime is also unique in the industry in that we include 24 x 7 automated system monitoring of your IntelliTime system application, whether hosted by the customer or us. The support dashboard application monitors hundreds of system parameters including system performance, page errors, even those not reported by a user to your administrator, and configuration issues like if your administrator has configured only part of a complete rule on production. The dashboard issues alerts to our support team in near real time. We then often initiate contact to clients that have experienced a page error we captured that we have a fix for, to obtain permission to apply the patch that corrects the issue, even before the customer reports the case to IntelliTime. Sometimes this can be caused by a user testing a new browser before the entire organization has the updates provided for full compatibility with that browser version. If the issue is low disk space on the web or database server, we initiate a help desk ticket for the client’s server administrator. For hosted solutions, we address all issues.

Proactive support avoids system interruptions. Vendors that wait for you to be down

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with an error and then respond promptly when you call, in our opinion, are offering too little and too late with today's short payroll processing deadlines. No vendor offers better support than IntelliTime.

Support Desk Hours and Escalation Procedure:

Our dedicated, in-house Support Team is comprised entirely of staff with their 4-year degrees and several years of experience with the IntelliTime software.

Support Desk Hours of Operation: 24x7 hours of operation

Staff can be reached by toll free phone or email, and a response to all submitted issues is guaranteed within 4 business hours. In practice most problems are responded to in less than one hour and resolved within the same business day.

When a problem is first submitted Support staff evaluate the problem for severity, based the degree of loss of system functionality and the impact this will have on client payroll processing. More urgent problems with greater impact on system function will always receive first priority, and can be escalated immediately to developers if needed. The Client is updated by email and phone call throughout the problem resolution, and can also check on the status of submitted problems at any time through our browser-based support case tracking portal.

IntelliTime also features the most responsive time clock repair program in our industry. We provide clients with "hot spare" time clocks to be stored onsite at client locations. If a time clock fails, the "hot spare" can be used to replace the malfunctioning clock in less time than even a local repair service could arrive on site. The client can then ship the malfunctioning clock back to IntelliTime for repair/replacement.

Product Enhancements

All of our clients receive documentation emails of each new build released, describing the product fixes/enhancements contained in that build. We provide PDF manuals of all system modules to clients, which are regularly updated as new system functionality is added. And we provide clients with demonstrations/walkthroughs of new product features.

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IntelliTime frequently extends the system functionality based on customer enhancement requests carried out via change orders. The overwhelming majority of enhancements are baselined in the system as configuration options rather than client-specific customizations. This allows all clients to benefit from product enhancements and greatly reduces the cost of upgrades.

IntelliTime considers support to be job number one, and we encourage prospective clients to ask our references about the consistently high quality of our support services!

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SECTION VII

COMPANY BACKGROUND AND REFERENCES

5. COMPANY BACKGROUND AND REFERENCES

5.1 VENDOR INFORMATION

5.1.1 Vendors shall provide a company profile in the table format below.

Question	**Response**
Company name:	*IntelliTime Systems Corporation*
Ownership (sole proprietor, partnership, etc.):	*S-Corporation*
State of incorporation:	*California*
Date of incorporation:	*7/15/1997*
# of years in business:	*23*
List of top officers:	*Dennis Peters*
Location of company headquarters, including City and State:	*Santa Ana, CA*
Location(s) of the office that shall provide the services described in this RFP:	*Santa Ana, CA*
Number of employees locally with the expertise to support the requirements identified in this RFP:	*0*
Number of employees nationally with the expertise to support the requirements in this RFP:	*23*
Location(s) from which employees shall be assigned for this project:	*Santa Ana, CA* *New York, NY*

5.1.2 A Nevada-based business may apply for a five percent (5%) preference on its proposal. This preference may apply if a business has its principal place of business within Nevada. This preference cannot be combined with any other preference, granted for the award of a contract using federal funds, or granted for the award of a contract procured on a multi-state basis. To claim this preference a business must submit a letter with its proposal showing that it qualifies for the preference.

IntelliTime Response: *Yes, acknowledged and agreed. IntelliTime Systems Corporation does not claim this preference.*

5.1.3 Please be advised, pursuant to NRS 80.010, a corporation organized pursuant to the laws of another state shall register with the State of Nevada, Secretary of State's Office as a foreign corporation before a contract can be

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executed between the State of Nevada and the awarded vendor, unless specifically exempted by NRS 80.015.

IntelliTime Response: *Yes, acknowledged and agreed.*

5.1.4 The selected vendor, prior to doing business in the State of Nevada, shall be appropriately licensed by the State of Nevada, Secretary of State's Office pursuant to NRS76. Information regarding the Nevada Business License can be located at http://nvsos.gov.

Question	**Response**
Nevada Business License Number:	
Legal Entity Name:	*IntelliTime Systems Corporation*

Is "Legal Entity Name" the same name as vendor is doing business as?

Yes	X	No	

If "No", provide explanation.

5.1.5 Vendors are cautioned that some services may contain licensing requirement(s). Vendors shall be proactive in verification of these requirements prior to proposal submittal. Proposals that do not contain the requisite licensure may be deemed non-responsive.

IntelliTime Response: *Yes, acknowledged and agreed.*

5.1.6 Has the vendor ever been engaged under contract by any State of Nevada agency?

Yes		No	X

If "Yes", complete the following table for each State agency for whom the work was performed. Table can be duplicated for each contract being identified.

Question	**Response**
Name of State agency:	*N/A*
State agency contact name:	*N/A*
Dates when services were performed:	*N/A*

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Question	Response
Type of duties performed:	*N/A*
Total dollar value of the contract:	*N/A*

5.1.7 Are you now or have you been within the last two (2) years an employee of the State of Nevada, or any of its agencies, departments, or divisions?

Yes		No	X

If "Yes", please explain when the employee is planning to render services, while on annual leave, compensatory time, or on their own time?

IntelliTime Response: *N/A*

If you employ (a) any person who is a current employee of an agency of the State of Nevada, or (b) any person who has been an employee of an agency of the State of Nevada within the past two (2) years, and if such person shall be performing or producing the services which you shall be contracted to provide under this contract, you shall disclose the identity of each such person in your response to this RFP, and specify the services that each person shall be expected to perform.

IntelliTime Response: *N/A*

5.1.8 Disclosure of any significant prior or ongoing contract failures, contract breaches, civil or criminal litigation in which the vendor has been alleged to be liable or held liable in a matter involving a contract with the State of Nevada or any other governmental entity. Any pending claim or litigation occurring within the past six (6) years which may adversely affect the vendor's ability to perform or fulfill its obligations if a contract is awarded as a result of this RFP shall also be disclosed.

Does any of the above apply to your company?

Yes		No	X

If "Yes", please provide the following information. Table can be duplicated for each issue being identified.

Question	Response
Date of alleged contract	*N/A*

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Question	Response	
failure or breach:		
Parties involved:	*N/A*	
Description of the contract failure, contract breach, litigation, or investigation, including the products or services involved:	*N/A*	
Amount in controversy:	*N/A*	
Resolution or current status of the dispute:	*N/A*	
If the matter has resulted in a court case:	Court	Case Number
	N/A	*N/A*
Status of the litigation:	*N/A*	

5.1.9 Vendors shall review and provide if awarded a contract the insurance requirements as specified in Attachment D, Insurance Schedule for RFP 3516.

IntelliTime Response: *Yes, acknowledged and agreed.*

5.1.10 Company background/history and why vendor is qualified to provide the services described in this RFP. Limit response to no more than five (5) pages.

IntelliTime Response: *IntelliTime Systems Corporation is a California corporation specializing in workforce automation for the Public Sector. Since 1994 we have worked exclusively with clients in the Public Sector, providing industry-leading 24x7 advanced shift scheduling, timekeeping, time clocks, and more to State, County, City and Municipal organizations throughout the United States and Canada. Over our 23 years of experience serving the complex needs of government organizations, we have designed our solutions for maximum configurability, security and ease of use. We have seen a marked increase in interest in workforce management systems as governments move away from manual timekeeping and scheduling, and we are committed to developing powerful, flexible solutions to serve the unique needs of our clients.*

Our products are backed with a proven implementation methodology which includes thorough training, provided by IntelliTime trainers on-site at client facilities, as well as highly proactive and responsive 24x7x365 support provided by experienced in-house IntelliTime staff. Our industry-leading support team will be available to the NDOC throughout the implementation and beyond to help keep the system current with their needs and practices.

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We are also proposing to train a dedicated NDOC administrator to manage and configure the system.

It is our mission to be recognized throughout North America as the highest value provider of Public Sector workforce automation solutions, and a respected source of industry-wide best practices for strategy execution in government. We are well on the way to achieving this goal, one successful project at a time.

Company History

In 1994 we were approached by the City of Los Angeles at a trade show. We were marketing a data collection technology that used scanning to read hand printed numbers from paper forms. Our clients included J.D. Power & Associates who used our system to scan 25,000 survey pages each day for their popular market research studies. Other clients include banks and insurance companies who received credit card applications or claim forms and needed the data entered efficiently into their computer systems.

The City of Los Angeles had a new Mayor who cut the City budget 10%. Their ITA division closed a "free" data entry department with 100 data entry workers, who did free data entry for City departments for documents such as timecards. We won a bid for our scanning technology and created the first version of IntelliTime that linked the City mainframe HR, Payroll and Cost Accounting applications to our scanning software. The first install was for the Bureau of Street Services and their 1,200 employees that produced 5,000 timecards and work reports every two weeks. BOSS estimated that they would need to hire 10 data entry operators to key this data by hand. Our solution allowed 3 clerks to perform the same amount of work. We won the Mayor's Citywide Productivity Award in 1995 for this install because it was mobile, easy for the employee to use and paid for itself in less than one year.

Based on this success, other City departments purchased solutions on this contract including:

Department of Airports (LAX, Van Nuys, Ontario) 3,400 ee
Department of Sanitation 3,000 ee
Bureau of Street Services 1,300 ee
Information Technology Agency 600 ee
Housing department 800 ee

Subsequent to our scanning success at the City of LA we sold over thirty additional municipalities including the City of Fullerton, and the County of

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Orange, CA. In 1998 we began development of our first Web based solution and release "VTI" for our Virtual Timecard Interface. This was piloted at the County of Orange California who now has 16,000 users across 27 agencies live on the product on a single Microsoft Windows 2003, SQL Server 2005 server cluster.

IntelliTime Systems Corporation is 100% employee owned and all stockholders are actively involved in the day to day operations of the company. We are willing to participate in on site demonstrations and have proposed on site visits during the implementation and on-site training.

A partial list of our Public Sector clients includes:

- *City of Irvine, CA*
- *City of Orange, CA*
- *City of Fullerton, CA*
- *Dublin San Ramon Services District, CA*
- *City of Chandler, AZ*
- *State of Montana Dept. of Corrections*
- *City of Topeka, KS*
- *County of Ramsey, MN*
- *City of Monterey, CA*
- *State of Missouri Dept. of Conservation*
- *County of Nevada, CA*
- *County of Carroll, MD*
- *State of California Superior Court*
- *City of Pasadena, CA*
- *City of Yakima, WA*
- *City of St. Clair Shores, MI*
- *County of Solano, CA*
- *City of Olathe, KS*
- *County of Marathon, WI*
- *City of Wausau, WI*
- *County of Shelby, TN*
- *City of Hagerstown, MD*
- *County of Lake, IL*
- *State of New Hampshire*

5.1.11 Provide a brief description of the length of time vendor has been providing services described in this RFP to the public and/or private sector.

IntelliTime Response: *We have provided Public Sector timekeeping and advanced scheduling solutions for over 23 years. 100% of our clients are State, County, City and Municipal organizations.*

5.1.12 Financial information and documentation to be included in accordance with Section 11.5, Part III – Confidential Financial Information.

5.1.12.1 Dun and Bradstreet Number

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5.1.12.2 Federal Tax Identification Number

5.1.12.3 The last two (2) years and current year interim:

A. Profit and Loss Statement
B. Balance Statement

IntelliTime Response: *We typically do not share financial information prior to entering into a contract. We have included a Dun & Bradstreet report as proof of our long-term stability. We would be happy to provide a current DUNS Report and SER Rating if requested, and annual financial statements if selected as a finalist.*

DUNS Number: 88-433-8526
Federal Tax Identification Number: 33-0766329

5.2 SUBCONTRACTOR INFORMATION

Subcontractors are defined as a third party, not directly employed by the contractor, who shall provide services identified in this RFP. This does not include third parties who provide support or incidental services to the contractor.

5.2.1 Does this proposal include the use of subcontractors?

Yes		No	X

5.3 BUSINESS REFERENCES

5.3.1 Vendors shall provide a minimum of three (3) business references from similar projects performed for private and/or public sector clients within the last five (5) years.

5.3.2 Business references shall show a proven ability of:

5.3.2.1 Developing, designing, implementing and/or transferring a large scale application with public and/or private sectors;

5.3.2.2 Developing and executing a comprehensive application test plan;

5.3.2.3 Developing and implementing a comprehensive training plan;

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5.3.2.4 Experience with comprehensive project management;

5.3.2.5 Experience with cultural change management;

5.3.2.6 Experience with managing subcontractors; and

5.3.2.7 Development and execution of a comprehensive project management plan.

IntelliTime Response: *Yes, acknowledged and agreed.*

5.3.3 Vendors shall submit Attachment E, Reference Questionnaire to their business references.

IntelliTime Response: *Yes, acknowledged and agreed. We have submitted the Attachment E Questionnaire to 3 of our business references to satisfy requirements 5.3.1 and 5.3.2.*

5.3.4 It is the vendor's responsibility to ensure that completed forms are received by the Purchasing Division on or before the deadline as specified in Section 9, RFP Timeline for inclusion in the evaluation process. Reference Questionnaires not received, or not complete, may adversely affect the vendor's score in the evaluation process.

IntelliTime Response: *Yes, acknowledged and agreed.*

5.3.5 The State reserves the right to contact and verify any and all references listed regarding the quality and degree of satisfaction for such performance.

IntelliTime Response: *Yes, acknowledged and agreed.*

5.4 VENDOR STAFF SKILLS AND EXPERIENCE REQUIRED

The vendor shall provide qualified personnel to perform the work necessary to accomplish the tasks defined in Section 4, Scope of Work. The State shall approve all awarded vendor resources. The State reserves the right to require the removal of any member of the awarded vendor's staff from the project.

5.4.1 Project Manager Qualifications

The Project Manager assigned by the awarded vendor to the engagement shall have:

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5.4.1.1 A minimum of four (4) years of project management experience, within the last ten (10) years, in government or the private sector;

5.4.1.2 A minimum of three (3) years of experience, within the last ten (10) years, managing systems architecture and development projects;

5.4.1.3 A minimum of two (2) years of experience with systems analysis and design;

5.4.1.4 A minimum of two (2) years of experience with systems development and implementation;

5.4.1.5 Completed at least one (1) project within the past three (3) years that involved designing business processes and procedures and developing new systems to support the new business processes; and

5.4.1.6 Completed at least one (1) project within the past three (3) years that involved communication and coordination of activities with external stakeholders.

IntelliTime Response: *Yes, acknowledged and agreed. Please see the Project Manager resume attached with this response.*

5.4.2 Technical Lead Qualifications

The technical lead assigned by the awarded vendor shall have:

5.4.2.1 A minimum of four (4) years of experience in systems development, design and programming of automated systems;

5.4.2.2 A minimum of four (4) years of experience developing systems using a relational database;

5.4.2.3 A minimum of two (2) years of experience developing Internet applications;

5.4.2.4 A minimum of two (2) years of experience managing systems architecture and systems development projects; and

5.4.2.5 Completed at least (1) project within the past three (3) years that involved conducting a pilot implementation and determining the readiness of the system production.

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IntelliTime Response: *Yes, acknowledged and agreed. Please see the Technical Lead resume attached with this response.*

5.4.3 Implementation Lead Qualifications

The implementation lead assigned by the awarded vendor shall have:

5.4.3.1 A minimum of three (3) years of experience managing the implementation of new business processes and procedures and new automated systems to support the new business processes;

5.4.3.2 A minimum of two (2) years of experience managing the implementation of Internet applications;

5.4.3.3 Completed at least one (1) project within the past three (3) years that involved the procurement, receipt and make ready of computer equipment and software; and

5.4.3.4 Completed at least one (1) project within the past three (3) years that involved a phased implementation where systems activities were coordinated between the old and new system environments.

IntelliTime Response: *Yes, acknowledged and agreed. Please see the Implementation Lead resume attached with this response.*

5.5 VENDOR STAFF RESUMES

A resume shall be completed for each proposed individual on the State format provided in Attachment H, Proposed Staff Resume, including identification of key personnel per Section 12.3.18, Key Personnel.

IntelliTime Response: *Yes, acknowledged and agreed. Please see the staff resumes attached with this response.*

5.6 PRELIMINARY PROJECT PLAN

5.6.1 Vendors shall submit a preliminary project plan as part of the proposal, including, but not limited to:

5.6.1.1 Gantt charts that show all proposed project activities;
5.6.1.2 Planning methodologies;
5.6.1.3 Milestones;
5.6.1.4 Task conflicts and/or interdependencies;

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5.6.1.5 Estimated time frame for each task identified in Section 4, Scope of Work; and
5.6.1.6 Overall estimated time frame from project start to completion for both vendor and State activities, including strategies to avoid schedule slippage.

IntelliTime Response: *Yes, please see the detailed sample Statement of Work and Project Milestone and Key Deliverables overview, as well as the sample Project Schedule attached in Section IX.*

5.6.2 Vendors shall provide a written plan addressing the roles and responsibilities and method of communication between the contractor and any subcontractor(s).

IntelliTime Response: *We have proposed no subcontractors for this project.*

5.6.3 The preliminary project plan shall be incorporated into the contract.

IntelliTime Response: *Yes, acknowledged and agreed.*

5.6.4 The first project deliverable is the finalized detailed project plan that shall include fixed deliverable due dates for all subsequent project tasks as defined in Section 4, Scope of Work. The contract shall be amended to include the State approved detailed project plan.

IntelliTime Response: *Yes, acknowledged and agreed.*

5.6.5 Vendors shall identify all potential risks associated with the project, their proposed plan to mitigate the potential risks and include recommended strategies for managing those risks.

IntelliTime Response: *Yes, we develop a Risk Management plan at the beginning of the project as a component of our standard implementation methodology.*

A critical task for the project managers from both the client and vendor is minimizing risk in the project. The most common risks to the fixed price budget are easily managed if understood early in the project and avoided.

Failure to Respond in a Timely Manner to Discovery *– Are your rules well understood and/or documented? Discovery and Configuration are budgeted to be completed over a 60-calendar day period.*

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Unavailability of Key Staff *- Are key subject matter experts available to communicate and/or meet with us during the discovery phase? Key people joining the discussion late can require significant rework of completed configuration and testing. The client is the expert on the client and we cannot do our work without their input.*

Unexpected Policy and Procedure Reengineering Projects *– Extensive reengineering of policies and procedures is to be avoided because it often entails weeks of internal debate. Our task is to document, configure and automate the current policies and rules and any new policies that are well understood and defined early in the project.*

Failure to Involve Knowledgeable Line Staffs *– When automating a manual timekeeping process, often Senior Staffs do not see or understand what is being done in the departments to create a correct payroll. Often these key department timekeepers are not consulted on involved in the project due to their junior status. Often key timekeeping procedures are overlooked or misunderstood if the people actually doing the work by hand today are not involved early in the discovery.*

Lack of Accountability *– Often client internal staffs on the core team are given internal deliverables to review but not asked to sign off that they read and approve of the document. Later when the document is found to be incomplete or inaccurate it is learned that few if any people actually read the document. Since no one signed it no one is to blame but the project schedule takes a serious hit to the budget to rework the issues.*

5.6.6 Vendors shall provide information on the staff that shall be located onsite in Carson City. If staff shall be located at remote locations, vendors shall include specific information on plans to accommodate the exchange of information and transfer of technical and procedural knowledge. The State encourages alternate methods of communication other than in person meetings, such as transmission of documents via email and teleconferencing, as appropriate.

IntelliTime Response: *The majority of communications during implementation will occur over telephone, email and web meeting. We have proposed on-site project kick-off meetings and training classes, conducted by the in-house IntelliTime project management and training staff. Please see the staff resumes are included in this response section.*

With regard to knowledge transfer, a best practice is for the NDOC to appoint an Administrator at the start of the project so they can participate fully in the discovery and configuration phases. In a project like this, it is clear that each

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employee group's needs are unique and the IntelliTime application can be configured to meet the diverse needs of each organization.

Common resources like payroll interfaces, pay period calendars, holiday tables and NDOC pay codes are configured one time and shared by each department. An Administrator should be in a position that allows them to visit and meet with each using agency periodically to provide coaching and to share best practices across agencies. Each division will likely have lead users and payroll staff that are experts at their part of the scheduling and timekeeping functions.

The Systems Configuration and Test Plan, developed after the initial discovery phase, contains detailed descriptions of each area of the application and acts as an important knowledge transfer document for the initial and subsequent system lead operators.

A large amount of documentation is produced for the client and project management staff during the initial discovery consulting phase of the implementation, including a detailed project plan, project schedule, budget plan, communications plan, change management plan, risk management plan, test documentation, and the System Configuration and Test Plan containing each timekeeping, scheduling and interface use case.

We are also proposing to provide over 1,000 pages of searchable PDF system documentation, with regular updates distributed as they become available. Extensive training documentation, including six instructional videos on common user tasks, is also a key deliverable for this project, and serves to reinforce the proposed on-site user training provided by IntelliTime.

During the training phase, we provide System Admin, Scheduler Admin, Payroll Clerk, Supervisor and User Manuals, which are reviewed during the on-site training. There is also an IVR manual and a time clock presentation for clients who purchase these components. There are also three baseline checklist/Cheat Sheets for new employee hires, terminating staff and yearly system maintenance. Additional cheat sheets can be made upon request to help with tasks unique to the City or tasks that occur enough to be needed but not enough to be rote, i.e. a special rule that needs extra steps on a time card, or manually entering a swap on the Dynamic Schedule.

All of this documentation is provided for the cost proposed.

5.7 PROJECT MANAGEMENT

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Vendors shall describe the project management methodology and processes utilized for:

5.7.1 Project integration to ensure that the various elements of the project are properly coordinated;

IntelliTime Response: *Yes, IntelliTime Systems Corporation follows project management best practices established by the Project Management Institute (PMI) and will utilize an experienced PMP-certified project manager during the implementation of the proposed system.*

At a high level, IntelliTime Project Management "steer" the project in cooperation with the NDOC project staff, including providing project guidance materials and questionnaires, conducting weekly status reports and remote meetings with NDOC project staff, and providing onsite project management during the Kick-off week and at other key points during the project implementation. On the IntelliTime side, our staff are managed by our executive team to meet project deadlines, maintain schedules, and achieve milestones that are based on measurable tasks. All project statuses are reviewed weekly at our Executive Management meeting with key management staffs from Support, Project Management and Engineering.

We have attached a Statement of Work in Section IX which describes in detail our proven, successful implementation methodology. We will work collaboratively with the NDOC to schedule and deploy the project to work around your requirements. Prior to the onsite project kick-off week, we provide the NDOC Project Team staff with discovery documents they will use to begin gathering the information we need concerning NDOC scheduling rules, policies, procedures, employee schedules, jobs, etc. The goal is to gather as much of the discovery information as possible prior to the onsite kick-off meeting, so that the meeting can be as productive as possible. Documents include questionnaires on current practices, pay code and schedule pattern matrices, and an overview of all required information with explanations for its use in IntelliTime.

Throughout the implementation process we conduct phone calls, weekly status reports, and remote meetings to go over the project requirements and scope, and answer questions as they come up.

The advantage of this responsive, thorough, and client-specific implementation methodology is that it has been tested extensively, and proven through our implementation track record. IntelliTime has never failed

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to successfully complete a client project or bring the system to "go-live" at any of our clients, all of which are Public Sector organizations.

A successful project also has a strong project management office on the customer side; including support from Executive Senior staffs. Subject Matter Experts from a variety of operational areas will need to be made available to meet with our staffs during discovery sessions. They may need time to collect and document processes that are more "understood" than written. If their management do not allow them time to participate in this project, discovery cannot be complete and the Executive Project Manager will be called on to address the situation.

5.7.2 Project scope to ensure that the project includes all the work required and only the work required to complete the project successfully;

IntelliTime Response: *Yes, the IntelliTime application is very configurable and scope management is tied to the system documentation for the modules licensed by the NDOC. IntelliTime manages scope changes with written change orders that document any new programming of changes to the COTS solution to better fit the NDOC's requirements such as custom reports.*

As much as practicable, IntelliTime builds new features as baselined features with the default behavior being that the feature is turned off. Then is can be released to the customer base as a standard feature and clients that desire the new behavior receive it as part of their upgrade.

The IntelliTime client base is 100% State, County, City, and Municipal organizations. We recognize that a project budget should be adequate to deliver the products and services required to meet the NDOC's goals. We do not low ball a quote and then add many change orders. That being said, some requirements might not be fully documented by the NDOC and they may be designed in concert with IntelliTime during the project. We should agree on what areas would fit this description and include a budget for these requirements in the original agreement.

5.7.3 Time management to ensure timely completion of the project. Include defining activities, estimating activity duration, developing and controlling the project schedule;

IntelliTime Response: *Yes, we track time spent on the project daily using MS Project 2016, which tracks the schedule as well as the resource calendar. We also track Earned Value Measurement, which gives us the Cost*

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Performance Index (CPI) and Schedule Performance Index (SPI) which helps us track the cost of the project with respect to scope, cost and time.

We provide weekly project reports that include budget summaries and status reports, as well as deliverables and mitigation plans to complete the deliverable.

5.7.4 Management of contractor and/or subcontractor issues and resolution process;

IntelliTime Response: *Yes, we track all issues and log all decisions regarding escalation and resolution in our Project Tracking Spreadsheet.*

5.7.5 Responding to and covering requested changes in the project time frames;

IntelliTime Response: *Change Management is a critical part of any Workforce Automation, Scheduling and Timekeeping project. There are few, if any IT projects that affect as many of your employees as an IntelliTime implementation. In most organizations, IntelliTime is more widely used than even e-mail. Our Change Management consulting services are integrated with the discovery consulting we provide as a part of every project.*

A simple way to think of Change Management is that employees in your organization are doing their timekeeping and scheduling today using some tool, even if it is paper-based. In many cases, the comfort level they have with the existing process makes it difficult for them to embrace change, even considering the time savings that come with the new IntelliTime system. Our consultants perform a comprehensive analysis of the current key processes in order to document a clear "As-Is" case for a variety of users in your organization. This discovery provides several powerful benefits: First, it engages staff that may be critical to the success of adopting the new technology in their workgroup. This interaction provides them with a sense of ease in that they, as a key part of the legacy processes, were consulted on their needs and the needs of their department. Next, during this process, they can provide input on what would work best for their users: time clocks, mobile applications, web timecards, telephone timekeeping, or having the schedule update the timecards automatically. Few people ever feel left out when they are engaged and their opinions are considered. They can potentially provide a wealth of knowledge that cannot be found in the payroll policies or labor agreements.

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As the system is implemented and rolled out, these key users can become invested in the success of the new system rather than fearing the impending change, and they can even provide coaching to other users in their area. So when considering Change Management, it is important to realize that it is practically impossible to over-communicate to the rank and file, and actively engaging these employees can pay dividends during the implementation process. You will be interacting with these users at some point during the system roll-out, and by communicating with key staff early and often, you gain insight into key functional areas of your organization that you would not otherwise have. This will provide a foundation from which you can create a configuration and implementation plan, along with training that is tailored to their needs. This promotes user ownership of any new system, and significantly increases your chances of user acceptance and long-term success with this important new project.

5.7.6 Responding to State generated issues;

IntelliTime Response: *We track all issues and log all decisions regarding escalation and resolution in our Project Tracking Spreadsheet. We examine the list on a weekly basis and update the action plan accordingly. When an issue is raised, it is assigned to the appropriate resource, and their response to the issue is tracked on the Project Tracking Spreadsheet.*

5.7.7 Cost management to ensure that the project is completed within the approved budget. Include resource planning, cost estimating, cost budgeting and cost control;

IntelliTime Response: *The Project Manager will be responsible for managing and reporting on the project's cost throughout the duration of the project. During the monthly project status meeting, the Project Manager will meet with management to present and review the project's cost performance for the preceding month. Performance will be measured using earned value. The Project Manager is responsible for accounting for cost deviations and presenting the Project Sponsor with options for getting the project back on budget. The Project Sponsor has the authority to make changes to the project to bring it back within budget.*

5.7.8 Resource management to ensure the most effective use of people involved in the project including subcontractors;

IntelliTime Response: *Based on the requirement traceability matrix, we develop the resource breakdown structure that helps us to identify or map requirements to the resource. Once that has been done, the project consists*

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of a matrix structure with support from various internal groups. All work will be performed internally.

The Project Manager will negotiate with all necessary functional managers in order to identify and assign resources for the project. All resources must be approved by the appropriate functional manager before the resource may begin any project work. The project team may not be co-located for this project and all resources will remain in their current workspace.

5.7.9 Communications management to ensure effective information generation, documentation, storage, transmission and disposal of project information; and

IntelliTime Response: *On a project as complex as a City-wide time and attendance system implementation, it is virtually impossible to over-communicate. A strong communications plan is crucial, and we deliver a Communications Management Plan at the beginning of the project to set the communications framework for the implementation.*

The Communications Management Plan serves as a guide for communications throughout the life of the project, and will be updated as communication needs change. This plan identifies and defines the roles of persons involved in this project. It also includes a communications matrix which maps the communication requirements of this project. An in-depth guide for conducting meetings details both the communications rules and how the meetings will be conducted, ensuring successful meetings. A project team directory is included to provide contact information for all stakeholders directly involved in the project.

Within the last two years IntelliTime has established hosted SharePoint sites for each project and we provide access to customer project staffs as required. This avoids issues with version control over email and provides a common repository of project documentation for everyone.

Large, complex projects are delivered through a combination of "People, Processes and Technology" and the IntelliTime project methodology is focused on each area to manage a project to its successful conclusion. Workforce Automation is a Team Sport and there is no way to have a successful project without a collaborative team approach from a variety of subject matter experts on both sides.

5.7.10 Risk management to ensure that risks are identified, planned for, analyzed, communicated and acted upon effectively.

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IntelliTime Response: *The approach we take to manage risks includes a methodical process by which the project team identifies, scores, and ranks the various risks. Our project plan delivered at the beginning of the implementation will detail our approach to risk identification, qualification, prioritization, monitoring and mitigation/avoidance. The most likely and highest impact risks are added to the project schedule to ensure that the assigned risk managers take the necessary steps to implement the mitigation response at the appropriate time during the schedule.*

Risk managers will provide status updates on their assigned risks in the bi-weekly project team meetings, but only when the meetings include their risk's planned timeframe. Upon the completion of the project, during the closing process, the project manager will analyze each risk as well as the risk management process. Based on this analysis, the project manager will identify any improvements that can be made to the risk management process for future projects. These improvements will be captured as part of the lessons learned knowledge base.

The sample project plan attached in Section IX our response has a very detailed Work Breakdown Structure and one of the first deliverables in the project will be a detailed project plan that ties every deliverable and payment to specific milestones.

5.8 QUALITY ASSURANCE

Vendors shall describe the quality assurance methodology and processes utilized to ensure that the project shall satisfy State requirements as outlined in Section 4, Scope of Work of this RFP.

IntelliTime Response: *IntelliTime Systems Corporation is proud of our professional and detailed quality assurance services. The System Configuration and Test Plan, developed during the initial stages of the project, is a custom document created for each implementation where we validate the configuration delivered for NDOC and that the system provides the expected behavior.*

Training classes use surveys to assess the level of satisfaction with the class and then we evaluate the support questions that occur to assess the level of product questions coming from the customer's core team to evaluate their understanding of the product features they are working with.

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5.9 METRICS MANAGEMENT

Vendors shall describe the metrics management methodology and processes utilized to satisfy State requirements as outlined in Section 4, Scope of Work of this RFP. The methodology shall include the metrics captured and how they are tracked and measured.

IntelliTime Response: *For us, the Key Performance Indicators (KPIs) are Scope, Time and Budget. We track these KPIs based on the Earned Value Matrix. We calculate CPI and SPI based on a weekly basis that gives us an indication of the status of the project. We consider anything below 0.8 for CPI and SPI as "red" and we work on the mitigation plan if the status is in the "red" zone.*

5.10 DESIGN AND DEVELOPMENT PROCESSES

Vendors shall describe the methodology, processes and tools utilized for:

5.10.1 Analyzing potential solutions, including identifying alternatives for evaluation in addition to those suggested by the State;

5.10.2 Developing a detailed operational concept of the interaction of the system, the user and the environment that satisfies the operational need;

5.10.3 Identifying the key design issues that shall be resolved to support successful development of the system; and

5.10.4 Integrating the disciplines that are essential to system functional requirements definition.

IntelliTime Response: *Each project starts with a Discovery Consulting Phase assignment to identify all of the possible "Use Cases" for scheduling at NDOC. This well-organized effort is successful on each project because of the thoroughness of the review.*

The Discovery Consulting Phase as included in our sample Statement of Work is budgeted at 60 days elapsed time, but we will work with NDOC to determine the optimal timeline for this project. Information that comes to light after this period and the subsequent effort to reconfigure the system would not be covered under the proposed project budget.

For further details on our discovery and design process, please see the Statement of Work attached in Section IX of this response.

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5.11 CONFIGURATION MANAGEMENT

Vendors shall describe the methodology, processes and tools utilized for:

5.11.1 Control of changes to requirements, design and code;

5.11.2 Control of interface changes;

5.11.3 Traceability of requirements, design and code;

5.11.4 Tools to help control versions and builds;

5.11.5 Parameters established for regression testing;

5.11.6 Baselines established for tools, change log and modules;

5.11.7 Documentation of the change request process including check in/out, review and regular testing;

5.11.8 Documentation of the change control board and change proposal process; and

5.11.9 Change log that tracks open/closed change requests.

IntelliTime Response: *Upon approval of the initial deliverables defining the scope of the engagement, IntelliTime transitions to Phase 2 of our implementation process. During Phase 2, Configuration and Testing, IntelliTime Systems Corporation will configure the software in accordance with the required specifications as defined by the System Configuration and Test Plan Table of Contents, developed during the first phase of the project.*

The System Configuration and Test Plan describes how IntelliTime will respond to all of the use cases, what settings are used to produce these responses, and examples that illustrate the desired behaviors. For example, the Test Plan might a) describe what IntelliTime will automatically post on a timecard on a holiday, b) include screen captures of the settings used to produce this automatic post, and c) include a combination text/screen capture demonstration of IntelliTime auto-posting to one of your own employee's timecards on our test site. This document will be reviewed with the NDOC's Project Team to ensure that everything from leave policy to workflow is configured correctly.

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Based on the rules documented in the System Configuration and Test Plan, the system will be configured for the required scheduling scenarios for the appropriate bargaining units, employee overtime statuses and positions for example. As chapters of this document are completed they are forwarded to the client's Project Manager for review and approval until the entire plan is completed.

The configured system will be installed on the file server at NDOC in test mode. In the detailed Project Work Plan a Pilot Test group will be identified that is representative of some of the more complex scenarios in the System Configuration and Test Plan. Pilot Test groups should consist of special or more complex scheduling requirements.

For further details on our configuration process, please see the Statement of Work attached in Section IX of this response.

5.12 PEER REVIEW MANAGEMENT

Vendors shall describe the methodology, processes and tools utilized for:

5.12.1 Peer reviews conducted for design, code and test cases;

5.12.2 Number of types of people normally involved in peer reviews;

5.12.3 Types of procedures and checklists utilized;

5.12.4 Types of statistics compiled on the type, severity and location of errors; and

5.12.5 How errors are tracked to closure.

IntelliTime Response: *The proposed solution includes a detailed System Configuration and Test that is organized in Chapters as described in the Implementation Plan and Statement of Work. The Test plan is provided to the client in chapters as they are completed. The pay period used for all scheduling and timekeeping use cases will contain a Holiday due to the typical exceptions that surround holidays.*

A milestone in the project is the onsite training and a run through of the System Configuration and Test Plan with the State's core team on the same server configuration that will be a candidate for production. The State's Schedulers, Payroll Clerks and the system administrator then receive user, supervisor, payroll clerk and scheduler training.

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User Acceptance training can then commence. Often this can use live transactions from a past period to test the system. Using real events e.g. Bob called in Sick using the online Leave Request and since he was a mandatory staff member, the IVR server called the sign-up list and hired Carol as a replacement and she requested Comp Time for the pay of this extra shift. This might be a test case. Reports can be run using the Test Plan pay period.

Once the user acceptance testing is completed as part of the Pilot test a parallel test is next. Typically 50-75 users are selected and receive user and supervisor and scheduler training appropriate to their role. They then use the new IntelliTime solution e.g. sign up for extra duty, request leave, etc. and then also perform these tasks using the current method for production.

The parallel test group can then go live. The next group of users is trained. Ideally users receive training immediately before they conduct their parallel test or go live.

IntelliTime includes detailed management tools including web server logs that are written to the database, and server latency is managed in real time, complete with graphical reporting.

5.13 PROJECT SOFTWARE TOOLS

5.13.1 Vendors shall describe any software tools and equipment resources to be utilized during the course of the project including minimum hardware requirements and compatibility with existing computing resources as described in Section 2.4, Current Computing Environment.

IntelliTime Response: *The customer environment should have the following:*

- *Microsoft SQL Server Standard Edition – 2008 or higher (2016\2017 Preferred)*
- *Microsoft SQL Management Studio (to match or exceed SQL Version – 17.4 Preferred)*
- *Microsoft Windows Server Standard Edition – 2008 R2 or higher (2016 Preferred)*

The customer can deploy on hardware or in a virtual environment like VMWare ESXi, Microsoft Hyper-V, Citrix XenServer.

The IntelliTime system is entirely browser-based, so functionality is independent of a computer's OS-type. We support Internet Explorer 11 and

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Edge, as well as current versions of Firefox, Safari and Chrome. We also support Apple smartphones running iOs 6.x and higher with Safari, and Android smartphones running Android OS 4.x and higher with Chrome.

In terms of minimum workstation recommendations, a Windows XP or Windows 7 workstation with 2 GB of RAM, a 17" display, 100 Mbps NIC and Internet Explorer 8 or 9 is adequate for a regular IntelliTime user. For a power user who frequently works with the schedule a Windows 7 PC with 4 GB of RAM and 19-20" display and IE 9 is best.

5.13.2 Costs and training associated with the project software tools identified shall be included in Attachment I, Project Costs.

IntelliTime Response: *Yes, acknowledged and agreed.*

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SECTION VIII

PROPOSED STAFF RESUMES

PROPOSED STAFF RESUME FOR RFP 3516

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	***IntelliTime Systems Corporation***

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	***X***	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.			
Name:	***Dennis Peters***	**Key Personnel: (Yes/No)**	***Yes***
Classification; i.e., Project Manager, Implementation Lead, etc.	***Executive Project Manager***		
# of Years in Classification:	***23***	**# of Years with Firm:**	***23***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

- 1993 to 2018 | IntelliTime Systems Corporation – President & CEO, Timekeeping Subject Matter Expert, Project Manager
- 1985 to 1993 | NBI, Inc. - Western Regional Sales Manager
- 1982 to 1985 | Nixdorf Computers A.G. - National Account Manager

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the project/position and software/hardware used during the project engagement.

Expert level knowledge of Time and Attendance, Government Cost Accounting, Web Application Architecture, Data Base architecture and design. Participate in all aspects of managing customer service excellence. Review customer service level performance, standards and practices and ensure client satisfaction. Provide customer feedback and design input to R&D for new product features and enhancements. Coordinate with clients on "best practices" for implementation of Enterprise Class Time and Attendance Solutions. Coordinate with marketing and sales.

From 1993 to 2017, directed the implementation of IntelliTime at over 65 Public Sector organizations as Executive Project Manager. A partial list includes:

- *City of Irvine, CA*
- *City of Orange, CA*
- *City of Fullerton, CA*
- *Dublin San Ramon Services District, CA*
- *City of Chandler, AZ*
- *State of Montana Dept. of Corrections*
- *City of Topeka, KS*
- *County of Ramsey, MN*
- *State of California Superior Court*
- *City of Pasadena, CA*
- *City of Yakima, WA*
- *City of St. Clair Shores, MI*
- *County of Solano, CA*
- *City of Olathe, KS*
- *County of Marathon, WI*
- *City of Wausau, WI*

- *City of Monterey, CA*
- *State of Missouri Dept. of Conservation*
- *County of Nevada, CA*
- *County of Carroll, MD*
- *County of Shelby, TN*
- *City of Hagerstown, MD*
- *County of Lake, IL*
- *State of New Hampshire*

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

B.S. Chemical Engineering 1982
Drexel University, Philadelphia, PA

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

N/A

HARDWARE/SOFTWARE SUMMARY (BE SPECIFIC)

Information required should include: environments, hardware, software, tools and databases.

MS Project, MS Office

REFERENCES

A minimum of three (3) references are required, including name, phone number, fax number and email address.

State of Montana Department of Corrections
Mike Raczkowski, IT Communications Infrastructure Manager
Phone: (406) 444-9660
mraczkowski@mt.gov

City of St. Paul, MN
Krista Stafford, HRIS Analyst
Phone: (651)266-6508
Fax: (651)266-6495
krista.stafford@ci.stpaul.mn.us

County of Shelby, TN
Eddie Gentry, Deputy Administrator, Information Technology Services
Phone: (901) 222-2618
Eddie.Gentry@shelbycountytn.gov

PROPOSED STAFF RESUME FOR RFP 3516

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	***IntelliTime Systems Corporation***

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	***X***	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.			
Name:	***Anirban Ghosh***	**Key Personnel: (Yes/No)**	***Yes***
Classification; i.e., Project Manager, Implementation Lead, etc.	***Implementation Lead***		
# of Years in Classification:	***0.5***	**# of Years with Firm:**	***0.5***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

MBA/MSIS graduate and certified Project Management Professional with a background in solution-based IT consulting with six years of experience in project management, strategic planning and analytics. Highly experienced in presenting actionable solutions to client and end-users. Vast exposure to software analysis and design, application development, support management and consulting spanning banking and financial services, retail, and supply chain industries. Possess extensive exposure to IT project lifecycle management activities, software development life cycle (SDLC) and Agile methodology.

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the project/position and software/hardware used during the project engagement.

IntelliTime Systems Corporation – Santa Ana, California/United States
Senior Project Manager
2017 - Present
Responsible for managing configuration and implementation of IntelliTime's Timecard software at customer location

- Led full life cycle client implementation including discovery, analysis, writing interface specifications, configuration plans, test plan outlines and project plans following project management methodology
- Created project plan and roadmap for the implementation of the Timecard and scheduling software for New Hampshire
- Produce status reports for senior management and engagement managers

McLane Company - Temple, Texas/United States
Project Manager Intern
Summer, 2016
Responsible for developing and managing a fully functional Competitive Intelligence portal for sales department

- Managed a team of two interns in planning and execution of Competitive Intelligence project to develop a portal to assist sales representative to gain competitive advantage and adding $650,000 additional revenue each year
- Developed statistical model that could predict seasonal price changes so as to optimize inventory buildup. The model is expected to add $300,000 profit each year.

Lexmark International - Kolkata, India

Agile Development Manager
2014 – 2015
Manage all project phases, including initiation, planning, execution, monitoring, control and closure to meet business need

- Managed cross-functional team for a 1.5M project in Agile setting to add features to the in-house imaging software and delivered it with 10% and 12% (in terms of EVA) cost and time saving respectively
- Create project plans, including deliverables, activities, timeliness and budgets to on-board new customer requirements
- Provided project status reports on budget and schedule, and quarterly updates to higher management

Tata Consultancy Services - **Southampton, UK/Kolkata, India**
Project Manager/IT Analyst/Software Developer
2009 – 2014
Led and managed a cross-functional and geographically distributed team to deliver a $5 million project within time and budget

- Reported and communicated project expenditure, resource forecasting, production of project roadmap and plans, to executive management and sponsors and identified, recorded and mitigated project risks and issues to avoid escalation
- Worked directly with clients to gather business requirement and fascinated project charter and scope definition
- Led and coordinated technical team to ensured milestones are successfully met for a critical module of a $6M project

EDUCATION
Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

Baylor University, Hankamer School of Business - Waco, Texas/United States - 2017
Master in Business Administration (MBA), Master of Science in Information Systems (MIS)

West Bengal University of Technology - Kolkata, India - 2009
Bachelor of Technology in Information Technology

CERTIFICATIONS
Information required should include: type of certification and date completed/received.

Project Management Professional (PMP)® (PMP Number: 2009701)

HARDWARE/SOFTWARE SUMMARY (BE SPECIFIC)
Information required should include: environments, hardware, software, tools and databases.

MS Project, Visio, Rally, Hibernate, Tableau, MS Analysis services, MS Office, Java, R, SQL, ETL, SQL Server

REFERENCES
A minimum of three (3) references are required, including name, phone number, fax number and email address.

Orange County Auditor-Controller
Kathlynn Nguyen, PMP, FPC, MCP – Project Manager
714-834-5148
Kathlynn.Nguyen@ac.ocgov.com

Orange County Auditor-Controller
Phillip Daigneau, Director Information Technology
Desk: 714-834-6277
Cell: 714-493-0115
phillip.daigneau@ac.ocgov.com

Washington County Sheriff's Office
Robin Huber, Sr. Management Analyst
(503) 846-2528
robin_huber@co.washington.or.us

PROPOSED STAFF RESUME FOR RFP 3516

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	***IntelliTime Systems Corporation***

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	***X***	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.			
Name:	***Edgar Valenzuela***	**Key Personnel: (Yes/No)**	***Yes***
Classification; i.e., Project Manager, Implementation Lead, etc.	***Technical Lead***		
# of Years in Classification:	***4***	**# of Years with Firm:**	***5***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

- Close to 20 years of experience delivering software products, services, and tools in very diverse companies with millions of end users and a wide scope of technologies.
- Experience in design and implementation of strategies to maximize efficiency of companies with focus on using processes, training, infrastructure, tools, management, test driven design, support driven development, team driven design, organization, and most importantly appreciation.
- Experience in delivering and maintaining large software systems with minimum resources.

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the project/position and software/hardware used during the project engagement.

IntelliTime Systems: Vice President of Engineering (Oct-2014-Present) \ Sr. Programmer (June 2013) \ Contractor (May-2012)

Vice President of Engineering

- Design and implementation of strategies to maximize company efficiency.
- Management of all software development, testing and product life cycle management.
- Provide the vision for the technical direction of the company's products and leadership for the software development team.
- Maintain software development standards.
- Prepare product development designs and roadmaps.
- Communicates company goals and objectives clearly to development and QA teams.
- Maintain the development team's priorities including responsive customer support, delivering development projects on time and within budget and creating innovative and flexible new technology to maintain IntelliTime Systems Corporation's lead in the Workforce Automation Industry.

<u>Virtual Time Interface \ Open311i \ Performance Management \ Support Utilities \ VTI Health Monitor \ Clocks</u>

- Project description: Flexible Workforce Automation solution designed for dynamic public sector organizations who have to wear a lot of hats to serve their citizens AND the supporting infrastructure to provide the best customer experience.
- Contributions: Manage team, collect requirements, architect, design, analyze risk, implement, document, test, and maintain features; provide level 2 customer support.

- Skills used: C#, ASP.Net, Java, JQuery, MVC, HTML5, WebAPI, JavaScript, Multi-threading, SQL Server 2005/2008/2012/2014, Active Directory, Interop (.Net-COM), XML, Windows XP/2003/2007/2008/2012, OnTime, Visual Studio 2010/2015, Eclipse, DebugView, Internal Tools, Microsoft NetMon, Microsoft Fiddler, Web Services, ADO.NET, Oracle Virtual Box, VMWare, Fusion, Rackspace Management.

Waterford Technologies: Sr. Architect / Principal Software Engineer (Report to CTO), Irvine CA, 12/2005 – 6/2013

<u>MailMeter Suite for Exchange/Domino/Imail/SLMail</u>

- Project description: Complex set of windows services, web services, control panel applications, desktop applications, stored procedures, schemas, web sites that communicate with one another through the registry, database, the file system, WCF, SOAP, and other protocols to provide support for the following:
    - E-mail Archiving: What e-mails to keep, for how long, and how to retrieve e-mail quickly
    - E-mail Storage Management: Reduce backup times, eliminate PST/NSF quota nightmares
    - Compliance: Regulatory compliance for e-mail records, e-mail retention policies
    - Legal Research, E-Discovery and Litigation: Reduce costs of legal research
    - Mergers & Due Diligence: Research through e-mail records as part of due diligence
    - Policy Enforcement: Acceptable Usage Policies, Risk Reduction
    - Employee E-mail Productivity: Reduce personal e-mail and bad e-mail habits
    - Human Resources: E-mail Policy Enforcement, Employee monitoring, Offensive content
    - Deployed to thousands of servers and also have SaaS offerings (hosted by partner CSI Outfitters)
- Contributions: Collect requirements, architect, design, analyze risk, implement, document, test, handle the build/release process, create Install Shield installers, and maintain these products; provide level 3 customer support; perform code reviews for all products (Exchange, Imail, SLMail and Domino product lines).
- Skills used: Multi-threading, Performance tuning, Exchange 2000-2010, Outlook 2000-2010, MAPI, Lotus Domino, Lotus Notes, IMail, POP, SMTP, WodPop3, Xceed Compression/Encryption and others, Microsoft Search/Indexing/IFilters, SQL Server 2000/2005/2008, Active Directory, C++, C, COM, Interop (.Net-COM), Visual Basic, XML, C#, ASP.Net, Windows 2000/XP/2003/Vista/2007/2008/2008R2, Visual Studio 6.0-2010, Outlook Spy, MS VSS, DebugView, SOAP, Microsoft NetMon, Microsoft Fiddler, WebEx, Web Services, Install Shield, VMWare, ADODB, ADO.NET, security, WPF.

<u>Enterprise Vault & Exchange Server Mailbox Analysis</u>

- Project description: Multi-threaded Windows Services that can analyze many Exchange Servers and many Enterprise Vaults extracting information about mailboxes, messages, and attachments and storing it in a SQL database; A reporting web application hosted in IIS that provides Active Directory integration for authentication and different roles of access that affect what reports a user can run and what subset of data are available.
- Contributions: Managed the project and team, collected requirements, architected, designed, estimated deliverables, divide up work, set priorities, mentored/guided Sr. Software Engineers, risk analysis, implementation, documentation, testing, build/release process, product maintenance, level 1 customer support, code reviews.
- Skills used: Enterprise Vault (and its database schema), Exchange 2000-2010, Outlook 2000-2010, MAPI, Microsoft Search/Indexing/IFilters, SQL Server 2000/2005/2008, Active Directory, C++, C, COM, Interop (.Net-COM), Visual Basic, XML, C#, ASP.Net, Windows 2000/XP/2003/Vista/2007/2008/2008R2, Visual Studio 6.0-2010, Outlook Spy, MS VSS, DebugView, Microsoft NetMon, Microsoft Fiddler, WebEx, VMWare, ADODB, ADO.NET, security.

File Archiver

- Project description: File archiving, reporting, storage management, recovery system.
- Contributions: Co-architected solution and provided guidance to development team; provide assistance on technical issues as needed; responsible for maintaining shared components between File Archiver and MailMeter
- Skills used: Viso, MTOM, Compression/Encryption and others, Microsoft Search/Indexing/IFilters, SQL Server 2005/2008, Active Directory, C++, COM, Interop (.Net-COM), Visual Basic, XML, C#, ASP.Net, WSE, Windows 2000/XP/2003/Vista/2008/2008R2, Visual Studio 6.0-2008, MS VSS, DebugView, SOAP, Web Services, Microsoft NetMon, Microsoft Fiddler, WebEx

Stand Alone History Capture for Domino

- Project description: Application that can schedule any number of jobs to capture email data from any number of mailboxes for archiving, analysis, reporting, compliance. The process of capturing years of email from thousands of mailboxes can take days, weeks, and even months. It is very important that the process can handle failure and shutdowns and remember what has been completed and what still needs to be done.
- Contributions: Co-architected solution; responsible for code-reuse analysis, implementation of middle tier, code review and testing of full product.
- Skills used: Lotus Domino, Lotus Notes, C++, COM, Visual Basic, XML, SQL Server 2000/2005, Windows 2000/XP/2003/Vista/2007/2008/2008R2, Visual Studio 6.0 - 2005, MS VSS, DebugView, WebEx, ADODB.

MailMeter Outlook Add-in

- Project description: Add-in for Outlook that provides access from within Outlook to search emails that have been captured by the MailMeter product suite. This will work (integrate) with all of our MailMeter flavors (Exchange, IMail, and Domino). Deployed to millions of client machines.
- Contributions: Co-architected parts of the solution; responsible for all new features, maintenance, analyze risk, documentation, testing, and level 3 customer support.
- Skills used: Exchange 2000-2010, Outlook 2000-2010, Lotus Domino, Lotus Notes, IMail, POP, SMTP, Active Directory, MAPI, C++, C, COM, XML, C#, ASP.Net, Web Services, Windows 2000/XP/2003/Vista/2007, Visual Studio 6.0-2005, Outlook Spy, MS VSS, DebugView, SOAP, Microsoft NetMon, Microsoft Fiddler, WebEx , Install Shield, VMWare, WinForms, security.

Nearly 250 different Utilities to aid support/test

- Project description: As needed development of utilities and SQL scripts to aid testing of our products and customer support.
- Contributions: Architect/design/implement/test utilities.
- Skills used: C#, Visual Basic, XML, SQL, SQL Server 2000/2005, ASP.NET, SOAP, Lotus Domino, Lotus Notes, Exchange, MAPI, Outlook2000-2003, MAPI , C++, COM, Windows 2000/XP/2003, Visual Studio 6.0-2010, MS VSS, DebugView, WinForms, SQLite, WPF, WCF.

Xerox \ ContentGuard: Senior Software Engineer / Architect, El Segundo CA, 5/2000 – 12/2005

CRF (Content Reference Forum)

- Project description: End to end system enabling distribution of protected digital content and associated digital rights; supper distribution via content references; enforcement of digital rights and contracts; and content consumption.
- Contributions: Responsible for designing and implementing rights based web services (LicenseGeneration, LicenseQuery, and LicenseAuthorization services). Assisted in the design and review of architecture and contract expressions for CRF system.
- Skills used: .Net framework, C#, Java, Apache AXIS, Tomcat, XML, XSD, XPATH, Xerces, CEL, MPEG REL, XML SPY, SOAP, WSDL, HTTP, DRM, Windows XP, JBuilder, Visual Studio, Star Team, MS VSS, MS Net Mon, VISIO

MPEG REL/XrML/CEL SDKs

- Project description: Toolkits that provide interpretation/authorization, license generation/manipulation/validation, signature/verification, and utility APIs to facilitate the use of digital rights and contract languages.
- Contributions: Responsible for requirements gathering/generation, overall architecture and component analysis/design/delivery estimates, interpretation flow analysis and design, development/documentation of condition validation and utility components, sample applications, test case generation and development of automated unit tests for entire SDK, and creation of schemas for supported language extensions.
- Skills used: .Net framework, C#, Java, C++, Apache AXIS, Tomcat, XML, XSD, XPATH, Xerces, XrML, CEL, MPEG REL, XML SPY, SOAP, WSDL, Rational Rose, VISIO, UML, OMT, HTTP, DRM, Windows 98/2000AS/2000Prof/XP/2003, Linux, DOS, Visual Studio, JBuilder, Star Team, MS VSS, MS Net Mon

MPEG REL/XrML/CEL Languages/ Standards Bodies /The MPEG-21 Book

- Project description: XML based rights/contract expression languages used to specify the rights or obligations that principals have over resources under what conditions.
- Contributions: Supporting role in the creation of MPEG REL/XrML/CEL, and their promotion within standards bodies. Responsible for modeling use-cases generated in standards bodies such as MPEG, OeBF, CRF, and Oasis; and by prospective customers. Responsible for writing conformance and demo software for standards groups. Designed schemas for core languages and extensions. Co-authored Rights Expression Language section of “The MPEG-21 Book” book [Wiley @ 2006].
- Skills used: XML, XSD, XPATH, XrML, DRM, XML Spy, Star Team, Visual Studio, JBuilder, MS VSS, C++ , C#, Windows 2000AS/2000Prof/XP, Linux

MPEG REL Reference Software

- Project description: Software contributions to the MPEG standards body to fulfill reference software requirements for the MPEG-REL standard. Included software to support complete MPEG-REL specification.
- Contributions: Responsible for designing and implementing framework, condition validation, utilities, and automated unit tests. Assisted with other components such as the implementations of the authorization algorithm and pattern matchers.
- Skills used: .Net framework, C#, XML, XSD, XPATH, Xerces, MPEG REL, XML SPY, DRM, Windows XP, Visual Studio, Star Team, MS VSS, VISIO

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

Bachelor of Science in Computer Science, June/2000
California State Polytechnic University, Pomona
Overall G.P.A: 4.0/4.0 (University Valedictorian)

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

Co-invented the following:

- US Patent 7,725,401 Method and apparatus for establishing usage rights for digital content to be created in the future
- US Patent 7,558,759 Systems and methods for creating, manipulating and processing rights and contract expressions using tokenized templates
- US Patent 7,343,324 Method, system, and computer readable medium for automatically publishing content
- US Patent 7,299,171 Method and system for processing grammar-based legality expressions
- Australia Patent 2002211756 B Method and system for automatically publishing content

- Australia Patent 2003240981 B System and method for supplying and managing rights expressions
- Korea Patent 10-0671073 Rights Management System Using Legality Expression Language
- Korea Patent 10-0666259 Method and apparatus for establishing usage rights for digital content to be created in the future
- Korea Patent 10-0683376 System and method for supplying and managing rights expressions
- China Patent ZL 01821724.9 Method and system for automatically publishing content

HARDWARE/SOFTWARE SUMMARY (BE SPECIFIC)

Information required should include: environments, hardware, software, tools and databases.

C#, ASP.Net, Java, JQuery, MVC, HTML5, WebAPI, JavaScript, Multi-threading, SQL Server 2005/2008/2012/2014, Active Directory, Interop (.Net-COM), XML, Windows XP/2003/2007/2008/2012, OnTime, Visual Studio 2010/2015, Eclipse, DebugView, Internal Tools, Microsoft NetMon, Microsoft Fiddler, Web Services, ADO.NET, Oracle Virtual Box, VMWare, Fusion, Rackspace Management.

REFERENCES

A minimum of three (3) references are required, including name, phone number, fax number and email address.

City of St. Paul, MN
Christopher Martinson, TASS Project Manager
(651) 266-6521
chris.martinson@ci.stpaul.mn.us

County of Solano, CA
Randy Rich MPA, Business System Analyst, ITIL Foundation Certified
(707) 784-7480
RGRich@SolanoCounty.com

County of Carroll, MD
Heather Plank, Financial System Administrator
(410) 386-2337
hplank@ccg.carr.org

SECTION IX

PRELIMINARY PROJECT PLAN

IntelliTime Systems Corporation proposes a phased approach for the Project Work Plan. This approach is typical of our standard implementation methodology as a specialist in complex Public Sector timekeeping and scheduling projects.

Discovery Consulting Phase

Each project starts with a Discovery Consulting Phase assignment to identify all of the possible "Use Cases" for timekeeping and scheduling. This well organized effort is successful on each project because of the thoroughness of the review. The Discovery Consulting Phase is budgeted at 60 days elapsed time. Information that comes to light after this period and the subsequent effort to reconfigure the system would not be covered under the proposed project budget.

We consistently achieve a thorough review by identifying and collecting the following information:

- All Bargaining Agreements – Sworn and Unsworn
- Timekeeping Policies for Non-Represented Employees and Management
- Payroll and Timekeeping Procedure Manuals
    - All Accruals and Leave Policies
    - Holidays and Holiday Pay Policy
    - FLSA Policies – Including Public Safety Section 7
    - Family Medical Leave Policy - FMLA
    - Attendance Policies and Procedures
    - A Complete List of Supported Pay Codes from the Payroll System
        - Configuration of 200 Pay Codes covered under the project budget. Additional or new pay codes might incur additional professional service charges.

- Employee Schedules and any 24x7 Shift Staffing Policies
    - Employee Schedules – Configure Up to 100
    - Staffing Requirements by Shift, Job (rank), Location (post)
    - Shift Statuses
    - Hiring Rules, Overtime Rotations or Equalization Plans
    - Work Out of Class Policies
    - Shift Trade or Swap Rules

- Workflow – Approval Policies – 4 Approvals
    - Six documents are included in the proposal, a "Elapsed" Timecard for Exempt or Exception Pay Employees, a "Times" Timecard with start and stop times for FLSA Covered employees and those using the Time Clock to Punch in and Out. Also included are an online Leave Request, an Overtime Approval Form, a Prior Period Adjustment Form and a Shift Swap and Trade Form. One workflow per document is proposed but each

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workflow can be different. A typical workflow would be the User to Supervisor to Payroll Clerk.
    - A Project Manager workflow is also supported for the Timecard. Often this is for approving the documents when charges are made outside the user home department. This allows a Department head to approve charges to their department by employees outside of their department.

- Labor Distribution Policies including coding instructions for Departments, Job codes or Project codes. This review includes who is required to report labor distribution and what Project codes etc. are valid for which users. Any configurations necessary that are documented for us during the 90 day discovery period are covered under the proposed budget. Changes required after the 90 day discovery period during the roll out are not included in this budget.

- Interface Descriptions
    - Export of Scheduling data to SAP BI and other required NDOC systems

All of the above details are inventoried at this step to verify we have a complete picture of each policy or “use case” for timekeeping. By cross referencing these items we can be assured that our review is complete. An example of cross referencing would include if the bargaining agreement stipulates that if a Sergeant goes to the dentist and an Corporal alternate will act as “acting” Sergeant for the balance of the shift and receives a pay premium for this change in job, then we should also have a pay code to report this activity, or if not it may be handled as a dollar per hour differential e.g. $.75 and reported on the timecard and to payroll as money.

Alternatively if we see a pay code called Holiday Overtime that is not mentioned in any of the supporting documentation we would know to ask for an explanation of the usage rules, as this type of overtime pay does not typically require the 40 FLSA Hours before being paid and in most cases is earned for working on a holiday.

By making sure all the pieces fit we can be confident that a thorough review has been completed. By cross referencing each of the documents mentioned above it is very rare to have a use case not accounted for during the initial discovery process.

- Physical Plant Review
    - Identify and Visit Unique Locations – Other Than Networked and Computerized General Office Environments
    - Time Clock Locations

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- Interview Remote Timekeepers and Collect Samples of Special Timekeeping Use Cases[1]
- Identify Unique Work Environments –
  - Mobile Workers
  - Non-Networked Environments
  - Workers Without Computer Skills
  - Hourly Workers – Time Clock Users

The physical plant review provides information that is the basis of our recommendations regarding the number and location of timekeeping devices that may be required to support your operations. These can include Time Clocks, Interactive Voice Response (IVR) Telephone timekeeping, Mobile Laptops, Hand Held Computers or Kiosk shared use computers.

At the conclusion of the Discovery Consulting Phase we prepare several documents for review by the Client Project Manager. These include:

- System Configuration and Test Plan Table of Contents – This document, when completed is typically 100-150 pages in length and includes fully documented scheduling and timekeeping use cases and interfaces.

- Detailed Project Work Plan – The Discovery Consulting phase has identified all of the scheduling and timekeeping use cases and the professional services to configure test and document these configurations and install at the NDOC.

- Fit-Gap Analysis – This identifies any customizations that may be required to support timekeeping use cases that are not configurable from the baseline version of IntelliTime. A complete line item budget is included for each item.

- Training Plan – Describes the recommended process for training. Takes into account operational requirements such as customer service locations where the public service function must remain open during training possibly requiring two classes to alternate staff between training and the public service function. Also looks at 24x7 facilities to determine if night classes or bringing staff in during the day is preferable. The availability of computer training rooms or lecture halls and lunch rooms are reviewed to plan the training.

[1] This is often an overlooked step when clients attempt to write a detailed requirements document for an RFP prior to involving the vendor. In past projects we have found hundreds of cases where the bargaining agreement and policy manual states one specific procedure but we find by talking to the field staff that in fact the actual practice is completely different and represents the proper policy. Because central payroll is receiving the time cards after they have been reviewed and edited by the remote timekeepers, often these practices are invisible to headquarters staffs.

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Configuration and Testing Phase

Upon approval of the initial deliverables defining the scope of the engagement, IntelliTime Systems Corporation will configure the software to the required specifications as documented in the System Configuration and Test Plan. This includes defining the following parameters in the software to make it ready for testing by the NDOC.

- Configure Pay Cycles and Pay Periods – One Bi-Weekly Pay Cycle
- Enter Holiday Calendar(s)
- Define Workflows
- Configure Timecards for Required Data Collection Elements
- Configure Timekeeping Rules
- Configure User Schedules

- Configure Employee Import Interface from HR
- Configure Schedule Templates and Staffing Metrics
- Configure IVR Hiring Scripts
- Configure Overtime Hiring Lists and Rules
- Configure Skills and Jobs

Based on the rules documented in the System Configuration and Test Plan the system will be configured for the required timekeeping and attendance scenarios for the appropriate bargaining units, employee FLSA statuses and positions for example. As chapters of this document are completed they are forwarded to the client's Project Manager for review and approval until the entire plan is completed.

The configured system will be installed on the file server at the NDOC in test mode. In the detailed Project Work Plan a Pilot Test group will be identified that is representative of some of the more complex scenarios in the System Configuration and Test Plan. Pilot Test groups should consist of special or more complex timekeeping requirements.

Execute the Testing and Training Plan

The System Administrator training will be held at NDOC locations. This class includes all system administrator interfaces and procedures over two to three days. The general administrator functions are covered and then the System Configuration and Test Plan scenarios are run on the client server using your copy of the software. This is a major milestone for the project as all of the use cases for timekeeping, attendance and labor distribution have been documented, configured, delivered and now tested on the Nevada Department of Corrections IntelliTime server.

Pilot Testing

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In this phase the System Administrators and Payroll Supervisors and Schedulers will log into the IntelliTime system and enter schedule changes and timecard transactions from a single prior pay period for 50-75 users with the more complex timekeeping and attendance rules. A pay period with a Holiday is often best. This somewhat more unstructured test will cause real world entries to be evaluated by the newly configured rules in IntelliTime. Any exceptions are noted and reviewed with the IntelliTime training staff and Project Manager to determine the reason for the discrepancy and any impact on the configured rules.

The Interfaces would also be tested with these test transactions with the respective test environments of the target systems such as payroll.

Parallel Test

Upon the successful completion of the Pilot Test the Parallel Test would begin a few weeks later. A Parallel Test means that the users will continue to complete their paper timecards for payroll purposes, but also enter their time in IntelliTime for testing purposes. The Parallel Test users would include 20-40 users from representative departments including those using 24x7 scheduling, web time entry or any special use cases. Depending on the actual configuration of the NDOC system by IntelliTime, several separate parallel tests may be run sequentially for unique departments, instead of all at once.

The Parallel Test users, supervisors and timekeepers will attend vendor led training classes to learn the specifics of the timekeeping method that will be used by their department or workgroup. They will be instructed to continue with their current manual timekeeping process and to also perform timekeeping in IntelliTime. Often this adds one hour per week of extra effort per user in the worst case scenario. Volunteers with a good attitude are ideal for the parallel test.

After the paper timecards are processed, the NDOC Payroll staffs will process the transactions for the same week or pay period in the IntelliTime server from the parallel test users. Reports will be run to compare the results from production payroll and the financial system and the data from the IntelliTime parallel test for the participating users. Any discrepancies will be noted and the client Project Manager will determine whether to continue the parallel testing or to pause and allow time for any reconfiguration or retraining that is required.

Presuming that the parallel tests results are clean the customer Project Manager can decide whether to continue the Parallel Test for a subsequent pay period or to instruct the Parallel Test users to cease the manual timekeeping procedures and to only enter their time through IntelliTime.

Department *Wide Roll Out*

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The Training Plan is then executed. A detailed schedule of the training is important not only for coordinating the schedule and logistics for training but to insure that the NDOC Payroll is sure whether an employee will be paid through the manual process or IntelliTime each pay period until the entire organization is live on IntelliTime.

Summary and Conclusions

The key benefit of this detailed implementation methodology is that the complex requirements of an organization the size of the Nevada Department of Corrections are thoroughly discovered and documented before the project proceeds too far into the implementation phase. Also the configured system is thoroughly tested by the vendor before the NDOC's staff starts their training and the NDOC's system administrators and payroll staffs have a substantial amount of training and hands on testing time before the first users see the system.

This serves two distinct purposes. First the NDOC staff knows their users and can determine if the configurations will work within the NDOC. Second the administrators have several weeks or months to work with the production candidate software before the first Nevada Department of Corrections user sees the system. This provides them the chance to climb the learning curve before you are in production and to become familiar with the new terms, features, edit messages and procedures before the first users could start asking them questions.

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MEMORANDUM

To:
From: IntelliTime
Subject: IntelliTime Test Plan Rule Discovery
Date: [redacted]

At this stage of the project we are gathering information that will be used to prepare the *Test Plan*, one of the first deliverables of your IntelliTime implementation. This memorandum outlines the subject matter on which we will be seeking your input. Throughout this process you will discover that the IntelliTime product includes a wide variety of payroll, scheduling, union, overtime, accrual and cost accounting rules. IntelliTime will use these rules to display "edit messages" on the timecards that will prompt the user to make changes, significantly increasing the accuracy of the submitted timecards.

It is strongly recommended that the *Test Plan* Use Cases[1] be documented thoroughly. This will streamline the implementation process and maintain the project schedule by avoiding changes and reconfiguration. The outline below can be used to stimulate a discussion of the rules that will be included in the *Test Plan* and how each rule is to be applied (i.e. who is covered, when/under what circumstances). Please complete the following questionnaire and feel free to ask any questions of IntelliTime during this process.

Use Cases

1 A "use case" is a set of "if, then" scenarios that the timecard rules engine will use to generate edit messages. For example, *if* a user submits more hours of sick time on a timecard than they have accrued, *then* the system will prompt the user to submit the surplus hours under a different pay code.

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When describing Use Cases, a best practice is to follow a syntax format that reflects how the rules should be configured in IntelliTime.

Examples:

Pay Code Group	Time frame	Min Amount	Max Amount	Rule/Result	
Categories					
FLSA	Sun-Sat Week	40 reg. hours		Post Overtime	All employees
Bereavement	10 day period	3 Days leave		Can't Exceed 3 Days	CID division

The first example above describes the familiar Fair Labor Standards Act (FLSA) rule that entitles an employee to overtime pay when more than 40 eligible hours are worked in a standard week. To configure this rule, IntelliTime needs to know what **group of pay codes** count towards the hour/day limit, what **time frame** the hours must be submitted within, the **amount** of hours that are needed to reach or exceed the limit, and what the **result** of the reaching or exceeding that limit will be. The FLSA example would be translated as: *If any employee submits more than forty regular hours within a Sat-Sun week, then the surplus hours should be posted as overtime.* However, whether the employee would be prompted with an edit message to move those hours to overtime manually, or whether IntelliTime should auto-post the surplus hours as overtime remains to be decided. These are the types of decisions we will discuss with you throughout the configuration process.

The second example above would translate to: *A maximum of 3 days of leave can be submitted with pay codes from the Bereavement pay code group within a 10 day period for employees in the CID division.* If an employee from the CID division tried to submit 4 or more days of Bereavement leave within a 10 day period, IntelliTime would generate an edit message notifying them of the invalid entry.

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PAY CODE GROUPS

Rules such as those described above depend on user-defined **pay code groups**. In the first example above, the FLSA group of pay codes will likely include all regular-time pay codes and exclude overtime and leave pay codes. This would mean that an employee has to submit forty hours of regular time to qualify for overtime pay, and that submitting thirty-five hours of regular time and five hours of sick time would not mean a thirty-sixth hour of regular time qualifies for overtime. If the sick time pay code is not part of the FLSA pay code group, IntelliTime will not consider any sick hours submitted as counting towards the 40 hour limit.

Not all pay code groups will include more than one pay code. Perhaps only regular time (and not standby, training, etc.) will count towards the FLSA hours. In that case, only the single regular pay code would be in the FLSA pay code group. On the other hand, some rules may reference larger groups of pay codes. In the case of Family and Medical Leave Act (FMLA) pay codes, there may be separate pay codes for FMLA sick time, FMLA vacation time, etc. that all count towards one FMLA hour limit. A FMLA rule would then consider hours submitted with any of the FMLA pay codes to count towards an FMLA group limit.

TIME FRAME

The **time frame** that a rule depends on is also user-defined. In the case of the first example above, the rule is based on a week, but more detail can be given here. Is this week Sunday-Saturday? Wednesday-Tuesday? Or is it *any* seven consecutive days? If the time frame is a year, should the system look at a calendar year, fiscal year, military year, or the most recent 365 days? The time frame can also be a single day, a pay period, or within a set number of days or hours of a reference point. Perhaps an employee only receives call-in pay if they are called-in

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more than three hours after the end of their previous shift. The time frame can also be specific types of days or hours, e.g. weekends, holidays, and the night shift.

MIN AND MAX AMOUNTS

The **minimum and maximum amounts** that rules are defined by are usually in days or hours, and wording can matter. In the first example above, an employee can submit a *maximum* of 40 hours of eligible regular time within a week. Anything beyond that must be submitted as overtime. Please keep in mind that this can be put another way, in that the employee must submit a *minimum* of 40 hours of eligible regular time to qualify for overtime. Maximums will usually refer to balance limits, i.e. the number of vacation, sick, funeral etc. hours/days that an employee can submit within a time period. Minimums will commonly refer to a limit that must be reached to qualify for something else (such as in FLSA overtime example described above). It can also refer to the number of hours an employee is guaranteed to be paid for if called in while off duty, if testifying in court, or if sent home early due to lack of work.

RULE/RESULT

The **rule/result** is what happens once the required conditions have been met. If an employee has submitted forty-five hours within a week, IntelliTime can be configured to prompt the user with an edit message to submit the surplus hours as overtime, or IntelliTime can be configured to automatically change the surplus hours to overtime. If an employee submits one hour of court time but is guaranteed to receive a minimum of two, IntelliTime can automatically post the second hour to the timecard. And if a user attempts to submit four days of bereavement leave during a seven day period, though the maximum is three days, IntelliTime can generate and edit message notifying the user that the limit has been exceeded. To summarize, once the "if" conditions have been met (i.e. enough hours or days from qualifying pay codes have been submitted within the

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defined time frame to meet/exceed the max or min amount), "then" what should happen?

RULE CATEGORIES

Rules can be defined in IntelliTime to match the way many rules are written in policy manuals or Union bargaining agreements. As employees are hired, promoted or transferred, the IntelliTime application automatically applies the rules that apply to their current circumstances. Much of the information used to organize employees into logical rules-groups (such as union, job, and department) will be imported periodically from your HR database to minimize administration and avoid duplicate data entry into IntelliTime.

When describing rules it is helpful to provide a summary of which groups of employees would be covered by this rule. Examples would include:

Union	Department	Hire Date
Job Title	Division	Pay Status (FT, PT, Temp, Extra Help)
Sub Title	Section	Overtime Status (Covered, Exempt)
Service Hours	Employee Status	Percent Full Time (FTE)
Positive/Exception Pay	Hourly Rate	Appointment (Multiple Jobs)
Seniority	Pay Band	Pay Cycle

During the discovery phase the information described above will be analyzed to determine what IntelliTime will need to know about employees to apply rules. An example would be if employees hired before 1992 can do something on their timecard that no one else can, then we would want to import the hire date from the HR system into IntelliTime to use this information in applying the rule.

General Rule Category Information and Questions:

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1. Please provide a pay period calendar for each pay cycle used in your organization.

2. Please use the *Pay Code Matrix Spreadsheet* that was sent with this document to provide a list of all the pay codes that can be reported on an employee timecard.

    a. This list should also include shift differentials, family leave, temporary (write in) bonus codes.

    b. Are dollars per hour or dollar per day bonuses written in on the timecard e.g. $15/day?

    c. Do specific Jobs have specific pay rates? For example, if someone is a group leader or uses their translation skills during a shift, do they receive extra/different pay?

3. Please provide a Holiday calendar for your organization for the next 12 months. If Holidays are different for different groups of employees, please provide multiple calendars and specify who they pertain to.

    a. How much Holiday time do eligible employees earn on each holiday?
        i. Full Time Employees
        ii. Part Time Employees
        iii. Public Safety Employees
        iv. Temp employees

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b. What happens if a Holiday falls on an employee's scheduled day off?

c. Can Holiday time be banked?

d. What happens if the employee is scheduled to work on a holiday and the employee does work that day?

e. What happens if an employee is scheduled to work on a holiday and the employee does *not* work that day?

4. Accruals

a. Please list all accrual balances used in your organization.
    i. Can employees use the accruals as soon as they are earned?
    ii. Can employees accrue leave and use it in the same pay period e.g. comp time, holidays?
    iii. Can leave be cashed out for pay? If so are their restrictions on how often and how much?
    iv. Are there limits to how much leave can be accrued before it has to be taken as pay?

b. Which Leave categories (if any) must be pre-authorized before the leave can be taken?

5. Family Leave (FMLA)

a. Is Family Leave tracked?
    i. By calendar year, fiscal year, or since first use?

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6. Overtime

    a. What types of overtime are allowed in your organization?
        i. Straight
        ii. Premium Differential (0.5)
        iii. Premium (1.5)
        iv. Double Time (2.0)
        v. Comp Time version of above
        vi. Are there limits to the amount of comp time that can be banked?

    b. What FLSA time frames are used to determine overtime eligibility?
        i. Daily
        ii. Weekly
        iii. Consecutive Days Worked
        iv. Bi-Weekly
        v. Public Safety
        vi. Part Time Employees

    c. Do all paid hours count towards FLSA? If not please specify which pay codes count towards FLSA hours.

    d. Are their rules limiting the maximum amount of overtime that an employee should work in some time frame?

7. Call Back and Standby Pay

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a. Beyond what is listed in your policy documents are there any other Call Back or Standby Pay rules to be supported?

8. Timekeeping Schedule Edits (Employee Schedules)

a. Do you use regular work schedules e.g. 5/40, 9/80, 4/10, 24 hour or part-time schedules?
    i. Please provide a list of all the schedule names
    ii. Please provide detailed information for each schedule:
        1. What days are worked?
        2. How many hours are worked each day?
        3. What time do shifts begin and end?
        4. What days are off?
        5. If and when during the shift there is an unpaid break (e.g. lunch) and the length of the break.

b. Positive Pay Employees
    i. Do full time employees report their scheduled hours *as worked* each pay period? For example, if an employee is scheduled to work forty hours but goes home sick one day and therefore only works thirty five, do they report thirty-five hours of regular time on their timecard and leave it at that?
    ii. Or, would the employee use leave to account for the difference? In other words, would the employee report thirty-five hours of regular time and five hours of sick time?
    iii. How are these employees identified in the HR system?

c. Exception Pay Employees

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i. Do exception pay employees submit a timecard if they work their expected hours?
ii. Or, do exception pay employees only submit a timecard if they use leave or work overtime (or do anything that deviates from their regular scheduled hours)?

d. Daylight Savings Rules
   i. When DST results in a gain of an hour what additional compensations are benefited to the employee?
   ii. When DST loses an hour what benefits are used by the employee?

9. Override Cost Accounting

   a. Please describe the coding of override accounting that would be used on a timecard, e.g. Fund, Activity Code, Work Order, Task etc.

   b. Which employees are required to report labor distribution on their timecards?

   c. Are all labor distribution fields required for every timecard?

   d. Are certain entries valid only when used in combination with other specific entries?

   e. Are there default labor distribution codes used, such as with non-productive time?

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10. User Roles for Workflow and Security

a. Determine what roles are required and their priority. What is the approval process for timecards?
    i. User
    ii. Supervisor
    iii. Timekeeper
    iv. Payroll Clerk
    v. Payroll Supervisor
    vi. Group Administrator
    vii. System Administrator

b. Optional Role examples include
    i. Sergeant
    ii. HR
    iii. User Defined Roles (e.g. Overtime Approver)

11. Workflow/Electronic Signatures

a. Who should sign the employee Timecard?

b. Who should sign the Leave Request?

c. Who should sign the Prior Period Adjustment form?

d. Are there conditional approvals required in special cases?

    i. For example, does HR need to sign a timecard only if a specific pay code is used?

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12. Alias Names
    a. Discuss with vendor.

13. Please list any other Timekeeping Rules that do not fall into a category above.

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This document provides a narrative overview of the typical IntelliTime Project Milestones for a project of this size and scope, including Key Deliverables and proposed fixed payment percentages for each milestone.

1. Contract Signing and Delivery of Licenses (25%):
The contract between IntelliTime Systems Corporation and the Customer is finalized and signed, and IntelliTime delivers the product licenses.

Key Deliverables:
- Contract document
- License documents

2. Project Planning, Initial Knowledge Transfer and Process Analysis/System Design (10%):

Discovery questionnaires are distributed to Customer Subject Matter Experts so that current pay policies are clearly defined. IntelliTime Project Manager leads onsite project "kick-off" week where current timekeeping practices are analyzed. IntelliTime and Customer project staff work together to define desired timekeeping practices going forward, culminating in creation of Customer System Configuration and Test Plan.

Key Deliverables:
- Distribute Discovery questionnaires to Customer project team
- Finalize Comprehensive Project Plan including Technical Infrastructure Design and Implementation Plan
- Project "Kick-Off" Week
- Creation and Approval of Customer System Configuration and Test Plan (aka System Design Document)

3. System Build (Including Conversion/Configuration/Enhancements) (20%):
IntelliTime staff will configure the system according to the Customer System Configuration and Test Plan. Once the system is configured, IntelliTime and Customer project staff will complete an onsite run through of system configuration and test plan with client, to confirm that all configurations are working as desired.

Key Deliverables:
- Weekly online meetings and status reports between Customer and IntelliTime Project Teams
- Configuration of system pay rules, interfaces, etc.
- Testing Scripts for comparison of Customer System Configuration and Test Plan with configured client site

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- Successful completion of Customer System Configuration and Test Plan run-through

4. <u>Training - Completion of Administrator/Scheduler Training (20%):</u>
Complete administrator level training of Customer Staff, including providing administrator level training materials and onsite vendor-led Administrator training classes.

Key Deliverables:
- Onsite, Vendor-led training classes for administrators
- Training Documentation
- Six instructional videos on common user tasks, customized for Customer system configurations

5. <u>Testing - Two Pay Period Parallel Systems (15%):</u>
Enter time and process pay roll concurrently in both IntelliTime and the legacy system for two pay periods, in order to test that the IntelliTime system is producing the desired results. Customer Payroll staff and a pilot user group will need to be available to participate in the testing process.

Key Deliverables:
- Testing Scripts
- Combination of onsite and remote testing, by both IntelliTime staff and a select Pilot group at the City of Roseville.
- Pilot group enters time in both IntelliTime and using legacy system methods for two pay periods.
- Results from IntelliTime versus legacy system are compared for any discrepancies, and if necessary corrections are made.

6. <u>Cutover Plan and Final Acceptance (10%):</u>
Customer's "go-live" commences, and the final acceptance period of the system passes without issue.

Key Deliverables:
- Cutover Plan
- Commence final acceptance period and if needed correct any issues that arise
- Once final acceptance period has passed successfully, sign off on installation certificate

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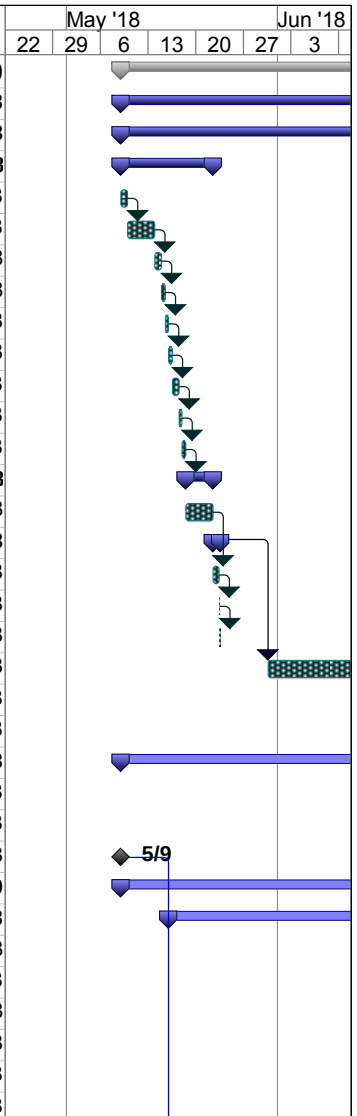
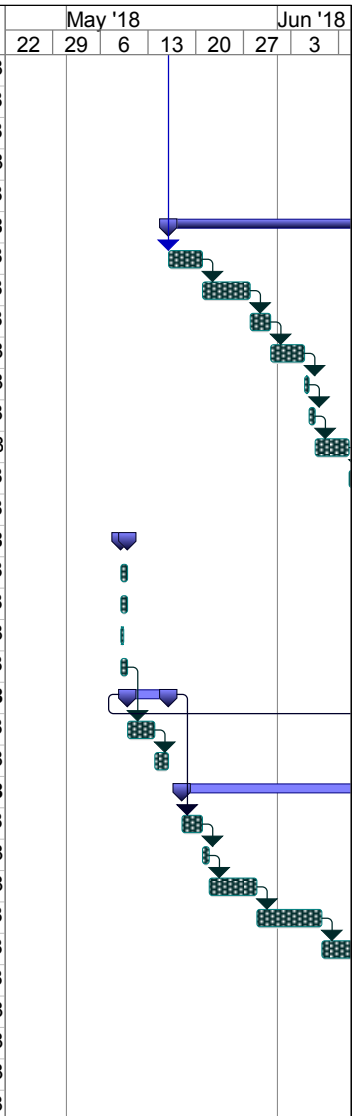
ID	Task Name	Duration	Start	Finish
0	**State of Nevada Department of Corrections**	**180.5 days**	**Wed 5/9/18**	**Wed 1/16/19**
1	**Project Initiation**	**26.75 days**	**Wed 5/9/18**	**Thu 6/14/18**
2	**Prepare for Kick-Off Meeting**	**25.75 days**	**Wed 5/9/18**	**Wed 6/13/18**
3	**Prepare Standard Project Management Documents**	**9.5 days**	**Wed 5/9/18**	**Tue 5/22/18**
4	Work Breakdown Structure	1 day	Wed 5/9/18	Thu 5/10/18
5	Project Schedule	2 days	Thu 5/10/18	Mon 5/14/18
6	Issues Log	1 day	Mon 5/14/18	Tue 5/15/18
7	Budget Plan	4 hrs	Tue 5/15/18	Tue 5/15/18
8	Communications Plan	4 hrs	Tue 5/15/18	Wed 5/16/18
9	Change Management Plan	4 hrs	Wed 5/16/18	Wed 5/16/18
10	Project Calendar	1 day	Wed 5/16/18	Thu 5/17/18
11	Project Org. Chart	4 hrs	Thu 5/17/18	Fri 5/18/18
12	Project Manager Authority Statement	4 hrs	Fri 5/18/18	Fri 5/18/18
13	**High Level Project Scope Statement**	**2 days**	**Fri 5/18/18**	**Tue 5/22/18**
14	Review Scope of Work	2 days	Fri 5/18/18	Tue 5/22/18
15	**Provide Client With Discovery Documents**	**1.25 days**	**Tue 5/22/18**	**Wed 5/23/18**
16	Test Plan Discovery Document	6 hrs	Tue 5/22/18	Wed 5/23/18
17	Pay Code Matrix	2 hrs	Wed 5/23/18	Wed 5/23/18
18	FLSA Overtime Matrix	2 hrs	Wed 5/23/18	Wed 5/23/18
19	Review Client Discovery Information	2 wks	Wed 5/30/18	Wed 6/13/18
20	Conduct Kick-Off Meeting	1 day	Wed 6/13/18	Thu 6/14/18
21	Project Initiation Complete	0 days	Thu 6/14/18	Thu 6/14/18
22	**Project Planning**	**32.75 days**	**Wed 5/9/18**	**Fri 6/22/18**
23	Review Standard PM Documents and Modify Per Site Requirements	5 days	Thu 6/14/18	Thu 6/21/18
24	Complete Client Review/Approval of Modified PM Documents	3 days	Tue 6/19/18	Fri 6/22/18
25	Project Planning Complete	0 days	Wed 5/9/18	Wed 5/9/18
26	**Project Execution**	**180.5 days**	**Wed 5/9/18**	**Wed 1/16/19**
27	**Design and Discovery**	**41.25 days**	**Wed 5/16/18**	**Thu 7/12/18**
28	Analyze and Document Client Business Requirements	2.5 wks	Thu 6/14/18	Tue 7/3/18
29	Develop Solution and Design Document	1.5 days	Wed 6/20/18	Fri 6/22/18
30	Architecture Design and Data Model Document	2 days	Fri 6/22/18	Tue 6/26/18
31	Database Design and Data Model Document	1.5 days	Tue 6/26/18	Wed 6/27/18
32	Server Sizing and Performance Document	1.5 days	Wed 6/27/18	Fri 6/29/18
33	Multiple Environments Document	1.5 days	Fri 6/29/18	Mon 7/2/18



Project: State of Nevada Department o
Date: Mon 1/29/18

Task		External Milestone		Manual Summary Rollup	
Split		Inactive Task		Manual Summary	
Milestone		Inactive Milestone		Start-only	
Summary		Inactive Summary		Finish-only	
Project Summary		Manual Task		Progress	
External Tasks		Duration-only		Deadline	

ID	Task Name	Duration	Start	Finish
34	Modifications and Enhancements Document	2 days	Mon 7/2/18	Wed 7/4/18
35	Desktop Software and General Release Schedules Document	1.5 days	Wed 7/4/18	Fri 7/6/18
36	Post-Implementation Support Recommendations Document	1 day	Fri 7/6/18	Mon 7/9/18
37	Back-up and Recovery Document	1.5 days	Mon 7/9/18	Tue 7/10/18
38	Complete Client Review/Approval of Design Documents	1.5 days	Tue 7/10/18	Thu 7/12/18
39	**Identification of Current Breakdown**	**23.5 days**	**Wed 5/16/18**	**Mon 6/18/18**
40	Current Employee Schedules	3 days	Wed 5/16/18	Mon 5/21/18
41	Required Schedule Template	5 days	Mon 5/21/18	Mon 5/28/18
42	Required Shifts	3 days	Mon 5/28/18	Thu 5/31/18
43	Required Shift Statuses	3 days	Thu 5/31/18	Tue 6/5/18
44	Required Jobs	6 hrs	Tue 6/5/18	Tue 6/5/18
45	Required Locations	6 hrs	Tue 6/5/18	Wed 6/6/18
46	Required Hiring Lists	3 days	Wed 6/6/18	Mon 6/11/18
47	Required Pay Codes	1 wk	Mon 6/11/18	Mon 6/18/18
48	Design and Approval Phase Complete	0 days	Mon 6/18/18	Mon 6/18/18
49	**Install File Server Hardware**	**1 day**	**Wed 5/9/18**	**Thu 5/10/18**
50	Install Microsoft SQL Server 2008 R2	1 day	Wed 5/9/18	Thu 5/10/18
51	Install Microsoft IIS	1 day	Wed 5/9/18	Thu 5/10/18
52	Install .NET 2.0	2 hrs	Wed 5/9/18	Wed 5/9/18
53	Configure VPN Remote Access	1 day	Wed 5/9/18	Thu 5/10/18
54	**Install File Server Software**	**4 days**	**Thu 5/10/18**	**Wed 5/16/18**
55	VTI Database Installation	2 days	Thu 5/10/18	Mon 5/14/18
56	VTI User Licenses	2 days	Mon 5/14/18	Wed 5/16/18
57	**Install Application Software**	**53.5 days**	**Fri 5/18/18**	**Wed 8/1/18**
58	Pay Period Table	1 day	Fri 5/18/18	Mon 5/21/18
59	Holiday Date Table	1 day	Mon 5/21/18	Tue 5/22/18
60	Pay Code Table	1 wk	Tue 5/22/18	Tue 5/29/18
61	Eligibility Rules	1.5 wks	Tue 5/29/18	Thu 6/7/18
62	Standard Schedules	1 wk	Thu 6/7/18	Thu 6/14/18
63	Current Employee Schedules	1 wk	Thu 6/14/18	Thu 6/21/18
64	Required Schedule Template	2.5 wks	Thu 6/21/18	Tue 7/10/18
65	Required Shifts	1 wk	Tue 7/10/18	Tue 7/17/18
66	Required Shift Statuses	1 wk	Tue 7/17/18	Tue 7/24/18
67	Required Jobs	1 day	Tue 7/24/18	Wed 7/25/18



Project: State of Nevada Department o
Date: Mon 1/29/18

Task		External Milestone		Manual Summary Rollup	
Split		Inactive Task		Manual Summary	
Milestone		Inactive Milestone		Start-only	
Summary		Inactive Summary		Finish-only	
Project Summary		Manual Task		Progress	
External Tasks		Duration-only		Deadline	

ID	Task Name	Duration	Start	Finish
68	Required Locations	1 day	Wed 7/25/18	Thu 7/26/18
69	Required Hiring Lists	3 days	Thu 7/26/18	Tue 7/31/18
70	Enter Defined Roles and Range Settings	6 hrs	Tue 7/31/18	Tue 7/31/18
71	Enter Roles and Ranges for Test Group	6 hrs	Tue 7/31/18	Wed 8/1/18
72	**Interfaces Definition**	**13 days**	**Wed 8/1/18**	**Mon 8/20/18**
73	Employee and Accrual Import from Payroll/HR	1 wk	Wed 8/1/18	Wed 8/8/18
74	Account Code Import	3 days	Wed 8/8/18	Mon 8/13/18
75	Configure Time Transaction Export from IntelliTime to Payroll/HR	3 days	Mon 8/13/18	Thu 8/16/18
76	Complete Client Review/Approval of Design Documents	2 days	Thu 8/16/18	Mon 8/20/18
77	Installation Phase Complete	0 days	Mon 8/20/18	Mon 8/20/18
78	**System Testing and Acceptance**	**83 days**	**Fri 8/3/18**	**Wed 11/28/18**
79	**Develop VTI Test Plan Based on Design Documents**	**53 days**	**Fri 8/3/18**	**Wed 10/17/18**
80	Chapter 1: System Settings	1 day	Fri 8/3/18	Mon 8/6/18
81	Chapter 2: Interfaces	2 days	Mon 8/6/18	Wed 8/8/18
82	Chapter 3: Workflow	1 wk	Wed 8/8/18	Wed 8/15/18
83	Chapter 4: Schedule and Overtime Edits	1.5 wks	Wed 8/15/18	Mon 8/27/18
84	Chapter 5: Leave and Accrual Balance Edits	3 days	Mon 8/27/18	Thu 8/30/18
85	Chapter 6: Project Cost Accounting	2 days	Thu 8/30/18	Mon 9/3/18
86	Chapter 7: Holiday	4 days	Mon 9/3/18	Fri 9/7/18
87	Chapter 8: Family Leave	4 days	Fri 9/7/18	Thu 9/13/18
88	Chapter 9: Call Back and Standby Scenarios	1 wk	Thu 9/13/18	Thu 9/20/18
89	Chapter 10: Pay Premiums	3 days	Thu 9/20/18	Tue 9/25/18
90	Chapter 11: Punch Profiles	2 days	Tue 9/25/18	Thu 9/27/18
91	Chapter 12: Dynamic Scheduling	2.5 wks	Thu 9/27/18	Mon 10/15/18
92	Chapter 12: Reports	2 days	Mon 10/15/18	Wed 10/17/18
93	Unit/Polit Testing	14 days	Fri 10/19/18	Thu 11/8/18
94	Parallel Testing	14 days	Thu 11/8/18	Wed 11/28/18
95	**Implement Site Modifications as Necessary**	**20 days**	**Wed 11/28/18**	**Wed 12/26/18**
96	Develop Site Modifications	15 days	Wed 11/28/18	Wed 12/19/18
97	Test Site Modifications	10 days	Wed 12/12/18	Wed 12/26/18
98	**Implementation Training**	**65 days**	**Wed 10/17/18**	**Wed 1/16/19**
99	Administrator Training	16 hrs	Wed 10/17/18	Fri 10/19/18
100	User/Supervisor/Scheduler Training	15 days	Wed 12/26/18	Wed 1/16/19
101	**Develop Required Reports**	**10 days**	**Wed 11/28/18**	**Wed 12/12/18**

Project: State of Nevada Department o
Date: Mon 1/29/18

Task		External Milestone		Manual Summary Rollup	
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Summary		Inactive Summary		Finish-only	
Project Summary		Manual Task		Progress	
External Tasks		Duration-only		Deadline	

ID	Task Name	Duration	Start	Finish
102	Develop Reports	10 days	Wed 11/28/18	Wed 12/12/18
103	Test Reports	5 days	Mon 12/3/18	Mon 12/10/18
104	**Post Implementation Support**	**14 days**	**Wed 12/26/18**	**Tue 1/15/19**
105	Live Operation	14 days	Wed 12/26/18	Tue 1/15/19
106	Install Test Environment With IntelliTime Production Build	5 days	Thu 12/27/18	Thu 1/3/19
107	Customer Review and Approval	5 days	Thu 12/27/18	Thu 1/3/19
108	Close Project	0 days	Thu 1/3/19	Thu 1/3/19

May '18 | Jun '18

22 | 29 | 6 | 13 | 20 | 27 | 3

Project: State of Nevada Department o
Date: Mon 1/29/18

Task		External Milestone		Manual Summary Rollup	
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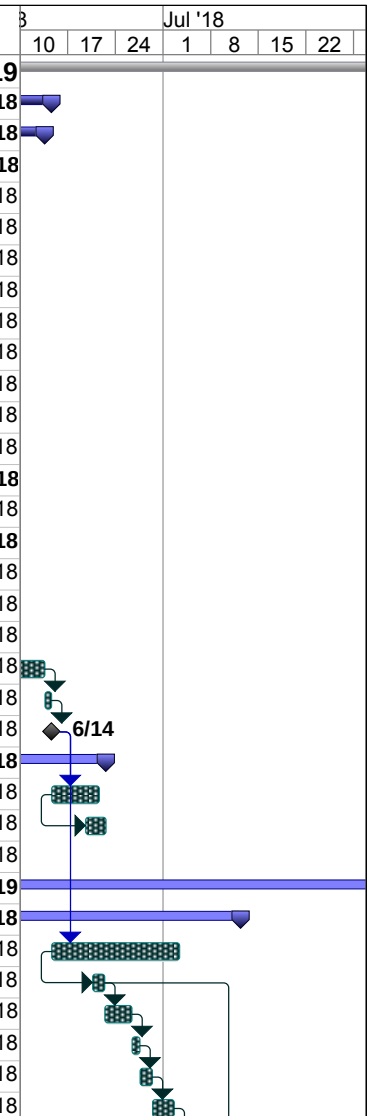
Project Summary		Manual Task		Progress	
External Tasks		Duration-only		Deadline	

ID	Task Name	Duration	Start	Finish
0	**State of Nevada Department of Corrections**	**180.5 days**	**Wed 5/9/18**	**Wed 1/16/19**
1	**Project Initiation**	**26.75 days**	**Wed 5/9/18**	**Thu 6/14/18**
2	**Prepare for Kick-Off Meeting**	**25.75 days**	**Wed 5/9/18**	**Wed 6/13/18**
3	**Prepare Standard Project Management Documents**	**9.5 days**	**Wed 5/9/18**	**Tue 5/22/18**
4	Work Breakdown Structure	1 day	Wed 5/9/18	Thu 5/10/18
5	Project Schedule	2 days	Thu 5/10/18	Mon 5/14/18
6	Issues Log	1 day	Mon 5/14/18	Tue 5/15/18
7	Budget Plan	4 hrs	Tue 5/15/18	Tue 5/15/18
8	Communications Plan	4 hrs	Tue 5/15/18	Wed 5/16/18
9	Change Management Plan	4 hrs	Wed 5/16/18	Wed 5/16/18
10	Project Calendar	1 day	Wed 5/16/18	Thu 5/17/18
11	Project Org. Chart	4 hrs	Thu 5/17/18	Fri 5/18/18
12	Project Manager Authority Statement	4 hrs	Fri 5/18/18	Fri 5/18/18
13	**High Level Project Scope Statement**	**2 days**	**Fri 5/18/18**	**Tue 5/22/18**
14	Review Scope of Work	2 days	Fri 5/18/18	Tue 5/22/18
15	**Provide Client With Discovery Documents**	**1.25 days**	**Tue 5/22/18**	**Wed 5/23/18**
16	Test Plan Discovery Document	6 hrs	Tue 5/22/18	Wed 5/23/18
17	Pay Code Matrix	2 hrs	Wed 5/23/18	Wed 5/23/18
18	FLSA Overtime Matrix	2 hrs	Wed 5/23/18	Wed 5/23/18
19	Review Client Discovery Information	2 wks	Wed 5/30/18	Wed 6/13/18
20	Conduct Kick-Off Meeting	1 day	Wed 6/13/18	Thu 6/14/18
21	Project Initiation Complete	0 days	Thu 6/14/18	Thu 6/14/18
22	**Project Planning**	**32.75 days**	**Wed 5/9/18**	**Fri 6/22/18**
23	Review Standard PM Documents and Modify Per Site Requirements	5 days	Thu 6/14/18	Thu 6/21/18
24	Complete Client Review/Approval of Modified PM Documents	3 days	Tue 6/19/18	Fri 6/22/18
25	Project Planning Complete	0 days	Wed 5/9/18	Wed 5/9/18
26	**Project Execution**	**180.5 days**	**Wed 5/9/18**	**Wed 1/16/19**
27	**Design and Discovery**	**41.25 days**	**Wed 5/16/18**	**Thu 7/12/18**
28	Analyze and Document Client Business Requirements	2.5 wks	Thu 6/14/18	Tue 7/3/18
29	Develop Solution and Design Document	1.5 days	Wed 6/20/18	Fri 6/22/18
30	Architecture Design and Data Model Document	2 days	Fri 6/22/18	Tue 6/26/18
31	Database Design and Data Model Document	1.5 days	Tue 6/26/18	Wed 6/27/18
32	Server Sizing and Performance Document	1.5 days	Wed 6/27/18	Fri 6/29/18
33	Multiple Environments Document	1.5 days	Fri 6/29/18	Mon 7/2/18



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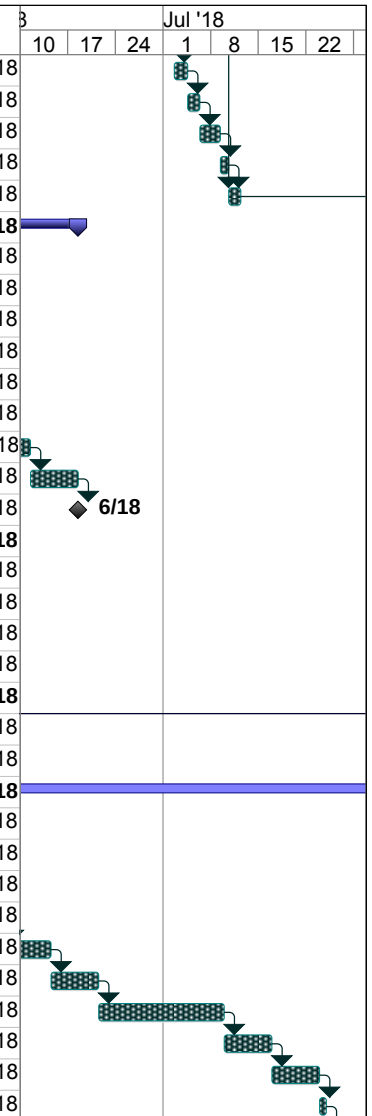
Project Summary		Manual Task		Progress	
External Tasks		Duration-only		Deadline	

ID	Task Name	Duration	Start	Finish
34	Modifications and Enhancements Document	2 days	Mon 7/2/18	Wed 7/4/18
35	Desktop Software and General Release Schedules Document	1.5 days	Wed 7/4/18	Fri 7/6/18
36	Post-Implementation Support Recommendations Document	1 day	Fri 7/6/18	Mon 7/9/18
37	Back-up and Recovery Document	1.5 days	Mon 7/9/18	Tue 7/10/18
38	Complete Client Review/Approval of Design Documents	1.5 days	Tue 7/10/18	Thu 7/12/18
39	**Identification of Current Breakdown**	**23.5 days**	**Wed 5/16/18**	**Mon 6/18/18**
40	Current Employee Schedules	3 days	Wed 5/16/18	Mon 5/21/18
41	Required Schedule Template	5 days	Mon 5/21/18	Mon 5/28/18
42	Required Shifts	3 days	Mon 5/28/18	Thu 5/31/18
43	Required Shift Statuses	3 days	Thu 5/31/18	Tue 6/5/18
44	Required Jobs	6 hrs	Tue 6/5/18	Tue 6/5/18
45	Required Locations	6 hrs	Tue 6/5/18	Wed 6/6/18
46	Required Hiring Lists	3 days	Wed 6/6/18	Mon 6/11/18
47	Required Pay Codes	1 wk	Mon 6/11/18	Mon 6/18/18
48	Design and Approval Phase Complete	0 days	Mon 6/18/18	Mon 6/18/18
49	**Install File Server Hardware**	**1 day**	**Wed 5/9/18**	**Thu 5/10/18**
50	Install Microsoft SQL Server 2008 R2	1 day	Wed 5/9/18	Thu 5/10/18
51	Install Microsoft IIS	1 day	Wed 5/9/18	Thu 5/10/18
52	Install .NET 2.0	2 hrs	Wed 5/9/18	Wed 5/9/18
53	Configure VPN Remote Access	1 day	Wed 5/9/18	Thu 5/10/18
54	**Install File Server Software**	**4 days**	**Thu 5/10/18**	**Wed 5/16/18**
55	VTI Database Installation	2 days	Thu 5/10/18	Mon 5/14/18
56	VTI User Licenses	2 days	Mon 5/14/18	Wed 5/16/18
57	**Install Application Software**	**53.5 days**	**Fri 5/18/18**	**Wed 8/1/18**
58	Pay Period Table	1 day	Fri 5/18/18	Mon 5/21/18
59	Holiday Date Table	1 day	Mon 5/21/18	Tue 5/22/18
60	Pay Code Table	1 wk	Tue 5/22/18	Tue 5/29/18
61	Eligibility Rules	1.5 wks	Tue 5/29/18	Thu 6/7/18
62	Standard Schedules	1 wk	Thu 6/7/18	Thu 6/14/18
63	Current Employee Schedules	1 wk	Thu 6/14/18	Thu 6/21/18
64	Required Schedule Template	2.5 wks	Thu 6/21/18	Tue 7/10/18
65	Required Shifts	1 wk	Tue 7/10/18	Tue 7/17/18
66	Required Shift Statuses	1 wk	Tue 7/17/18	Tue 7/24/18
67	Required Jobs	1 day	Tue 7/24/18	Wed 7/25/18



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Split		Inactive Task		Manual Summary	
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Project Summary		Manual Task		Progress	
External Tasks		Duration-only		Deadline	

ID	Task Name	Duration	Start	Finish
68	Required Locations	1 day	Wed 7/25/18	Thu 7/26/18
69	Required Hiring Lists	3 days	Thu 7/26/18	Tue 7/31/18
70	Enter Defined Roles and Range Settings	6 hrs	Tue 7/31/18	Tue 7/31/18
71	Enter Roles and Ranges for Test Group	6 hrs	Tue 7/31/18	Wed 8/1/18
72	**Interfaces Definition**	**13 days**	**Wed 8/1/18**	**Mon 8/20/18**
73	Employee and Accrual Import from Payroll/HR	1 wk	Wed 8/1/18	Wed 8/8/18
74	Account Code Import	3 days	Wed 8/8/18	Mon 8/13/18
75	Configure Time Transaction Export from IntelliTime to Payroll/HR	3 days	Mon 8/13/18	Thu 8/16/18
76	Complete Client Review/Approval of Design Documents	2 days	Thu 8/16/18	Mon 8/20/18
77	Installation Phase Complete	0 days	Mon 8/20/18	Mon 8/20/18
78	**System Testing and Acceptance**	**83 days**	**Fri 8/3/18**	**Wed 11/28/18**
79	**Develop VTI Test Plan Based on Design Documents**	**53 days**	**Fri 8/3/18**	**Wed 10/17/18**
80	Chapter 1: System Settings	1 day	Fri 8/3/18	Mon 8/6/18
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82	Chapter 3: Workflow	1 wk	Wed 8/8/18	Wed 8/15/18
83	Chapter 4: Schedule and Overtime Edits	1.5 wks	Wed 8/15/18	Mon 8/27/18
84	Chapter 5: Leave and Accrual Balance Edits	3 days	Mon 8/27/18	Thu 8/30/18
85	Chapter 6: Project Cost Accounting	2 days	Thu 8/30/18	Mon 9/3/18
86	Chapter 7: Holiday	4 days	Mon 9/3/18	Fri 9/7/18
87	Chapter 8: Family Leave	4 days	Fri 9/7/18	Thu 9/13/18
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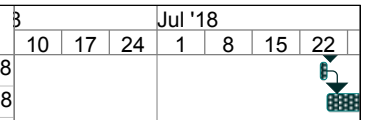
89	Chapter 10: Pay Premiums	3 days	Thu 9/20/18	Tue 9/25/18
90	Chapter 11: Punch Profiles	2 days	Tue 9/25/18	Thu 9/27/18
91	Chapter 12: Dynamic Scheduling	2.5 wks	Thu 9/27/18	Mon 10/15/18
92	Chapter 12: Reports	2 days	Mon 10/15/18	Wed 10/17/18
93	Unit/Polit Testing	14 days	Fri 10/19/18	Thu 11/8/18
94	Parallel Testing	14 days	Thu 11/8/18	Wed 11/28/18
95	**Implement Site Modifications as Necessary**	**20 days**	**Wed 11/28/18**	**Wed 12/26/18**
96	Develop Site Modifications	15 days	Wed 11/28/18	Wed 12/19/18
97	Test Site Modifications	10 days	Wed 12/12/18	Wed 12/26/18
98	**Implementation Training**	**65 days**	**Wed 10/17/18**	**Wed 1/16/19**
99	Administrator Training	16 hrs	Wed 10/17/18	Fri 10/19/18
100	User/Supervisor/Scheduler Training	15 days	Wed 12/26/18	Wed 1/16/19
101	**Develop Required Reports**	**10 days**	**Wed 11/28/18**	**Wed 12/12/18**



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Project Summary		Manual Task		Progress	
External Tasks		Duration-only		Deadline	

ID	Task Name	Duration	Start	Finish
102	Develop Reports	10 days	Wed 11/28/18	Wed 12/12/18
103	Test Reports	5 days	Mon 12/3/18	Mon 12/10/18
104	**Post Implementation Support**	**14 days**	**Wed 12/26/18**	**Tue 1/15/19**
105	Live Operation	14 days	Wed 12/26/18	Tue 1/15/19
106	Install Test Environment With IntelliTime Production Build	5 days	Thu 12/27/18	Thu 1/3/19
107	Customer Review and Approval	5 days	Thu 12/27/18	Thu 1/3/19
108	Close Project	0 days	Thu 1/3/19	Thu 1/3/19

Jul '18: 10, 17, 24, 1, 8, 15, 22

Project: State of Nevada Department o
Date: Mon 1/29/18

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External Tasks		Duration-only		Deadline	

ID	Task Name	Duration	Start	Finish
0	**State of Nevada Department of Corrections**	**180.5 days**	**Wed 5/9/18**	**Wed 1/16/19**
1	**Project Initiation**	**26.75 days**	**Wed 5/9/18**	**Thu 6/14/18**
2	**Prepare for Kick-Off Meeting**	**25.75 days**	**Wed 5/9/18**	**Wed 6/13/18**
3	**Prepare Standard Project Management Documents**	**9.5 days**	**Wed 5/9/18**	**Tue 5/22/18**
4	Work Breakdown Structure	1 day	Wed 5/9/18	Thu 5/10/18
5	Project Schedule	2 days	Thu 5/10/18	Mon 5/14/18
6	Issues Log	1 day	Mon 5/14/18	Tue 5/15/18
7	Budget Plan	4 hrs	Tue 5/15/18	Tue 5/15/18
8	Communications Plan	4 hrs	Tue 5/15/18	Wed 5/16/18
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12	Project Manager Authority Statement	4 hrs	Fri 5/18/18	Fri 5/18/18
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14	Review Scope of Work	2 days	Fri 5/18/18	Tue 5/22/18
15	**Provide Client With Discovery Documents**	**1.25 days**	**Tue 5/22/18**	**Wed 5/23/18**
16	Test Plan Discovery Document	6 hrs	Tue 5/22/18	Wed 5/23/18
17	Pay Code Matrix	2 hrs	Wed 5/23/18	Wed 5/23/18
18	FLSA Overtime Matrix	2 hrs	Wed 5/23/18	Wed 5/23/18
19	Review Client Discovery Information	2 wks	Wed 5/30/18	Wed 6/13/18
20	Conduct Kick-Off Meeting	1 day	Wed 6/13/18	Thu 6/14/18
21	Project Initiation Complete	0 days	Thu 6/14/18	Thu 6/14/18
22	**Project Planning**	**32.75 days**	**Wed 5/9/18**	**Fri 6/22/18**
23	Review Standard PM Documents and Modify Per Site Requirements	5 days	Thu 6/14/18	Thu 6/21/18
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26	**Project Execution**	**180.5 days**	**Wed 5/9/18**	**Wed 1/16/19**
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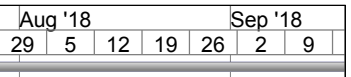
33	Multiple Environments Document	1.5 days	Fri 6/29/18	Mon 7/2/18



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42	Required Shifts	3 days	Mon 5/28/18	Thu 5/31/18
43	Required Shift Statuses	3 days	Thu 5/31/18	Tue 6/5/18
44	Required Jobs	6 hrs	Tue 6/5/18	Tue 6/5/18
45	Required Locations	6 hrs	Tue 6/5/18	Wed 6/6/18
46	Required Hiring Lists	3 days	Wed 6/6/18	Mon 6/11/18
47	Required Pay Codes	1 wk	Mon 6/11/18	Mon 6/18/18
48	Design and Approval Phase Complete	0 days	Mon 6/18/18	Mon 6/18/18
49	**Install File Server Hardware**	**1 day**	**Wed 5/9/18**	**Thu 5/10/18**
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53	Configure VPN Remote Access	1 day	Wed 5/9/18	Thu 5/10/18
54	**Install File Server Software**	**4 days**	**Thu 5/10/18**	**Wed 5/16/18**
55	VTI Database Installation	2 days	Thu 5/10/18	Mon 5/14/18
56	VTI User Licenses	2 days	Mon 5/14/18	Wed 5/16/18
57	**Install Application Software**	**53.5 days**	**Fri 5/18/18**	**Wed 8/1/18**
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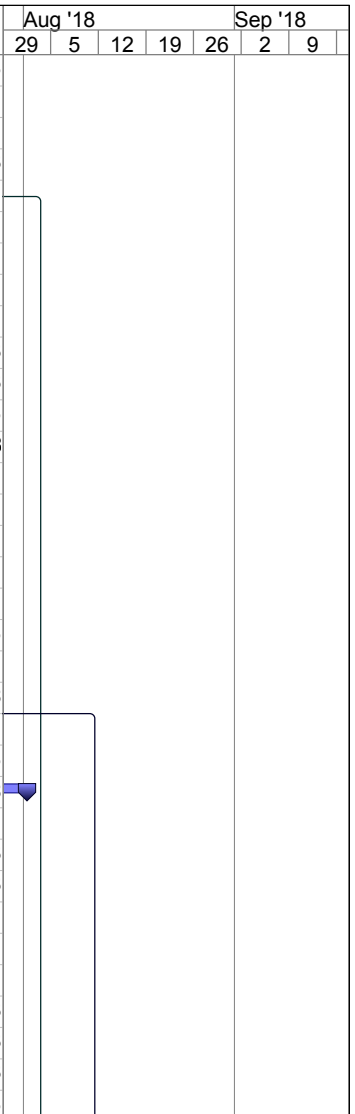
62	Standard Schedules	1 wk	Thu 6/7/18	Thu 6/14/18
63	Current Employee Schedules	1 wk	Thu 6/14/18	Thu 6/21/18
64	Required Schedule Template	2.5 wks	Thu 6/21/18	Tue 7/10/18
65	Required Shifts	1 wk	Tue 7/10/18	Tue 7/17/18
66	Required Shift Statuses	1 wk	Tue 7/17/18	Tue 7/24/18
67	Required Jobs	1 day	Tue 7/24/18	Wed 7/25/18



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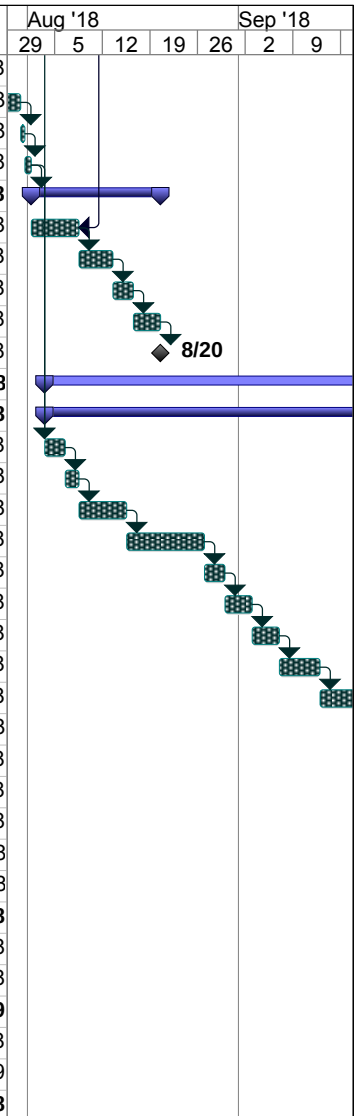
69	Required Hiring Lists	3 days	Thu 7/26/18	Tue 7/31/18
70	Enter Defined Roles and Range Settings	6 hrs	Tue 7/31/18	Tue 7/31/18
71	Enter Roles and Ranges for Test Group	6 hrs	Tue 7/31/18	Wed 8/1/18
72	**Interfaces Definition**	**13 days**	**Wed 8/1/18**	**Mon 8/20/18**
73	Employee and Accrual Import from Payroll/HR	1 wk	Wed 8/1/18	Wed 8/8/18
74	Account Code Import	3 days	Wed 8/8/18	Mon 8/13/18
75	Configure Time Transaction Export from IntelliTime to Payroll/HR	3 days	Mon 8/13/18	Thu 8/16/18
76	Complete Client Review/Approval of Design Documents	2 days	Thu 8/16/18	Mon 8/20/18
77	Installation Phase Complete	0 days	Mon 8/20/18	Mon 8/20/18
78	**System Testing and Acceptance**	**83 days**	**Fri 8/3/18**	**Wed 11/28/18**
79	**Develop VTI Test Plan Based on Design Documents**	**53 days**	**Fri 8/3/18**	**Wed 10/17/18**
80	Chapter 1: System Settings	1 day	Fri 8/3/18	Mon 8/6/18
81	Chapter 2: Interfaces	2 days	Mon 8/6/18	Wed 8/8/18
82	Chapter 3: Workflow	1 wk	Wed 8/8/18	Wed 8/15/18
83	Chapter 4: Schedule and Overtime Edits	1.5 wks	Wed 8/15/18	Mon 8/27/18
84	Chapter 5: Leave and Accrual Balance Edits	3 days	Mon 8/27/18	Thu 8/30/18
85	Chapter 6: Project Cost Accounting	2 days	Thu 8/30/18	Mon 9/3/18
86	Chapter 7: Holiday	4 days	Mon 9/3/18	Fri 9/7/18
87	Chapter 8: Family Leave	4 days	Fri 9/7/18	Thu 9/13/18
88	Chapter 9: Call Back and Standby Scenarios	1 wk	Thu 9/13/18	Thu 9/20/18
89	Chapter 10: Pay Premiums	3 days	Thu 9/20/18	Tue 9/25/18
90	Chapter 11: Punch Profiles	2 days	Tue 9/25/18	Thu 9/27/18
91	Chapter 12: Dynamic Scheduling	2.5 wks	Thu 9/27/18	Mon 10/15/18
92	Chapter 12: Reports	2 days	Mon 10/15/18	Wed 10/17/18
93	Unit/Polit Testing	14 days	Fri 10/19/18	Thu 11/8/18
94	Parallel Testing	14 days	Thu 11/8/18	Wed 11/28/18
95	**Implement Site Modifications as Necessary**	**20 days**	**Wed 11/28/18**	**Wed 12/26/18**
96	Develop Site Modifications	15 days	Wed 11/28/18	Wed 12/19/18
97	Test Site Modifications	10 days	Wed 12/12/18	Wed 12/26/18
98	**Implementation Training**	**65 days**	**Wed 10/17/18**	**Wed 1/16/19**
99	Administrator Training	16 hrs	Wed 10/17/18	Fri 10/19/18
100	User/Supervisor/Scheduler Training	15 days	Wed 12/26/18	Wed 1/16/19
101	**Develop Required Reports**	**10 days**	**Wed 11/28/18**	**Wed 12/12/18**



Project: State of Nevada Department o
Date: Mon 1/29/18

Task		External Milestone		Manual Summary Rollup	
Split		Inactive Task		Manual Summary	
Milestone		Inactive Milestone		Start-only	
Summary		Inactive Summary		Finish-only	
Project Summary		Manual Task		Progress	
External Tasks		Duration-only		Deadline	

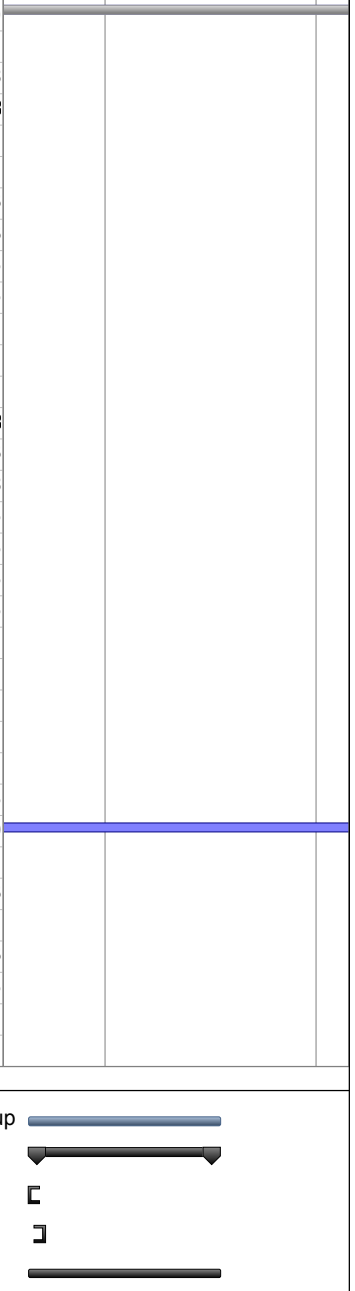
ID	Task Name	Duration	Start	Finish
102	Develop Reports	10 days	Wed 11/28/18	Wed 12/12/18
103	Test Reports	5 days	Mon 12/3/18	Mon 12/10/18
104	**Post Implementation Support**	**14 days**	**Wed 12/26/18**	**Tue 1/15/19**
105	Live Operation	14 days	Wed 12/26/18	Tue 1/15/19
106	Install Test Environment With IntelliTime Production Build	5 days	Thu 12/27/18	Thu 1/3/19
107	Customer Review and Approval	5 days	Thu 12/27/18	Thu 1/3/19
108	Close Project	0 days	Thu 1/3/19	Thu 1/3/19

Aug '18 | Sep '18
29 | 5 | 12 | 19 | 26 | 2 | 9

Project: State of Nevada Department o
Date: Mon 1/29/18

Task		External Milestone		Manual Summary Rollup	
Split		Inactive Task		Manual Summary	
Milestone		Inactive Milestone		Start-only	
Summary		Inactive Summary		Finish-only	
Project Summary		Manual Task		Progress	
External Tasks		Duration-only		Deadline	

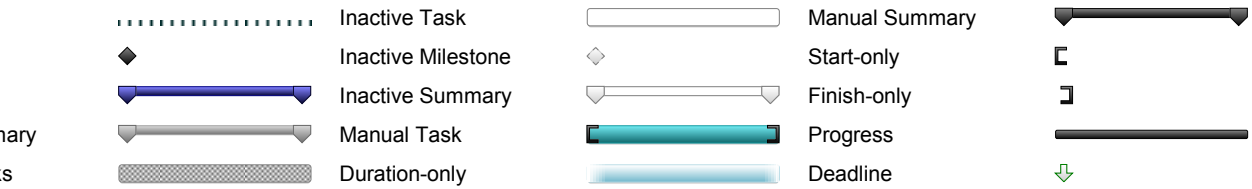
ID	Task Name	Duration	Start	Finish
0	**State of Nevada Department of Corrections**	**180.5 days**	**Wed 5/9/18**	**Wed 1/16/19**
1	**Project Initiation**	**26.75 days**	**Wed 5/9/18**	**Thu 6/14/18**
2	**Prepare for Kick-Off Meeting**	**25.75 days**	**Wed 5/9/18**	**Wed 6/13/18**
3	**Prepare Standard Project Management Documents**	**9.5 days**	**Wed 5/9/18**	**Tue 5/22/18**
4	Work Breakdown Structure	1 day	Wed 5/9/18	Thu 5/10/18
5	Project Schedule	2 days	Thu 5/10/18	Mon 5/14/18
6	Issues Log	1 day	Mon 5/14/18	Tue 5/15/18
7	Budget Plan	4 hrs	Tue 5/15/18	Tue 5/15/18
8	Communications Plan	4 hrs	Tue 5/15/18	Wed 5/16/18
9	Change Management Plan	4 hrs	Wed 5/16/18	Wed 5/16/18
10	Project Calendar	1 day	Wed 5/16/18	Thu 5/17/18
11	Project Org. Chart	4 hrs	Thu 5/17/18	Fri 5/18/18
12	Project Manager Authority Statement	4 hrs	Fri 5/18/18	Fri 5/18/18
13	**High Level Project Scope Statement**	**2 days**	**Fri 5/18/18**	**Tue 5/22/18**
14	Review Scope of Work	2 days	Fri 5/18/18	Tue 5/22/18
15	**Provide Client With Discovery Documents**	**1.25 days**	**Tue 5/22/18**	**Wed 5/23/18**
16	Test Plan Discovery Document	6 hrs	Tue 5/22/18	Wed 5/23/18
17	Pay Code Matrix	2 hrs	Wed 5/23/18	Wed 5/23/18
18	FLSA Overtime Matrix	2 hrs	Wed 5/23/18	Wed 5/23/18
19	Review Client Discovery Information	2 wks	Wed 5/30/18	Wed 6/13/18
20	Conduct Kick-Off Meeting	1 day	Wed 6/13/18	Thu 6/14/18
21	Project Initiation Complete	0 days	Thu 6/14/18	Thu 6/14/18
22	**Project Planning**	**32.75 days**	**Wed 5/9/18**	**Fri 6/22/18**
23	Review Standard PM Documents and Modify Per Site Requirements	5 days	Thu 6/14/18	Thu 6/21/18
24	Complete Client Review/Approval of Modified PM Documents	3 days	Tue 6/19/18	Fri 6/22/18
25	Project Planning Complete	0 days	Wed 5/9/18	Wed 5/9/18
26	**Project Execution**	**180.5 days**	**Wed 5/9/18**	**Wed 1/16/19**
27	**Design and Discovery**	**41.25 days**	**Wed 5/16/18**	**Thu 7/12/18**
28	Analyze and Document Client Business Requirements	2.5 wks	Thu 6/14/18	Tue 7/3/18
29	Develop Solution and Design Document	1.5 days	Wed 6/20/18	Fri 6/22/18
30	Architecture Design and Data Model Document	2 days	Fri 6/22/18	Tue 6/26/18
31	Database Design and Data Model Document	1.5 days	Tue 6/26/18	Wed 6/27/18
32	Server Sizing and Performance Document	1.5 days	Wed 6/27/18	Fri 6/29/18
33	Multiple Environments Document	1.5 days	Fri 6/29/18	Mon 7/2/18



Project: State of Nevada Department o
Date: Mon 1/29/18

Task		External Milestone		Manual Summary Rollup	
Split		Inactive Task		Manual Summary	
Milestone		Inactive Milestone		Start-only	
Summary		Inactive Summary		Finish-only	
Project Summary		Manual Task		Progress	
External Tasks		Duration-only		Deadline	

ID	Task Name	Duration	Start	Finish
34	Modifications and Enhancements Document	2 days	Mon 7/2/18	Wed 7/4/18
35	Desktop Software and General Release Schedules Document	1.5 days	Wed 7/4/18	Fri 7/6/18
36	Post-Implementation Support Recommendations Document	1 day	Fri 7/6/18	Mon 7/9/18
37	Back-up and Recovery Document	1.5 days	Mon 7/9/18	Tue 7/10/18
38	Complete Client Review/Approval of Design Documents	1.5 days	Tue 7/10/18	Thu 7/12/18
39	**Identification of Current Breakdown**	**23.5 days**	**Wed 5/16/18**	**Mon 6/18/18**
40	Current Employee Schedules	3 days	Wed 5/16/18	Mon 5/21/18
41	Required Schedule Template	5 days	Mon 5/21/18	Mon 5/28/18
42	Required Shifts	3 days	Mon 5/28/18	Thu 5/31/18
43	Required Shift Statuses	3 days	Thu 5/31/18	Tue 6/5/18
44	Required Jobs	6 hrs	Tue 6/5/18	Tue 6/5/18
45	Required Locations	6 hrs	Tue 6/5/18	Wed 6/6/18
46	Required Hiring Lists	3 days	Wed 6/6/18	Mon 6/11/18
47	Required Pay Codes	1 wk	Mon 6/11/18	Mon 6/18/18
48	Design and Approval Phase Complete	0 days	Mon 6/18/18	Mon 6/18/18
49	**Install File Server Hardware**	**1 day**	**Wed 5/9/18**	**Thu 5/10/18**
50	Install Microsoft SQL Server 2008 R2	1 day	Wed 5/9/18	Thu 5/10/18
51	Install Microsoft IIS	1 day	Wed 5/9/18	Thu 5/10/18
52	Install .NET 2.0	2 hrs	Wed 5/9/18	Wed 5/9/18
53	Configure VPN Remote Access	1 day	Wed 5/9/18	Thu 5/10/18
54	**Install File Server Software**	**4 days**	**Thu 5/10/18**	**Wed 5/16/18**
55	VTI Database Installation	2 days	Thu 5/10/18	Mon 5/14/18
56	VTI User Licenses	2 days	Mon 5/14/18	Wed 5/16/18
57	**Install Application Software**	**53.5 days**	**Fri 5/18/18**	**Wed 8/1/18**
58	Pay Period Table	1 day	Fri 5/18/18	Mon 5/21/18
59	Holiday Date Table	1 day	Mon 5/21/18	Tue 5/22/18
60	Pay Code Table	1 wk	Tue 5/22/18	Tue 5/29/18
61	Eligibility Rules	1.5 wks	Tue 5/29/18	Thu 6/7/18
62	Standard Schedules	1 wk	Thu 6/7/18	Thu 6/14/18
63	Current Employee Schedules	1 wk	Thu 6/14/18	Thu 6/21/18
64	Required Schedule Template	2.5 wks	Thu 6/21/18	Tue 7/10/18
65	Required Shifts	1 wk	Tue 7/10/18	Tue 7/17/18
66	Required Shift Statuses	1 wk	Tue 7/17/18	Tue 7/24/18
67	Required Jobs	1 day	Tue 7/24/18	Wed 7/25/18



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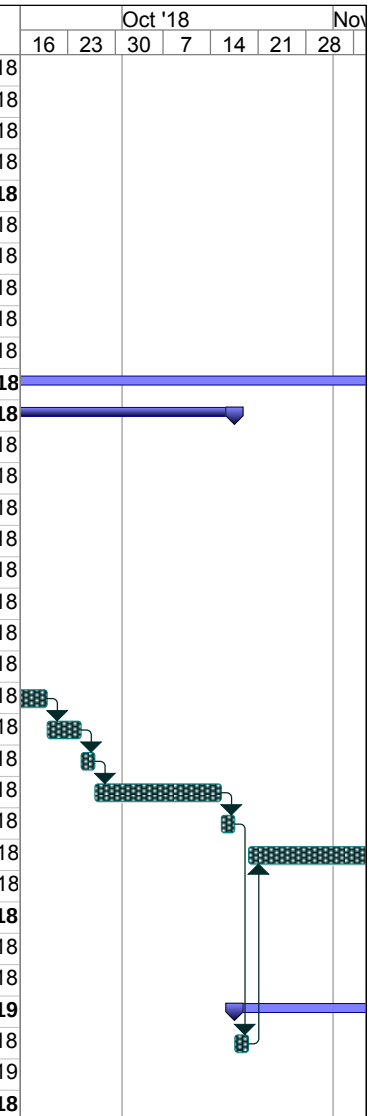
Date: Mon 1/29/18

Task		External Milestone		Manual Summary Rollup	
Split		Inactive Task		Manual Summary	
Milestone		Inactive Milestone		Start-only	
Summary		Inactive Summary		Finish-only	
Project Summary		Manual Task		Progress	
External Tasks		Duration-only		Deadline	

ID	Task Name	Duration	Start	Finish
68	Required Locations	1 day	Wed 7/25/18	Thu 7/26/18
69	Required Hiring Lists	3 days	Thu 7/26/18	Tue 7/31/18
70	Enter Defined Roles and Range Settings	6 hrs	Tue 7/31/18	Tue 7/31/18
71	Enter Roles and Ranges for Test Group	6 hrs	Tue 7/31/18	Wed 8/1/18
72	**Interfaces Definition**	**13 days**	**Wed 8/1/18**	**Mon 8/20/18**
73	Employee and Accrual Import from Payroll/HR	1 wk	Wed 8/1/18	Wed 8/8/18
74	Account Code Import	3 days	Wed 8/8/18	Mon 8/13/18
75	Configure Time Transaction Export from IntelliTime to Payroll/HR	3 days	Mon 8/13/18	Thu 8/16/18
76	Complete Client Review/Approval of Design Documents	2 days	Thu 8/16/18	Mon 8/20/18
77	Installation Phase Complete	0 days	Mon 8/20/18	Mon 8/20/18
78	**System Testing and Acceptance**	**83 days**	**Fri 8/3/18**	**Wed 11/28/18**
79	**Develop VTI Test Plan Based on Design Documents**	**53 days**	**Fri 8/3/18**	**Wed 10/17/18**
80	Chapter 1: System Settings	1 day	Fri 8/3/18	Mon 8/6/18
81	Chapter 2: Interfaces	2 days	Mon 8/6/18	Wed 8/8/18
82	Chapter 3: Workflow	1 wk	Wed 8/8/18	Wed 8/15/18
83	Chapter 4: Schedule and Overtime Edits	1.5 wks	Wed 8/15/18	Mon 8/27/18
84	Chapter 5: Leave and Accrual Balance Edits	3 days	Mon 8/27/18	Thu 8/30/18
85	Chapter 6: Project Cost Accounting	2 days	Thu 8/30/18	Mon 9/3/18
86	Chapter 7: Holiday	4 days	Mon 9/3/18	Fri 9/7/18
87	Chapter 8: Family Leave	4 days	Fri 9/7/18	Thu 9/13/18
88	Chapter 9: Call Back and Standby Scenarios	1 wk	Thu 9/13/18	Thu 9/20/18
89	Chapter 10: Pay Premiums	3 days	Thu 9/20/18	Tue 9/25/18
90	Chapter 11: Punch Profiles	2 days	Tue 9/25/18	Thu 9/27/18
91	Chapter 12: Dynamic Scheduling	2.5 wks	Thu 9/27/18	Mon 10/15/18
92	Chapter 12: Reports	2 days	Mon 10/15/18	Wed 10/17/18
93	Unit/Polit Testing	14 days	Fri 10/19/18	Thu 11/8/18
94	Parallel Testing	14 days	Thu 11/8/18	Wed 11/28/18
95	**Implement Site Modifications as Necessary**	**20 days**	**Wed 11/28/18**	**Wed 12/26/18**
96	Develop Site Modifications	15 days	Wed 11/28/18	Wed 12/19/18
97	Test Site Modifications	10 days	Wed 12/12/18	Wed 12/26/18
98	**Implementation Training**	**65 days**	**Wed 10/17/18**	**Wed 1/16/19**
99	Administrator Training	16 hrs	Wed 10/17/18	Fri 10/19/18
100	User/Supervisor/Scheduler Training	15 days	Wed 12/26/18	Wed 1/16/19
101	**Develop Required Reports**	**10 days**	**Wed 11/28/18**	**Wed 12/12/18**



Project: State of Nevada Department o
Date: Mon 1/29/18

Task		External Milestone		Manual Summary Rollup	
Split		Inactive Task		Manual Summary	
Milestone		Inactive Milestone		Start-only	
Summary		Inactive Summary		Finish-only	
Project Summary		Manual Task		Progress	
External Tasks		Duration-only		Deadline	

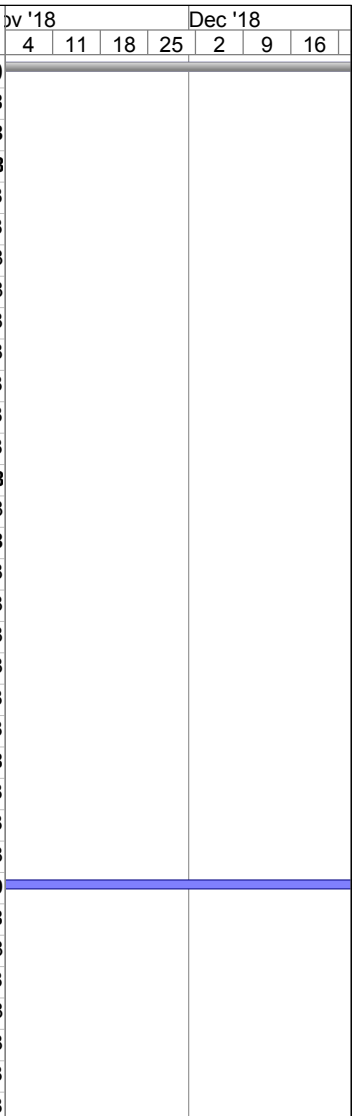
ID	Task Name	Duration	Start	Finish
102	Develop Reports	10 days	Wed 11/28/18	Wed 12/12/18
103	Test Reports	5 days	Mon 12/3/18	Mon 12/10/18
104	**Post Implementation Support**	**14 days**	**Wed 12/26/18**	**Tue 1/15/19**
105	Live Operation	14 days	Wed 12/26/18	Tue 1/15/19
106	Install Test Environment With IntelliTime Production Build	5 days	Thu 12/27/18	Thu 1/3/19
107	Customer Review and Approval	5 days	Thu 12/27/18	Thu 1/3/19
108	Close Project	0 days	Thu 1/3/19	Thu 1/3/19

Oct '18 | Nov
16 | 23 | 30 | 7 | 14 | 21 | 28

Project: State of Nevada Department o
Date: Mon 1/29/18

Task		External Milestone		Manual Summary Rollup	
Split		Inactive Task		Manual Summary	
Milestone		Inactive Milestone		Start-only	
Summary		Inactive Summary		Finish-only	
Project Summary		Manual Task		Progress	
External Tasks		Duration-only		Deadline	

ID	Task Name	Duration	Start	Finish
0	**State of Nevada Department of Corrections**	**180.5 days**	**Wed 5/9/18**	**Wed 1/16/19**
1	**Project Initiation**	**26.75 days**	**Wed 5/9/18**	**Thu 6/14/18**
2	**Prepare for Kick-Off Meeting**	**25.75 days**	**Wed 5/9/18**	**Wed 6/13/18**
3	**Prepare Standard Project Management Documents**	**9.5 days**	**Wed 5/9/18**	**Tue 5/22/18**
4	Work Breakdown Structure	1 day	Wed 5/9/18	Thu 5/10/18
5	Project Schedule	2 days	Thu 5/10/18	Mon 5/14/18
6	Issues Log	1 day	Mon 5/14/18	Tue 5/15/18
7	Budget Plan	4 hrs	Tue 5/15/18	Tue 5/15/18
8	Communications Plan	4 hrs	Tue 5/15/18	Wed 5/16/18
9	Change Management Plan	4 hrs	Wed 5/16/18	Wed 5/16/18
10	Project Calendar	1 day	Wed 5/16/18	Thu 5/17/18
11	Project Org. Chart	4 hrs	Thu 5/17/18	Fri 5/18/18
12	Project Manager Authority Statement	4 hrs	Fri 5/18/18	Fri 5/18/18
13	**High Level Project Scope Statement**	**2 days**	**Fri 5/18/18**	**Tue 5/22/18**
14	Review Scope of Work	2 days	Fri 5/18/18	Tue 5/22/18
15	**Provide Client With Discovery Documents**	**1.25 days**	**Tue 5/22/18**	**Wed 5/23/18**
16	Test Plan Discovery Document	6 hrs	Tue 5/22/18	Wed 5/23/18
17	Pay Code Matrix	2 hrs	Wed 5/23/18	Wed 5/23/18
18	FLSA Overtime Matrix	2 hrs	Wed 5/23/18	Wed 5/23/18
19	Review Client Discovery Information	2 wks	Wed 5/30/18	Wed 6/13/18
20	Conduct Kick-Off Meeting	1 day	Wed 6/13/18	Thu 6/14/18
21	Project Initiation Complete	0 days	Thu 6/14/18	Thu 6/14/18
22	**Project Planning**	**32.75 days**	**Wed 5/9/18**	**Fri 6/22/18**
23	Review Standard PM Documents and Modify Per Site Requirements	5 days	Thu 6/14/18	Thu 6/21/18
24	Complete Client Review/Approval of Modified PM Documents	3 days	Tue 6/19/18	Fri 6/22/18
25	Project Planning Complete	0 days	Wed 5/9/18	Wed 5/9/18
26	**Project Execution**	**180.5 days**	**Wed 5/9/18**	**Wed 1/16/19**
27	**Design and Discovery**	**41.25 days**	**Wed 5/16/18**	**Thu 7/12/18**
28	Analyze and Document Client Business Requirements	2.5 wks	Thu 6/14/18	Tue 7/3/18
29	Develop Solution and Design Document	1.5 days	Wed 6/20/18	Fri 6/22/18
30	Architecture Design and Data Model Document	2 days	Fri 6/22/18	Tue 6/26/18
31	Database Design and Data Model Document	1.5 days	Tue 6/26/18	Wed 6/27/18
32	Server Sizing and Performance Document	1.5 days	Wed 6/27/18	Fri 6/29/18
33	Multiple Environments Document	1.5 days	Fri 6/29/18	Mon 7/2/18



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Date: Mon 1/29/18

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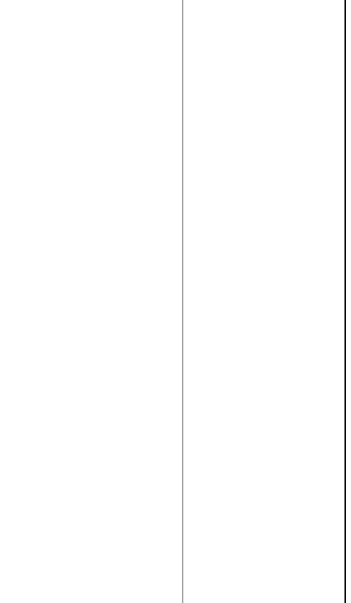
ID	Task Name	Duration	Start	Finish
34	Modifications and Enhancements Document	2 days	Mon 7/2/18	Wed 7/4/18
35	Desktop Software and General Release Schedules Document	1.5 days	Wed 7/4/18	Fri 7/6/18
36	Post-Implementation Support Recommendations Document	1 day	Fri 7/6/18	Mon 7/9/18
37	Back-up and Recovery Document	1.5 days	Mon 7/9/18	Tue 7/10/18
38	Complete Client Review/Approval of Design Documents	1.5 days	Tue 7/10/18	Thu 7/12/18
39	**Identification of Current Breakdown**	**23.5 days**	**Wed 5/16/18**	**Mon 6/18/18**
40	Current Employee Schedules	3 days	Wed 5/16/18	Mon 5/21/18
41	Required Schedule Template	5 days	Mon 5/21/18	Mon 5/28/18
42	Required Shifts	3 days	Mon 5/28/18	Thu 5/31/18
43	Required Shift Statuses	3 days	Thu 5/31/18	Tue 6/5/18
44	Required Jobs	6 hrs	Tue 6/5/18	Tue 6/5/18
45	Required Locations	6 hrs	Tue 6/5/18	Wed 6/6/18
46	Required Hiring Lists	3 days	Wed 6/6/18	Mon 6/11/18
47	Required Pay Codes	1 wk	Mon 6/11/18	Mon 6/18/18
48	Design and Approval Phase Complete	0 days	Mon 6/18/18	Mon 6/18/18
49	**Install File Server Hardware**	**1 day**	**Wed 5/9/18**	**Thu 5/10/18**
50	Install Microsoft SQL Server 2008 R2	1 day	Wed 5/9/18	Thu 5/10/18
51	Install Microsoft IIS	1 day	Wed 5/9/18	Thu 5/10/18
52	Install .NET 2.0	2 hrs	Wed 5/9/18	Wed 5/9/18
53	Configure VPN Remote Access	1 day	Wed 5/9/18	Thu 5/10/18
54	**Install File Server Software**	**4 days**	**Thu 5/10/18**	**Wed 5/16/18**
55	VTI Database Installation	2 days	Thu 5/10/18	Mon 5/14/18
56	VTI User Licenses	2 days	Mon 5/14/18	Wed 5/16/18
57	**Install Application Software**	**53.5 days**	**Fri 5/18/18**	**Wed 8/1/18**
58	Pay Period Table	1 day	Fri 5/18/18	Mon 5/21/18
59	Holiday Date Table	1 day	Mon 5/21/18	Tue 5/22/18
60	Pay Code Table	1 wk	Tue 5/22/18	Tue 5/29/18
61	Eligibility Rules	1.5 wks	Tue 5/29/18	Thu 6/7/18
62	Standard Schedules	1 wk	Thu 6/7/18	Thu 6/14/18
63	Current Employee Schedules	1 wk	Thu 6/14/18	Thu 6/21/18
64	Required Schedule Template	2.5 wks	Thu 6/21/18	Tue 7/10/18
65	Required Shifts	1 wk	Tue 7/10/18	Tue 7/17/18
66	Required Shift Statuses	1 wk	Tue 7/17/18	Tue 7/24/18
67	Required Jobs	1 day	Tue 7/24/18	Wed 7/25/18



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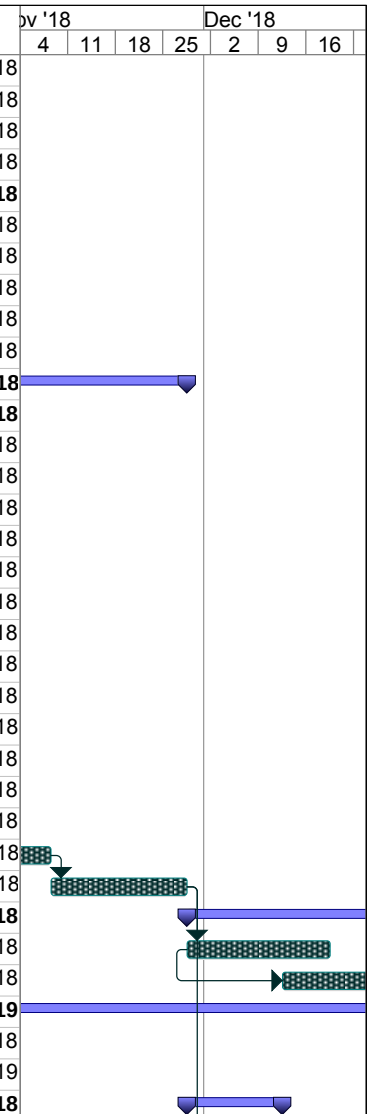
ID	Task Name	Duration	Start	Finish
68	Required Locations	1 day	Wed 7/25/18	Thu 7/26/18
69	Required Hiring Lists	3 days	Thu 7/26/18	Tue 7/31/18
70	Enter Defined Roles and Range Settings	6 hrs	Tue 7/31/18	Tue 7/31/18
71	Enter Roles and Ranges for Test Group	6 hrs	Tue 7/31/18	Wed 8/1/18
72	**Interfaces Definition**	**13 days**	**Wed 8/1/18**	**Mon 8/20/18**
73	Employee and Accrual Import from Payroll/HR	1 wk	Wed 8/1/18	Wed 8/8/18
74	Account Code Import	3 days	Wed 8/8/18	Mon 8/13/18
75	Configure Time Transaction Export from IntelliTime to Payroll/HR	3 days	Mon 8/13/18	Thu 8/16/18
76	Complete Client Review/Approval of Design Documents	2 days	Thu 8/16/18	Mon 8/20/18
77	Installation Phase Complete	0 days	Mon 8/20/18	Mon 8/20/18
78	**System Testing and Acceptance**	**83 days**	**Fri 8/3/18**	**Wed 11/28/18**
79	**Develop VTI Test Plan Based on Design Documents**	**53 days**	**Fri 8/3/18**	**Wed 10/17/18**
80	Chapter 1: System Settings	1 day	Fri 8/3/18	Mon 8/6/18
81	Chapter 2: Interfaces	2 days	Mon 8/6/18	Wed 8/8/18
82	Chapter 3: Workflow	1 wk	Wed 8/8/18	Wed 8/15/18
83	Chapter 4: Schedule and Overtime Edits	1.5 wks	Wed 8/15/18	Mon 8/27/18
84	Chapter 5: Leave and Accrual Balance Edits	3 days	Mon 8/27/18	Thu 8/30/18
85	Chapter 6: Project Cost Accounting	2 days	Thu 8/30/18	Mon 9/3/18
86	Chapter 7: Holiday	4 days	Mon 9/3/18	Fri 9/7/18
87	Chapter 8: Family Leave	4 days	Fri 9/7/18	Thu 9/13/18
88	Chapter 9: Call Back and Standby Scenarios	1 wk	Thu 9/13/18	Thu 9/20/18
89	Chapter 10: Pay Premiums	3 days	Thu 9/20/18	Tue 9/25/18
90	Chapter 11: Punch Profiles	2 days	Tue 9/25/18	Thu 9/27/18
91	Chapter 12: Dynamic Scheduling	2.5 wks	Thu 9/27/18	Mon 10/15/18
92	Chapter 12: Reports	2 days	Mon 10/15/18	Wed 10/17/18
93	Unit/Polit Testing	14 days	Fri 10/19/18	Thu 11/8/18
94	Parallel Testing	14 days	Thu 11/8/18	Wed 11/28/18
95	**Implement Site Modifications as Necessary**	**20 days**	**Wed 11/28/18**	**Wed 12/26/18**
96	Develop Site Modifications	15 days	Wed 11/28/18	Wed 12/19/18
97	Test Site Modifications	10 days	Wed 12/12/18	Wed 12/26/18
98	**Implementation Training**	**65 days**	**Wed 10/17/18**	**Wed 1/16/19**
99	Administrator Training	16 hrs	Wed 10/17/18	Fri 10/19/18
100	User/Supervisor/Scheduler Training	15 days	Wed 12/26/18	Wed 1/16/19
101	**Develop Required Reports**	**10 days**	**Wed 11/28/18**	**Wed 12/12/18**



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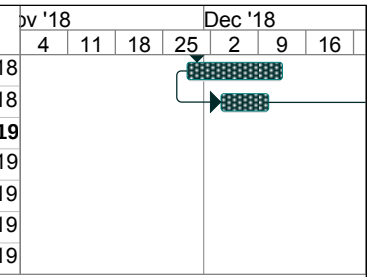
ID	Task Name	Duration	Start	Finish
102	Develop Reports	10 days	Wed 11/28/18	Wed 12/12/18
103	Test Reports	5 days	Mon 12/3/18	Mon 12/10/18
104	**Post Implementation Support**	**14 days**	**Wed 12/26/18**	**Tue 1/15/19**
105	Live Operation	14 days	Wed 12/26/18	Tue 1/15/19
106	Install Test Environment With IntelliTime Production Build	5 days	Thu 12/27/18	Thu 1/3/19
107	Customer Review and Approval	5 days	Thu 12/27/18	Thu 1/3/19
108	Close Project	0 days	Thu 1/3/19	Thu 1/3/19



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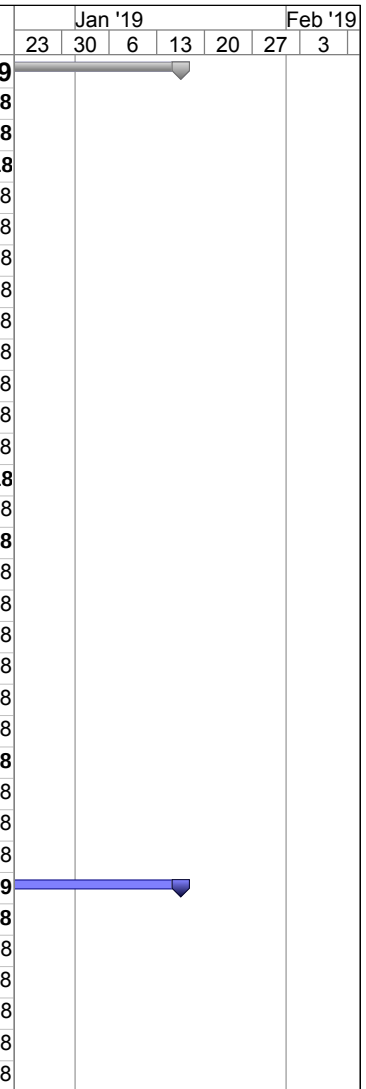
ID	Task Name	Duration	Start	Finish
0	**State of Nevada Department of Corrections**	**180.5 days**	**Wed 5/9/18**	**Wed 1/16/19**
1	**Project Initiation**	**26.75 days**	**Wed 5/9/18**	**Thu 6/14/18**
2	**Prepare for Kick-Off Meeting**	**25.75 days**	**Wed 5/9/18**	**Wed 6/13/18**
3	**Prepare Standard Project Management Documents**	**9.5 days**	**Wed 5/9/18**	**Tue 5/22/18**
4	Work Breakdown Structure	1 day	Wed 5/9/18	Thu 5/10/18
5	Project Schedule	2 days	Thu 5/10/18	Mon 5/14/18
6	Issues Log	1 day	Mon 5/14/18	Tue 5/15/18
7	Budget Plan	4 hrs	Tue 5/15/18	Tue 5/15/18
8	Communications Plan	4 hrs	Tue 5/15/18	Wed 5/16/18
9	Change Management Plan	4 hrs	Wed 5/16/18	Wed 5/16/18
10	Project Calendar	1 day	Wed 5/16/18	Thu 5/17/18
11	Project Org. Chart	4 hrs	Thu 5/17/18	Fri 5/18/18
12	Project Manager Authority Statement	4 hrs	Fri 5/18/18	Fri 5/18/18
13	**High Level Project Scope Statement**	**2 days**	**Fri 5/18/18**	**Tue 5/22/18**
14	Review Scope of Work	2 days	Fri 5/18/18	Tue 5/22/18
15	**Provide Client With Discovery Documents**	**1.25 days**	**Tue 5/22/18**	**Wed 5/23/18**
16	Test Plan Discovery Document	6 hrs	Tue 5/22/18	Wed 5/23/18
17	Pay Code Matrix	2 hrs	Wed 5/23/18	Wed 5/23/18
18	FLSA Overtime Matrix	2 hrs	Wed 5/23/18	Wed 5/23/18
19	Review Client Discovery Information	2 wks	Wed 5/30/18	Wed 6/13/18
20	Conduct Kick-Off Meeting	1 day	Wed 6/13/18	Thu 6/14/18
21	Project Initiation Complete	0 days	Thu 6/14/18	Thu 6/14/18
22	**Project Planning**	**32.75 days**	**Wed 5/9/18**	**Fri 6/22/18**
23	Review Standard PM Documents and Modify Per Site Requirements	5 days	Thu 6/14/18	Thu 6/21/18
24	Complete Client Review/Approval of Modified PM Documents	3 days	Tue 6/19/18	Fri 6/22/18
25	Project Planning Complete	0 days	Wed 5/9/18	Wed 5/9/18
26	**Project Execution**	**180.5 days**	**Wed 5/9/18**	**Wed 1/16/19**
27	**Design and Discovery**	**41.25 days**	**Wed 5/16/18**	**Thu 7/12/18**
28	Analyze and Document Client Business Requirements	2.5 wks	Thu 6/14/18	Tue 7/3/18
29	Develop Solution and Design Document	1.5 days	Wed 6/20/18	Fri 6/22/18
30	Architecture Design and Data Model Document	2 days	Fri 6/22/18	Tue 6/26/18
31	Database Design and Data Model Document	1.5 days	Tue 6/26/18	Wed 6/27/18
32	Server Sizing and Performance Document	1.5 days	Wed 6/27/18	Fri 6/29/18
33	Multiple Environments Document	1.5 days	Fri 6/29/18	Mon 7/2/18



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ID	Task Name	Duration	Start	Finish
34	Modifications and Enhancements Document	2 days	Mon 7/2/18	Wed 7/4/18
35	Desktop Software and General Release Schedules Document	1.5 days	Wed 7/4/18	Fri 7/6/18
36	Post-Implementation Support Recommendations Document	1 day	Fri 7/6/18	Mon 7/9/18
37	Back-up and Recovery Document	1.5 days	Mon 7/9/18	Tue 7/10/18
38	Complete Client Review/Approval of Design Documents	1.5 days	Tue 7/10/18	Thu 7/12/18
39	**Identification of Current Breakdown**	**23.5 days**	**Wed 5/16/18**	**Mon 6/18/18**
40	Current Employee Schedules	3 days	Wed 5/16/18	Mon 5/21/18
41	Required Schedule Template	5 days	Mon 5/21/18	Mon 5/28/18
42	Required Shifts	3 days	Mon 5/28/18	Thu 5/31/18
43	Required Shift Statuses	3 days	Thu 5/31/18	Tue 6/5/18
44	Required Jobs	6 hrs	Tue 6/5/18	Tue 6/5/18
45	Required Locations	6 hrs	Tue 6/5/18	Wed 6/6/18
46	Required Hiring Lists	3 days	Wed 6/6/18	Mon 6/11/18
47	Required Pay Codes	1 wk	Mon 6/11/18	Mon 6/18/18
48	Design and Approval Phase Complete	0 days	Mon 6/18/18	Mon 6/18/18
49	**Install File Server Hardware**	**1 day**	**Wed 5/9/18**	**Thu 5/10/18**
50	Install Microsoft SQL Server 2008 R2	1 day	Wed 5/9/18	Thu 5/10/18
51	Install Microsoft IIS	1 day	Wed 5/9/18	Thu 5/10/18
52	Install .NET 2.0	2 hrs	Wed 5/9/18	Wed 5/9/18
53	Configure VPN Remote Access	1 day	Wed 5/9/18	Thu 5/10/18
54	**Install File Server Software**	**4 days**	**Thu 5/10/18**	**Wed 5/16/18**
55	VTI Database Installation	2 days	Thu 5/10/18	Mon 5/14/18
56	VTI User Licenses	2 days	Mon 5/14/18	Wed 5/16/18
57	**Install Application Software**	**53.5 days**	**Fri 5/18/18**	**Wed 8/1/18**
58	Pay Period Table	1 day	Fri 5/18/18	Mon 5/21/18
59	Holiday Date Table	1 day	Mon 5/21/18	Tue 5/22/18
60	Pay Code Table	1 wk	Tue 5/22/18	Tue 5/29/18
61	Eligibility Rules	1.5 wks	Tue 5/29/18	Thu 6/7/18
62	Standard Schedules	1 wk	Thu 6/7/18	Thu 6/14/18
63	Current Employee Schedules	1 wk	Thu 6/14/18	Thu 6/21/18
64	Required Schedule Template	2.5 wks	Thu 6/21/18	Tue 7/10/18
65	Required Shifts	1 wk	Tue 7/10/18	Tue 7/17/18
66	Required Shift Statuses	1 wk	Tue 7/17/18	Tue 7/24/18
67	Required Jobs	1 day	Tue 7/24/18	Wed 7/25/18

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68	Required Locations	1 day	Wed 7/25/18	Thu 7/26/18
69	Required Hiring Lists	3 days	Thu 7/26/18	Tue 7/31/18
70	Enter Defined Roles and Range Settings	6 hrs	Tue 7/31/18	Tue 7/31/18
71	Enter Roles and Ranges for Test Group	6 hrs	Tue 7/31/18	Wed 8/1/18
72	**Interfaces Definition**	**13 days**	**Wed 8/1/18**	**Mon 8/20/18**
73	Employee and Accrual Import from Payroll/HR	1 wk	Wed 8/1/18	Wed 8/8/18
74	Account Code Import	3 days	Wed 8/8/18	Mon 8/13/18
75	Configure Time Transaction Export from IntelliTime to Payroll/HR	3 days	Mon 8/13/18	Thu 8/16/18
76	Complete Client Review/Approval of Design Documents	2 days	Thu 8/16/18	Mon 8/20/18
77	Installation Phase Complete	0 days	Mon 8/20/18	Mon 8/20/18
78	**System Testing and Acceptance**	**83 days**	**Fri 8/3/18**	**Wed 11/28/18**
79	**Develop VTI Test Plan Based on Design Documents**	**53 days**	**Fri 8/3/18**	**Wed 10/17/18**
80	Chapter 1: System Settings	1 day	Fri 8/3/18	Mon 8/6/18
81	Chapter 2: Interfaces	2 days	Mon 8/6/18	Wed 8/8/18
82	Chapter 3: Workflow	1 wk	Wed 8/8/18	Wed 8/15/18
83	Chapter 4: Schedule and Overtime Edits	1.5 wks	Wed 8/15/18	Mon 8/27/18
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85	Chapter 6: Project Cost Accounting	2 days	Thu 8/30/18	Mon 9/3/18
86	Chapter 7: Holiday	4 days	Mon 9/3/18	Fri 9/7/18
87	Chapter 8: Family Leave	4 days	Fri 9/7/18	Thu 9/13/18
88	Chapter 9: Call Back and Standby Scenarios	1 wk	Thu 9/13/18	Thu 9/20/18
89	Chapter 10: Pay Premiums	3 days	Thu 9/20/18	Tue 9/25/18
90	Chapter 11: Punch Profiles	2 days	Tue 9/25/18	Thu 9/27/18
91	Chapter 12: Dynamic Scheduling	2.5 wks	Thu 9/27/18	Mon 10/15/18
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96	Develop Site Modifications	15 days	Wed 11/28/18	Wed 12/19/18
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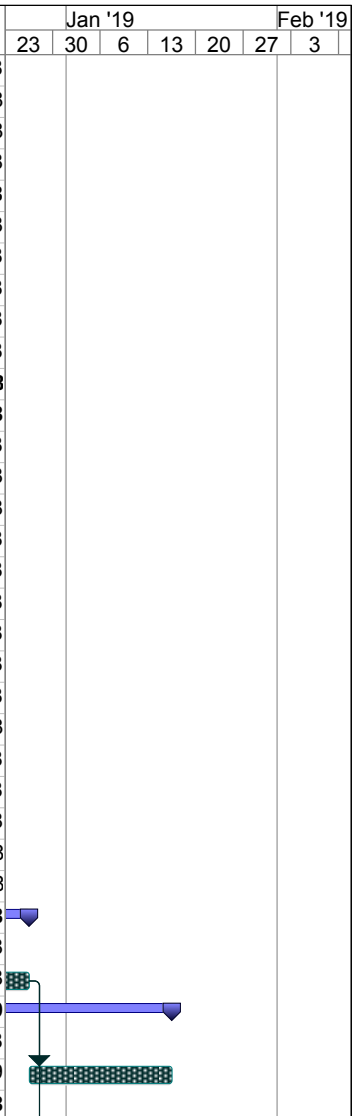

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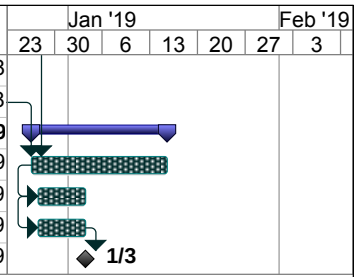
ID	Task Name	Duration	Start	Finish
102	Develop Reports	10 days	Wed 11/28/18	Wed 12/12/18
103	Test Reports	5 days	Mon 12/3/18	Mon 12/10/18
104	**Post Implementation Support**	**14 days**	**Wed 12/26/18**	**Tue 1/15/19**
105	Live Operation	14 days	Wed 12/26/18	Tue 1/15/19
106	Install Test Environment With IntelliTime Production Build	5 days	Thu 12/27/18	Thu 1/3/19
107	Customer Review and Approval	5 days	Thu 12/27/18	Thu 1/3/19
108	Close Project	0 days	Thu 1/3/19	Thu 1/3/19



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SECTION X

REQUIREMENTS MATRIX

No.	Requirement	Benefit to NDOC	IntelliTime Response
1	The application must be fast	Slow response time of current system is negatively impacting productivity.	*Yes, our solution is highly responsive. The vast majority of system transactions are completed in under 3 seconds, depending on network traffic at the time.*
2	Bandwidth friendly – LCC is currently limited to approx. 20 meg/sec for the entire facility		*Yes, this is well within our bandwidth recommendations for end users.*
3	User Friendly	Less time doing rosters, faster training times for new users permitting more time with staff, focusing on the yard etc.	*Yes, our solution features a user-friendly and highly intuitive interface that allows schedulers to quickly determine current staffing conditions, define user schedules, conduct hiring to fill vacant shifts, and more. Officers can quickly bid on shifts and sign up for additional shifts within a few clicks and with very little typing required.*
4	Web Based		*Yes, the IntelliTime solution is web-based and is accessed via web browser.*
5	Electronic supervisory file related statuses (limited access – Perf Cards, LOI, LOR) as it impacts assignment to specific post. Vendor to elaborate on authorization profiles w.r.t limiting access to disciplinary related statuses.	Increased data security	*The IntelliTime system uses configurable Role and Range based security to restrict employee access to system functions and employee data. Roles, such as a Basic User, Supervisor, Payroll Clerk, Scheduler, etc. control access to system modules/functions. Ranges are typically based on the organization's budget structure, and control what employee information a User can view/report on.*
6	Application issued pop-up warnings	Allows for exception-based management, avoidance of errors when cross referencing of data is possible for e.g. leave request processing checking against 'leave denied' statuses etc.	*Yes, our solution features highly flexible "edit" messages that can be displayed according to rules configured using our system's powerful and highly flexible Rules Engine. As a simple example,if a user requests an amount of Vacation in excess of their accrued bank, the system will automatically notify them on the included Leave Request form and also tell them how far over the limit their request was. Also, if a user has "leave denied" status on a given day and attempts to request leave on that day, the system can automatically give them a configurable message saying that their request cannot be submitted*
7	The ability to specify a hospital/off-site medical facility to which staff are conducting escorts and have the application prompt for a back/prisoner ID number.	More accurate cost tracking, especially in cases where overtime is required.	*Yes, our solution features highly configurable cost accounting capabilities. Time can be charged to up to 5 separate, customer-defined cost accounting fields that contain potentially unlimited customer-defined cost accounting codes, e.g. location codes for hospitals, DoC facilities, etc.*

8	Posts need to be properly formatted into the new system for the hours that they are actually open (like unit 12 gun post, towers, gun rails etc.). Ability to edit post names, add/delete posts, maintain staffing patterns etc. When staff are not on an authorized post they show up on an available staff roster. This would help avoid the hiring of unnecessary overtime.	Enable facilities to keep the application current as changes are instituted.	*Yes, the system supports unlimited customer-defined locations/posts/etc. and authorized schedulers can add/edit/delete posts as required.Schedules can be defined with their own staffing requirements per post, for for example the Unit 12 Gun Post location could be configured to require 5 correctional officers from 0500 - 1500. Unassigned staff can still show up on the roster with an "Unassigned" status and assigned to posts as*
9	Time tracking event codes must be configured to match those in NEATS	Consistent process for accounting for overtime hours with supporting reasons. By keeping the codes identical to those in use in the NEATS application, we reduce the probability of errors, and allow for better checks and balances across separate systems.	*Yes, fully supported. Our system supports unlimited customer-defined time tracking event codes, and we have proposed an interface with the DoC's NEATS solution to import the necessary codes.*
10	Application must be capable of monitoring rosters against the institution's defined minimum staff numbers, ability to run staff counts (total on duty in real time)	Insures all posts are filled	*Yes, the system can enforce minimum staffing rules in real time. If a location/shift/post/etc. falls below minimum staffing, the system will generate an "Unscheduled" shift on the roster. From there, schedulers can initiate rules-based hiring to fill the vacancy.*
11	Identify minimum staffing daily	Easily identifies the correct number of staff needed to meet minimum per shift, as well as daily staffing needs. This keeps supervisors from inadvertently going below minimum staffing or from hiring overtime above minimum staffing levels if not necessary.	*Yes, the solution displays required minimum staffing every day, for every post. The solution also displays actual current staffing metrics in real time.*
12	Pop-up notification if current shift overtime hiring has put the facility above minimum staffing level	Easily notify supervisors when the minimum staffing number is exceeded.	*Our dynamic schedule updates the displayed employee roster in real time based on client-defined staffing minimums and maximums for both individual shifts and the entire schedule. If a shift falls below minimum staffing, "unscheduled" shifts are automatically added the schedule for every position needed to meet the minimum staffing requirement. Unscheduled shifts are displayed in a high-visibility color of the customer's choice. If a roster does not have any unscheduled shifts displayed, then it is at or above minimum staffing. Real-time, roster-wide scheduling metrics are also displayed at the bottom of the roster, and show the minimum, maximum and current amount of employees with a specific Job on the daily roster.*

13	The ability to put multiple officers covering same post throughout shift and at the same time for e.g. OJT (on job training), emergency changes etc.	Accurately show where each officer is posted	*Yes, standard feature. Each officer is displayed on the roster at the location to which they are assigned. If an officer is assigned to a different location, the system moves them to the new location on the roster automatically. The system can also denote the activities in which officers are engaged via shift statuses that write to the officer's timecard automatically (e.g. OJT Training, Emergency Change.)*
14	Drag and drop feature to include off reservation assignments (Off-reservation implying on facility)	Quick, easy and efficient	*Our solution uses a simple, graphical user interface. While drag-and-drop functionality is not available at this time, the vast majority of routine scheduler actions (e.g. checking staffing conditions, hiring additional staff, moving staff to different locations, changing employee statuses, etc.) can be conducted with a few clicks and little to no typing.*
15	Ability to use drag and drop to post assignments or move employees to a new post.	Speed of execution	*When employees are are assigned a spot on the schedule, their Employee Schedule Calendar is automatically updated with the assignment. Moving an employee to a new location can be conducted within 3 clicks, and the employee's calendar, timecard, etc. is automatically updated with the change. Our solution can also send them an*
16	The ability to see 'Use of force' reviews that have not been completed (Date, and when cleared).	Prevent assignment of officers to unauthorized posts. Track officers specialized training	*Yes, this can be managed via our system's Skills feature. IntelliTime supports unlimited customer-defined skills, such as specialized training or sidearm qualification. Skills can be defined with effective and expiration dates. Authorized users can run a report that show which employees have skills that are expiring or have expired.*
17	Allow facility administrators to track actual staffing expenses versus budgeted staffing expenses in real time.		*Yes, supported by our system's suite of reporting tools including standard reports such as our Labor Cost Report, Schedule Deviation Report and Out of Rank report.*
18	Integrate with NEATS for timesheet purposes. (Nice to have)	Nice to have - possible integration with NEATS for time related data exchange. Out scope for current project, but definitely would like to see vendors data export/exchange capability for possible future roll-outs.	*Yes, while our solution features robust and highly flexible timekeeping capabilities integrated seamlessly with timekeeping, it is capable of interfacing with the Department's NEATS solution to export scheduling data and import customer tracking event codes*

19	Automatic integration of overtime, leave, etc. into timesheets (Nice to have)	See #20, 21	*Yes, standard feature. Our solution features powerful timekeeping capabilities integrated seamlessly with scheduling, and both modules of the system update each other automatically and in real time. So for example, if a scheduler extends an officer's shift on the roster, that officer's timecard is automatically updated to reflect the extended shift as well as any applicable cost accounting or reason codes.This capability is included for the price*
20	Track leave annually (to include absent staff and off post option)		*Yes, our solution includes a Leave Management module inegrated with timekeeping and scheduling. We can track leave in real time, and allow users to issue leave requests that update their timecard and the schedule automatically when approved.*
21	Import past leave history from NSIS	Needed for historical records, 5 yr. max	*Yes, fully supported.*
22	Ability to see scheduled leave by shift, over a user-specified date range.	Increased chance of being proactive and reducing overtime costs. Provide the shift supervisor with tools to catch over-allocation of authorized absence like annual, training etc.	*Yes, approved leave automatically updates employees' timecards and schedule automatically, so schedulers can see upcoming vacation, sick, etc. directly on the roster along with any accompanying comments.If the approved leave would bring a post below minimum staffing, the system automatically generates an "unscheduled" shift and that alerts schedulers that a vacancy must be filled.*
23	Allow for automated annual leave bidding	Officers are given 10 mins to bid for their shift. They then meet with the designated supervisor and bid for their annual leave/next yrs. training. Upon completion the next most senior officer then follows suit. The process is carried out until the very last officer submits his/her bid. Upon the formal bid process being closed, officers may submit additional leave requests to their supervisors. The application would ideally log and process these requests on a first come, first served basis.	*Yes, our solution includes Vacation and Shift Bidding modules that allows scheduler to set up highly configurable bids. Users can conduct their bids using screens accessible within the user interface. We can manage both the shift bid and the vacation bid described in the Department's scenario.*
24	Application function - when sick leave is being entered, the application will provide a warning of prior denied annual leave request for the similar or overlapping dates.	Ability to gather 'leave abuse' pattern information.	*Yes, if sick leave is entered by the officer via the included Leave Request form, we can configure a rule that auto-posts an "edit" message that is displayed when the employee submits the request and their supervisor views it.*

25	Identify individuals who will be in a 'Use-it or lose-it' situation for annual leave	Allows supervisors to easily identify individuals who need to use leave before the end of the year, and plan appropriately to meet staffing needs. Possible need/opportunity to interface with Payroll's system from which these notifications	*Yes, Supervisors can view which of their employees will lose unused annual leave, and how much they will lose, via the included Hours By Pay Codes report.*
26	Pop-up warning of low (or no) sick leave or annual leave	Helps supervisors identify staff that request more leave than they have available, allowing them to make a more informed decision of approval or denial of leave. Possible need/opportunity to interface with Payroll's system from which these notifications arise.	*Yes, our solution features highly configurable rules surrounding leave use, and we also have flexible "edit" messages that can be displayed directly on the timecard or leave request.* *For example, if an employee requests more Vacation than they have accrued, we can display a message to them saying that they have insufficient Vacation time for the request, and tell them how far over their current balance they have requested. We can then prevent the employee from submitting the leave request, or if the Department allows, the employee can submit the leave request to the next stage in the configurable approval workflow, typically the supervisor.Those same messages will be displayed for the supervisor.*
27	Leave calendar that lists all leave for all shifts within a specified date range, on one screen/report	Allows supervisors to easily view all leave scheduled for a day, rather than just for their shift. Many shifts overlap making leave tracking difficult.	*Yes, standard feature. Supervisors have access to the Leave Details Calendar, which can list all employee leave that is approved or pending approval by date in a monthly calendar view. Approved leave also automatically updates the*
28	Ability to support processing of leave requests		*Yes, standard feature. The IntelliTime solution features robust leave management capabilities, including a configurable Leave Request form that allows users to request leave against any applicable balances.Our solution supports unlimited customer-defined leave accruals, as well as unlimited rules to govern their use. Our leave management module is seamlessly integrated with timekeeping and scheduling, so if an employee's request for Vacation is approved they will show up on the daily roster with "Vacation" status and the vacation time will update their timecard automatically.*

29	Automated production of mandatory overtime lists.		*Yes, fully supported. Our solution features configurable, rules-driven Hiring Lists that can sort employees for hiring or mandatory overtime according to customer-defined criteria. Multiple lists can be used for a single shift, so for example schedulers can first see a list of qualified employees who volunteered for overtime before switching to a hiring list for mandatory overtime.*
30	Sick leave should be broken down in the following categories not all lumped into one thing. Personal sick, Family Sick, FMLA, Workman's comp, Family Death	Makes it easier for supervisors to know what type of sick leave an officer uses. Makes it easier to do time sheets because it shows the type of leave that was used.	*Yes, unlimited leave types are supported including each of the categories listed. The system also features highly configurable rules surrounding leave use and eligibility, for example we support FMLA rules such as the 480 hours per year annual usage limit.*
31	AWOL/LWOP have to be separated	NSIS lumps these two together and this produces reporting challenges	*Yes, fully supported. AWOL and LWOP can be defined separately.*
32	FMLA eligibility dates and parameters are available for each		*Yes, fully supported.*
33	When entering overtime, a warning of prohibited by AR 326		*Yes, we can automatically enforce the overtime provisions of AR 326 via our system's configurable, rules-driven Hiring Lists, which can exclude employees who would violate AR 326 if hired for overtime. Schedulers can also view the employees who are excluded by the rules.*
34	Ability to assign overtime codes for officers on overtime.	Accurately account for overtime hours and reasons	*Yes, standard feature. Unlimited customer-defined overtime codes are supported, and multiple levels of reason codes can be added along with free-form comments. Overtime can write to users' IntelliTime timecards automatically.*
35	Allow for facility Administrators to track overtime coverage by code on each shift and facility wide.		*Yes, the system includes more than 80 standard reports, including multiple reports to track overtime, such as the OT Analysis Report, Hours By Pay Code report and others.*
36	Allow for facility Administrators to track overtime per position on each shift	More in depth analysis	*Yes, fully supported by the system's suite of reporting tools.*
37	Enter OT at anytime during shift	Accurately show O/T hours	*Yes, standard feature. OT writes to users' IntelliTime timecards in real time.*
38	Codes to allow and track cross facility overtime	Accurately account for overtime hours and reasons	*Yes fully supported. Unlimited customer-defined pay codes/OT codes are supported.*
39	Allow facility Administrators to track overtime per FTE and compare with the other facilities.		*Yes, fully supported by the system's suite of reporting tools.*

40	System alert to a staff member being allocated overtime when this is prohibited due to various reasons like range failure, denied leave etc. .	This would keep us in line with the AR's stating that if an officer calls in sick they are not eligible to work overtime for that or the next pay period.	*Yes, enforcement of NDOC's overtime allocation rules can be automated via our solution's configurable, rules-driven Hiring Lists. Unlimited Hiring Lists are supported can each one can be governed by highly configurable rules. For example, we can configure a rule where if an officer calls in sick, they are automatically excluded from the "Overtime" Hiring List for the current and upcoming pay period, or some other customer-defined date range. We can also enforce skill requirements, so if an employee fails on the firing range and their sidearm certification expires, they can be excluded from the "Overtime" Hiring List as well.*
41	Ability to transfer officer from one institution to another.	Must have' function	*Yes, standard feature. Transfers can be permanent or they can be effective dated.*
42	Administrative data related to an officer should not be deleted if the officer changes shifts, however if shifts are changed, the requested and possibly even already approved leave falls in the queue and is subject to first come first served prioritization.		*Yes, our solution comes with a process that re-evaluates any leave requests for the tranferred officer against his new schedule, plus automatically opens up any dates no longer needed by the transferred officer for potential use by other requesting officers. This way, limits on the amount of officers on leave for any given schedule are automatically enforced, and can adapt to changing*
43	Historical roster data retrieval capability	Accurate and historical record.	*Yes, standard feature. The IntelliTime solution maintains a full audit trail of all transactions, and includes an auto-archive feature that sends historical data to archive. Archived data remains available for reporting purposes.*
44	Allow for data exports to external reporting applications.		*Yes, standard feature. All system reports can be exported as PDF and CSV, and our SQL Server Reporting Services Reports can be exported in several additional formats.*
45	Ability to produce reports to track various types of leave, off-post hours overtime trends etc.	Must have' function	*Yes, fully supported by the system's suite of reporting tools.Our system features multiple reports for tracking leave, overtime, cost of labor, etc.*
46	Ability to capture equipment issued to an individual officer.	We can be fiscally responsible by tracking the equipment that officers are issued/re-issued.	*Yes, our solution can handle this in multiple ways. For example, we can track equipment as "Skills" assigned to officers, potentially with effective and expiration dating. We can also track equipment as general codes.*

47	Configurable system alerts for outstanding/incomplete reports, for e.g. Incident Reports (IR), Offence In Custody (OIC) reports etc.	Keeps track of reports that are due by staff and notifies supervisors of missing reports.	*Yes, IntelliTime features configurable Message Management features to post news and information to employees, such as report reminders, links to downloadable documents, etc. If the Department elects to utilize the included timekeeping functionality of our solution, the system can post edit messages to timecards based on the specific pay codes that can instruct a supervisor to ensure a specific required form was submitted.*
48	Options to build customizable/flexible shift durations	Officers sometimes work multiple posts in a day	*Yes, unlimited shifts of any length or configuration can be defined in IntelliTime. An officer could potentially be scheduled to work in one location for half of their 10-hour shift, and in another for the second half. If these locations have cost accounting (e.g. Location codes) associated with them, those codes write to the timecard automatically.*
49	Allow for automated shift bidding to facilitate data, but still allowing for supervisor review and approval	Speeds up data entry.	*Yes the IntelliTime solution features a configurable Shift Bidding module that allows for supervisor/scheduler approval of the bids. Our solution also allows users to sign up for individual additional shifts via the Employee Schedule Calendar. Schedulers can hire employees who sign up this way via the system's rules driven Hiring*
50	Mandatory overtime lists (by shift) account for officers having worked prior double shifts, annual leave, sick leave and other requirements to stay within the guidelines of AR 326.	Reduction in grievances due to mandatory lists being generated inaccurately. Increased accuracy and fairness in mandating staff.	*Yes, standard feature. Our solution features highly configurable, rules-driven Hiring Lists that can rank employees for hiring based on a variety of customer-defined factors. For example, employees can be ranked for selection for Mandatory Overtime by their seniority, amount of time worked during the pay period, amount of overtime already worked, etc. according to the customer's requirements.*
51	Ability to track officer's 'Training file,' capturing range scores, certifications etc.	Note : NDOC is currently implementing Crowne Point to track and manage officer training. A duplication of efforts is not being suggested. Vendors are encouraged to cover their applications' interface capability, data importing requirements etc.	*Yes, our solution includes a built-in interface capability for the exchange of data with external systems. If the Department requires an interface to the new Crowne Point training system, we would work with NDOC to define this interface. Our solution can interface in many formats using the standard interface tool propose to import human resource data for your employees. Interface file formats are very flexible and include ASCII fixed length, and CSV file XML, Jason, etc.*

52	Advance scheduling of known absences like training, physicals, A/L, S/L, FMLA, etc.	The ability to plan shifts in the future, taking into account planned absences like annual, training etc.	*Yes, the leave management and scheduling features of the solution interoperate seamlessly. Absences that have been approved in advance will update the schedule automatically, so for example if an officer has FMLA leave approved for the week of 2/25 to 3/03, they are updated with the appropriate status on the roster for each of their shifts during that peiod. This updates the staffing metrics for those shifts as well, so if the absence brings any of the applicable shifts below the configured minimum staffing, our system will generate "Unscheduled" shifts and alert schedulers that those shifts require additional staffing to make up the shortfall.*
53	System alert when entering overtime, in excess of two consecutive double shifts.	This is a Department policy and should be included in the application.	*Yes, our solution can automatically enforce this rule via our rules-based Hiring Lists. If hiring an officer to work a shift would violate the rule cited, the system can automatically exclude that officer from the hiring list or give him a lower priority in the hierarchy.*
54	Application to maintain officer's bid history	Allows a quick reference to previously bidded shifts to aid in compliance with AR 301 (Shift Bidding) requirement that staff can not bid on a position more than 2 years in a row.	*Shift bids completed through our included Shift Bidding module include a record of all awarded bids, and these historical shift bidding results can be retained indefinitely and reviewed at any time by scheduling administrators.*
55	Options for ANY shift (not ONLY 8, 10 and 12 hour shifts – we have a couple shifts different from these).	Allows each institution the ability to develop the most efficient operational schedule. The application should allow flexible scheduling at the administrative level, which should be able to be delegated.	*Yes, we support unlimited shifts and schedules of any length or configuration.*
56	Ability to have an immediate change over from old roster to new roster on the facility chosen implementation date.		*Yes, effective and expiration dating is featured throughout the system. New rosters can be scheduled to take effect and to expire at dates chosen by the user.*
57	New application's roster must, at the very least, contain the same information as the current roster has: for e.g. Post, Time in Position, Name, Off-post positions	The application must contain at a minimum the same fields of information currently found in NSIS.	*Yes, the IntelliTime solution can be configured to include the information cited on the daily roster for any given schedule.*
58	System generated Mandate lists, tracking of overtime disqualifications, and officers on 'furnish proof' status.		*Yes, our solution supports unlimited, rules-driven Hiring Lists that can be configured to track and automatically enforce complex NDOC scheduling requirements, including overtime disqualifications. Any shift can use multiple Hiring Lists, so for example if the "Voluntary Overtime" list for a shift is empty, the system can automatically transition to the "Mandatory Overtime" list.*

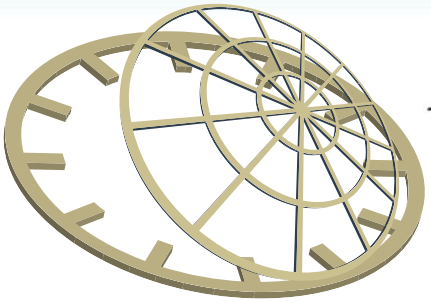
59	FMLA usage tracking,	Reduce instances of FMLA abuse. Currently staff are limited to 480 hrs. per rolling year but only payroll tracks it and we don't find out that they have gone over until they are way over the limit.	*Yes, standard feature. Our solution features highly flexible leave tracking capabilities and can be configured to enforce rules surrounding leave usage such as the FMLA 480 hours annual usage limit. As an interface to the DoC's payroll system is out of scope for this project, we can set up and manage employee accruals manually in our system.*
60	Detailed attendance card	Easily track employees call ins, sick leave abuse, FMLA etc.	*Yes, fully supported by the system's suite of reporting tools such as the Annual Attendance Report, Absence Exception Report, Hours by Pay Code Report and others.*
61	Identify staff that are on light duty or administrative assignment and what their assignment restrictions are.	Allows all supervisors to know where staff with restrictions can be assigned and for how long the restrictions will last. This could also be used to restrict staff who have restrictions from attempting to work overtime.	*Yes, an officer who has been assigned a "Light Duty" or "Administrative Assignment" shift status could potentially be excluded from the Hiring Lists for certain shifts, so schedulers would not be able to hire that officer to work overtime for the date range during which the officer was given that shift status.*
62	Warning if staff are scheduled for more than 16 consecutive hours	Keeps supervisors from working staff beyond 16 hours in a 24 hour period.	*Yes, our solution can automatically enforce maximum shift legnths and rest periods via our rules-driven Hiring Lists. If hiring an officer for a shift would put that officer above 16 hours in a 24-hour period, the shift's Hiring List could exclude that officer or give them a lower priority in the hierarchy.*
63	Identify staff that live close to hospitals for duty assignment	Helps supervisors identify good candidates for hospital duty assignments.	*Yes, this could be tracked in our system as a Skill.*
64	Attendance card for each officer, maintained by year.		*Yes, we have multiple reports that can show user attendance for a given time frame. For example, our Annual Attendance Report can show the annual attendance of individual employees over a year, arranged in a calendar format.*
65	Pull up screen of each Officer with pertinent information such as: 1. special Qualifications 2. Training Tracking (IST) 3. Gas and Taser Cert 4. Recall and Emergency Contact Info	Currently this information is stored in several different areas, requiring multiple updates to different rosters to keep data current. A central comprehensive source of this information has the benefit of serving other departments such as Inspector General, Human Resources etc. without them having to call the institution. Staff information sheets could also track time in current post, requalification dates, certifications (OC, etc.), drivers license information, equipment issue information.	*Yes, all information about individual users is stored in the User Maintenance Screen, which can be accessed via the navigation bar from any screen in the system, or from the roster.*

66	Application to respond to authorized level/ user holding the mouse cursor over a staff member's name, by displaying Positon #, ID # and home contact phone #	Quick and efficient way to track important data	*Yes, employee information is easily accessible directly from the roster. Schedulers can access staff members' data from the roster by clicking the user's name and clicking "View Emp Info" and they can hover over their spot on the roster to view their Job, Location, Shift, Time Detail and other information.*
67	Application capable of cross referencing required certifications against officers acquired certs		*Yes, standard feature. If a shift requires 5 officers, 2 of which need to be First Aid certified, the system automatically validates officers' qualifications agains the shift requirements. An officer without the First Aid certification or with an expired First Aid certification will not be counted towards that shift's requirement for 2 First Aid-certified officers.*
68	Role-based Authorization profiles	Ensure data security and integrity by restricting views, reports and function to the appropriate job function based authorization profiles	*Yes, the IntelliTime solution uses configurable Role and Range based security to restrict employee access to system functions and employee data. Roles, such as a Basic User, Supervisor, Payroll Clerk, Timekeeper, etc. control access to system modules/functions. Ranges are typically based on the organization's budget structure, and control what employee information a User can view/report on.*
69	Send automated e-mail reminders to staff (Training, A/L, timesheets due, upcoming physical, etc.)		*Email notifications are featured throughout the IntelliTime solution and can be sent as employees are hired for events (e.g. training), their schedule changes, their leave requests are approved, etc.*

SECTION XI

OTHER INFORMATIONAL MATERIAL

Workforce Management in Public Safety



IntelliTime Systems Corporation

IntelliTime Systems Corporation specializes in large complex 24 x 7 Public Safety Dynamic Shift Scheduling and Time and Attendance solutions. With the IntelliTime Enterprise solution, managers can easily manage complex shift bids and publish a schedule even a year in advance. Managing a complex schedule takes a fraction of the time with IntelliTime compared to paper or spreadsheet based tools. With our advanced minimum staffing metrics the IntelliTime application can show at a glance any understaffed positions. Our 100% Web based architecture built using Microsoft technology makes the schedule available from anywhere to all authorized users.

Powerful Hiring Tools for Your Rules

IntelliTime features powerful hiring lists that can be configured to implement even the most complex hiring rules. Flexible hiring tools leverage Microsoft technology to communicate to users and save manager's time in fixing the schedule. These tools include:

- Web based employee signup sheets for overtime availability and special event signups.
- E-Mail invitations for available overtime based on seniority and required skills.
- Interactive Voice Response (IVR) automated call outs for overtime hiring.

Any or all of these tools can be configured in a single system. These features save command staff hundreds of hours a month in managing and fixing the schedule.

If You Can't Measure it You Can't Manage It

IntelliTime also offers a comprehensive suite of management and reporting tools. In a 24 x 7 organization overtime is often the biggest budget buster. Beyond normal call-ins for absences, chronically short staffed organizations often have little choice but to back fill with overtime. IntelliTime has an unlimited number of user defined reporting categories for overtime reason codes that can be used to analyze overtime expenditures. This provides management with the tools they need to mitigate this expense.

IntelliTime also offers industry "best practice" advice to minimize overtime such as scheduling reserve staff to fill the expected daily vacancies due to sick call or injury. Reserve staffs are also paid at the normal hourly rate not the overtime rate for an immediate cost savings. Online Leave Requests can be submitted and approved through our configurable workflow. Our Check Schedule feature can tell the manager in real time if approving this leave will require overtime hiring. If so the leave can be denied and the employee will Swap or Trade the shift – with IntelliTime also managing the paybacks for swaps and trades.

Microsoft CERTIFIED Partner

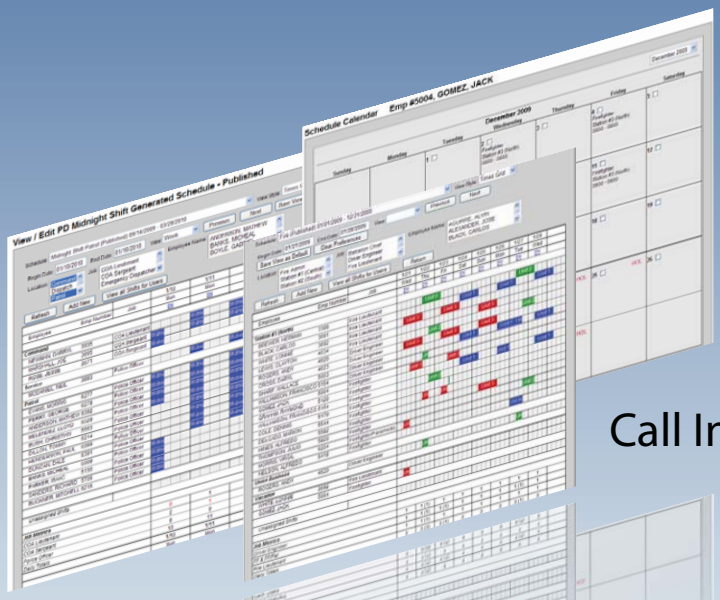
ISV/Software Solutions

Outside Event Management

IntelliTime includes flexible Schedule Event management including tracking outside billable events such as security for sporting events or construction sites. Also reimbursable events such as DUI checkpoints, FEMA emergencies or compensated enforcement are all tracked and available for reporting.

Comprehensive Time and Attendance

As the schedule is worked it automatically copies to the user timecard saving a separate timekeeping step. This saves the labor intensive step at the end of the pay period to collect and reconcile dozens of overtime and leave slips, court pays and the schedule to create a correct timecard for the employee. In IntelliTime this is completely automatic.



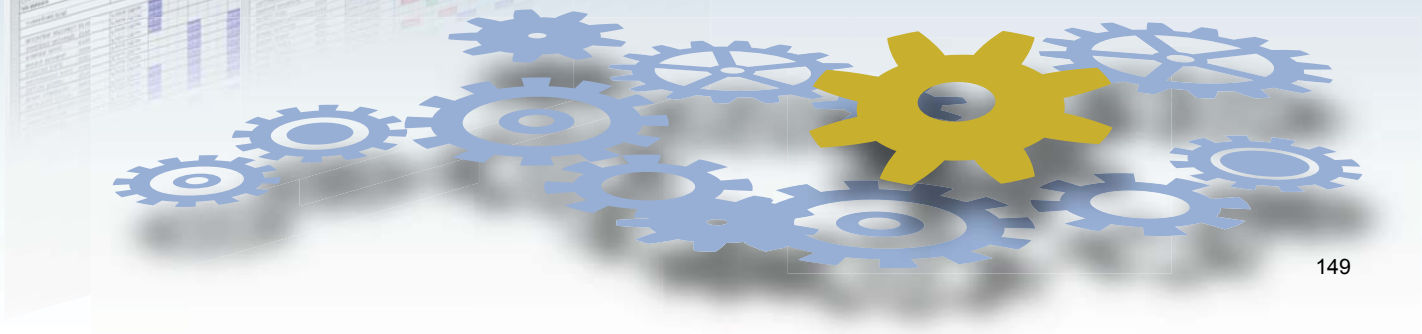
Interfaces to Popular ERP Payroll Solutions

IntelliTime is unique in that we have experience interfacing to all popular payroll and HR systems. This saves significant administrative time by importing employee, position and accrual data into IntelliTime to save duplicate administration. At pay period end we can export edited and electronically signed timecards to payroll to save thousands of manual data entry keystrokes.

Call IntelliTime today for a demonstration!

Toll Free 1-888-757-0337

1118 E 17th Street
Santa Ana, CA 92701
1-714-444-3020
www.IntelliTime.com



Version 5.0 Product Description – Time and Attendance

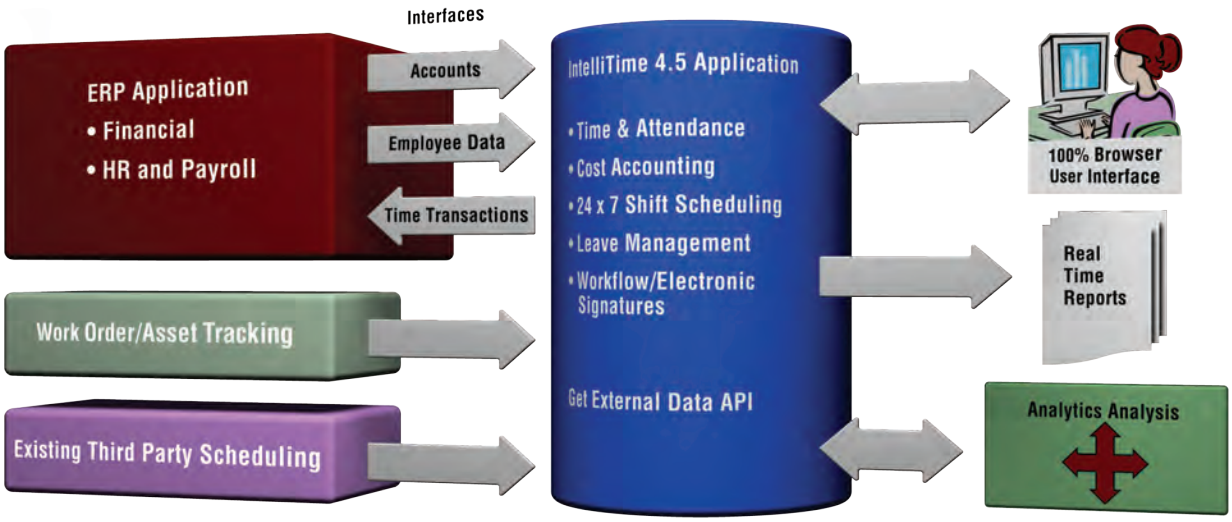
The IntelliTime application provides a powerful and flexible tool to automate complex time and attendance, scheduling and activity based cost accounting reporting. This best of breed application is especially well suited for Public Sector projects where Federal, State and local work rules exist along side of complex Union, Grant Reporting with Public Safety 24 x 7 Shift Scheduling and Hiring Rules. Many of IntelliTime Systems Corporation clients use our comprehensive Activity Based Costing module to collect edit and analyze the Funds, Projects, Job Numbers, Work Orders, Tasks, Locations, Equipment and Material Usage for various Public Works, Transportation, Social Service, CIP and Justice Department Projects and Grants.

Many of our clients have saved hundreds of thousands to millions of dollars by implementing an IntelliTime solution instead of making costly modifications to the ERP solution. Often the basic time entry modules provided with the ERP system would require years of effort and significant expense to customize. Customizations make future ERP version updates all but impossible to apply without rebuilding the customizations with each new version.

An IntelliTime implementation saves modifications to an ERP system and provides a more flexible solution. Our application was developed for complex Unionized Public Sector/Public Safety organizations. IntelliTime was designed to account for the dramatically different business requirements between different departments of a Public Agency like Public Works, Healthcare, Public Safety, Corrections and Social Services unlike some time and attendance systems that were developed for the more homogenous private sector, manufacturing or retail organizations. A single IntelliTime install can offer very different tools to each department in your organization to meet the special requirements of each, while sharing common resources such as payroll and holiday calendars, interfaces, reporting and analysis.

The IntelliTime application is installed on a Microsoft Windows 2008 R2 Server with Microsoft SQL Server 2008 R2, .Net 4.0 and IIS 7.0, on your network. The application features an attractive easy to use user interface where all functionality can be accessed from a Web browser.

Our new Web 2.0 interface features colorful icons to access the various application modules and an intelligent interface so users only see icons or menu items if they have rights to them. The In Box significantly simplifies navigation for Supervisors and all items that a Supervisor needs to pay attention to are routed to their In Box for one click access. The In Box will show a count of pending items and a colorful "Done" checkbox when you are finished. If you will be



out of the office, a single click forwards your In Box to your backup supervisor(s). Administrators can add custom messages to users with the News & Information feature. This also allows documents such as policy and procedure manuals or user guides to be associated with a News & Information item online.

Many administrative tasks are completely automated with IntelliTime including database and application administration tasks like managing user accounts and security, configuring rules such as valid pay codes, FLSA overtime, accrual management and approval workflows. In IntelliTime as new users are imported from the HR system they automatically join the correct department and all rules are configured instantly for their position, FLSA Status, Union and department using hundreds of different parameters to fine tune the rules to the most exacting standards.
If your ERP system calculates accruals they are also imported each pay period to be managed by the IntelliTime accrual management tools.

When the employee position changes through your existing HR change process, IntelliTime dynamically reconfigures the user rules as appropriate when the new data is passed through the interface to IntelliTime. The screen at right shows only some of the data that can be imported from your ERP system to synchronize the IntelliTime application with the ERP solution.

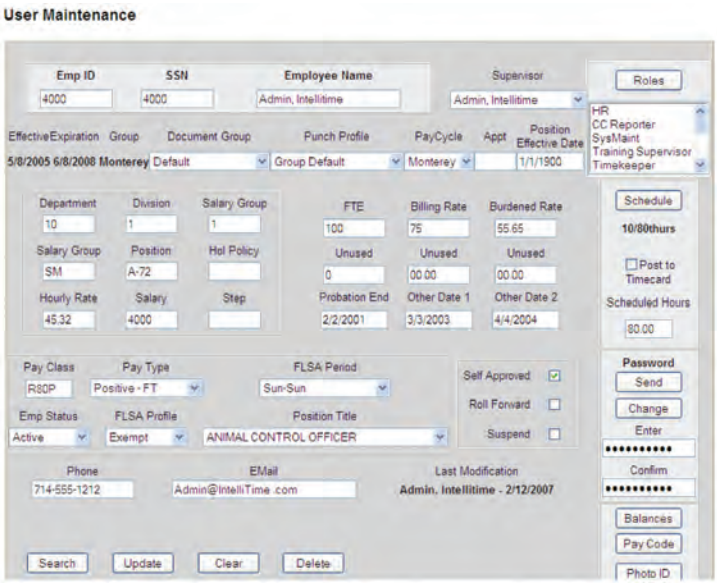


Figure 1 User Maintenance Screen

Once users are imported into the database, department level timekeepers or payroll clerks are able to assign VTI user roles to employees and other pertinent information that may not be tracked in the HR database like assigned schedule, skills or jobs. Typical configurable roles include:

User – Can log in and enter their timecard and apply an electronic signature. The User role is assigned automatically without administrator intervention. A User can have multiple positions in your organization each with a separate profile, if they work for more than one department.

Supervisor – Can review and approve timecards for direct reports.

Timekeeper – Can review or key timecards for employees in a range of departments/ divisions.

Payroll Clerk – Makes final payroll decisions. Can assign roles to users within their department.

System Admin – Controls system security, interfaces, configures rules.

Roles are used to configure both security and workflow. A role of Timekeeper for example can have a security profile that only allows them to access documents in the Public Works department and the configurable workflow determines whether they only enter time or are authorized to approve the documents as well. Assigning roles can be part of the HR interface or it can be distributed to administrators in your major departments so they can configure the supervisors and user schedules for their users, avoiding a separate personnel change notice to maintain this information.

When a user transfers or separates from an organization they are automatically removed from any work flows and their timecard history is migrated to our historical archive database for long term storage while still being available for real time review or reporting. These automated tasks greatly simplify administration.

IntelliTime Rules Engine

One of the most impressive technologies offered by IntelliTime is our powerful rules engine. Many payroll systems take hours to run batch edits against timecard transactions. IntelliTime supports thousands of users submitting their timecards in real time where potentially hundreds of rules are run against each timecard in less than a second. Then helpful — configurable — English like edit messages are displayed to the user in real time for any transactions that do not conform to the published rules.

The significant advantage to this approach is that errors are caught days earlier in the pay period compared to when paper timecards have been turned into payroll and keyed by hand and then batch edited. Since the user is seeing the edit message they can decide to use an accrual balance with sufficient time to support

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the leave they are claiming and ask their supervisor which work order they should be charging to if they one they used is closed or invalid or choose comp time or pay for earned overtime. By showing the user these edit messages in real time, they can resolve them before the timecards are submitted to payroll, savings days of time and eliminating most corrections to payroll or cost accounting caused by incorrect entries.

The IntelliTime rules engine includes a patent pending timeframe processor that supports any timeframe required for timekeeping rules. Timeframes as long as a calendar or fiscal year are simple along with a year "since first use" which is a rolling timeframe. Timeframes can be as small as a day or even smaller such as from 10PM to 6AM like used for editing some shift differentials. Time can also be sliced to show only which part of a shift overlaps with the timeframe or to determine if at least 3 hours fall into the rule timeframe. For Section 7 of FLSA covering Public Safety 9, 24-28 day timeframes are handled easily, even as they cross one or more pay periods. Often edits like this require weeks of programming in more generic timekeeping systems but they are configurable in IntelliTime. Weighted overtime and contract versus FLSA overtime is easily handled.

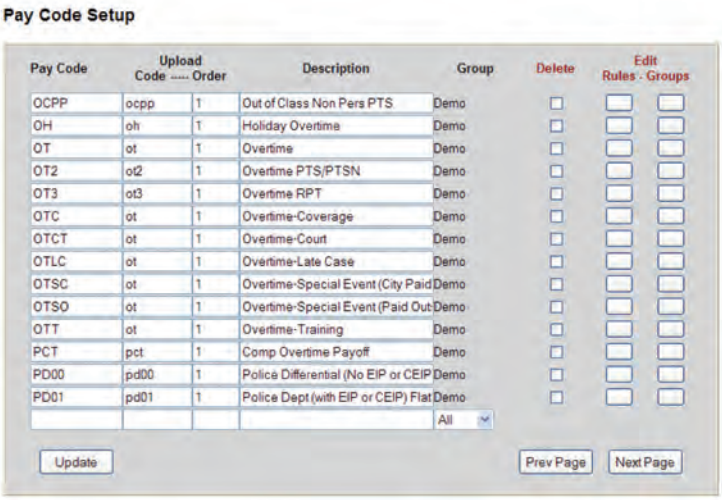

Figure 2 Pay Code Setup Screen

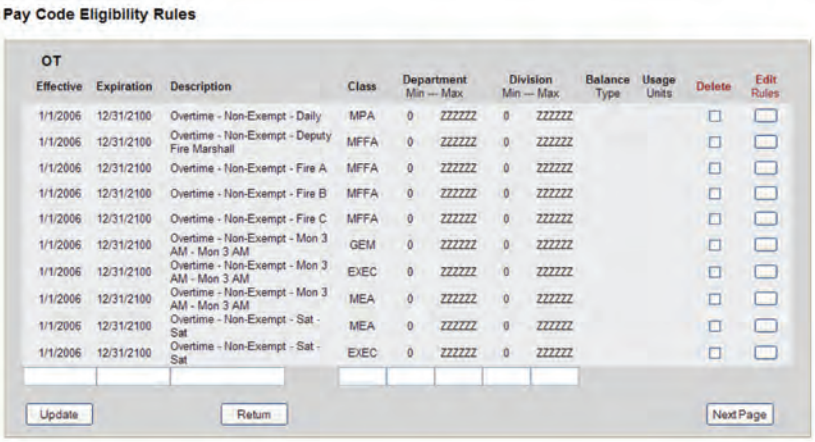

Figure 3. Pay Code Eligibility

IntelliTime allows an almost unlimited number of pay codes to be defined. The Pay Codes Table allows flexible rules to be configured the same way that your payroll procedures or bargaining unit documents are written, including effective dating. The Pay Code eligibility rules use dozens of fields from the User Maintenance screen to match defined rules to users automatically. As a new employee is hired or an existing employee is promoted or transferred, the rules automatically reconfigure for the new employee position.

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Multiple Pay Codes can also be defined in IntelliTime for tracking purposes like with overtime codes. Each is sent to the payroll application as OT, but IntelliTime maintains the full detail for analysis such as the reason for the overtime. Dozens of different effective dated rules can be defined for the same pay code to account for a variety of FLSA eligibility rules and periods for the different Unions and employee schedules.

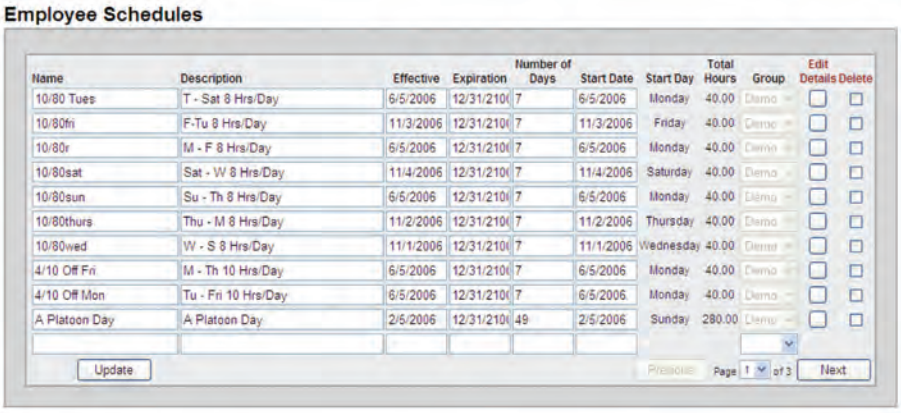
Holiday Rules

The IntelliTime Holiday Dates interface provides for the most flexible holiday rules available anywhere. Concepts such as multiple Holiday calendars for different employees are fully supported along with major and minor holidays. Rules about available Holiday Leave or banked holidays are easily configured and can include a flat amount or the employee's scheduled hours for the day or a percentage of the holiday benefit for part time employees are supported. Should the holiday fall on the employee's normal day off, moveable holidays allow eligible employee to observe the holiday on the working day nearest the published holiday date. Lump sum floating holiday leave or holiday pay grants for Public Safety are also available features.

Employee Scheduling

IntelliTime offers one of the most comprehensive scheduling capabilities in the Time and Attendance industry. Any employee schedule can be defined with our Employee Schedule interface and associated with any employees along with effective dates.

Schedules can contain any length of shift including 24 hours. Any pattern of shifts and days off can be defined for a week, pay period, month or even 112 days if required. Schedules are useful to edit rules that depend on knowing if the employee was scheduled to work that day such as standby. Call backs or holiday rules.



Name	Description	Effective	Expiration	Number of Days	Start Date	Start Day	Total Hours	Group	Edit Details	Delete
10/80 Tues	T - Sat 8 Hrs/Day	6/5/2006	12/31/210(	7	6/5/2006	Monday	40.00	Demo		
10/80fri	F-Tu 8 Hrs/Day	11/3/2006	12/31/210(	7	11/3/2006	Friday	40.00	Demo		
10/80r	M - F 8 Hrs/Day	6/5/2006	12/31/210(	7	6/5/2006	Monday	40.00	Demo		
10/80sat	Sat - W 8 Hrs/Day	11/4/2006	12/31/210(	7	11/4/2006	Saturday	40.00	Demo		
10/80sun	Su - Th 8 Hrs/Day	6/5/2006	12/31/210(	7	6/5/2006	Monday	40.00	Demo		
10/80thurs	Thu - M 8 Hrs/Day	11/2/2006	12/31/210(	7	11/2/2006	Thursday	40.00	Demo		
10/80wed	W - S 8 Hrs/Day	11/1/2006	12/31/210(	7	11/1/2006	Wednesday	40.00	Demo		
4/10 Off Fri	M - Th 10 Hrs/Day	6/5/2006	12/31/210(	7	6/5/2006	Monday	40.00	Demo		
4/10 Off Mon	Tu - Fri 10 Hrs/Day	6/5/2006	12/31/210(	7	6/5/2006	Monday	40.00	Demo		
A Platoon Day	A Platoon Day	2/5/2006	12/31/210(	49	2/5/2006	Sunday	280.00	Demo		

Figure 4 Employee Schedules

IntelliTime also includes an optional Dynamic Shift Scheduling module. The Dynamic Shift Scheduling module includes tracking staffing levels by Job and Skill at user defined locations and shifts including hiring rules and lists, overtime equalization and a variety of schedule templates, daily rosters and schedule reports. Please see the product description included with this document.

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Activity Based Cost Accounting Rules

In addition to the most comprehensive timekeeping rules, IntelliTime is very proud of our strengths in editing labor distribution entries in real time. Cost accounting reporting codes are validated for effective dating or open and closed flags. Rules are configurable by organization so projects that should only be charged to by Street Maintenance, can only be reported by those users. Missing work orders or tasks are flagged and valid combination edits are available so that activities can be limited to those supported under a specific grant or project phase.

The IntelliTime application includes many more features that streamline reporting of activity based costing. These features include:

Roll Forward – A user can select to copy part or all of the last timecard to the next preserving the cost accounting, pay codes and even daily hour allocations from one timecard to the next saving hundreds of hours of retyping.

My Detail History – A pop-up window to display the most recently used cost accounting combinations for your timecard that can be copied to your timecard in seconds. This is used when you work on many projects but not every project each pay period.

Hyper-Find – Hyper Find provides an instantaneous search of cost accounting validation tables and shows only valid combinations for the various cost accounting fields such as work order, task etc. Once you select a project in Hyper Find, only valid tasks are then displayed for that project for example.

Real Time Reporting

A variety of reports are available including those for payroll clerks and also for Supervisors, Project Managers and our Analytics module for ad hoc reporting and data mining. All Reports are all run in real time and provide summary data and can be filtered for specific users for only their department employees and by specific pay codes or activity based costing for

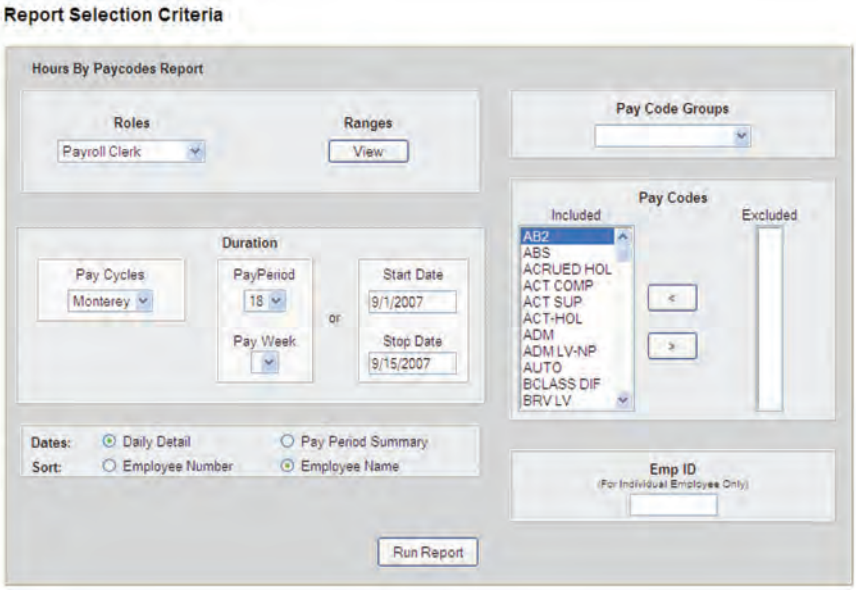

Figure 5 Hours by Pay Code Report Selection

Sample Reports

Figure 6 Labor Cost Report Selection

a variety of date ranges. A Supervisor could run reports for example to highlight all overtime worked or sick days in a year to prepare for an annual review. Even archived timecards are still available for real time reporting.

Labor Cost Reports

The Labor Cost Reports and Activity reports focus on activity based cost accounting including Work Orders, Projects, Tasks, and Equipment etc. They provide reporting also including billing rates and grant reimbursement rates to support third party supplemental billing.

IntelliTime Analytics

The IntelliTime Analytics Module provides for authorized users to search and extract almost any data element in the IntelliTime database. The Analytics module can be used to pull data for further analysis through the Web to your desktop as a CSV file and analyzed using tools such as Microsoft Excel. Analytics can answer quick questions such as how much did we spend last year on overtime to cover shifts from employees that were out sick? Or how many overtime hours did we have by department? Analytics users can even save commonly used Analytics searches as profiles and reuse them in seconds.

Security

Security and the strength of our electronic signature feature are based on users having a sign on authentication that cannot be abused. IntelliTime features a variety of authentication methods including linking to your organizations Microsoft Active Directory for user authentication from their desktop computer log on, to using the IntelliTime application level security for users to log in to IntelliTime with their employee number and password.

Timekeeping Options

The IntelliTime product family includes a wide variety of timekeeping technologies for a diverse workforce. Our most popular interface is the Web based Virtual Timecard Interface or VTI. VTI provides for access to timekeeping from any networked computer with a Web browser. VTI includes a variety of timekeeping documents including Timecards, Leave Requests, Overtime Authorizations, Prior Period Adjustments, Shift Swap/Trade Requests, Leave Donation Forms and “Web Punch” a browser based time clock for punching in and out via a networked computer.

The time card design in VTI is configurable in order to match your current paper timecard as much as practicable. Since most users work with the timecard most often, if it can be made familiar this lowers the steepness of the learning curve for the new timekeeping system. Also flexible cost accounting fields can be configured for employees that require this while others do not need this level of complexity and don’t have to trip over it on their timecard. The example below shows a timecard with a high level of capability

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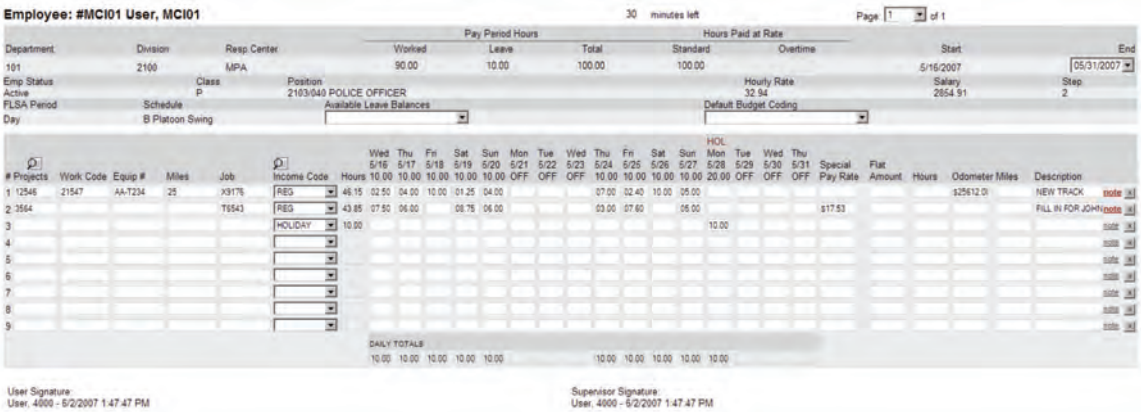

Figure 7 Sample Complex Bi-Monthly Timecard

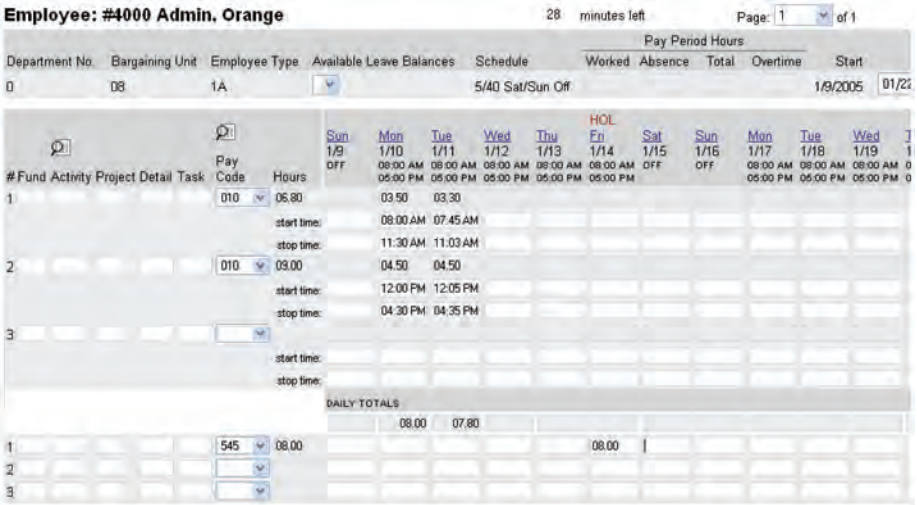

Figure 8 Sample Start and Stop Time Timecard

to handle complex reporting including projects, work codes, equipment, odometers, miles, jobs and comments. Many projects do not require this level of reporting and can be made much simpler.

Timecard can display elapsed hours like the example in Figure 7 on the prior page or the start and stop times like the example above. Often the start and stop times might be required to edit shift differentials where the actual hours worked are part of a rule like if the shift contains four hours between 10 PM and 6 AM, a shift differential is earned.

The Web Punch interface displays the date and time from the file server that hosts the IntelliTime application software. Since the user cannot edit this time but only Punch "In" or "Out", you improve

control without the requirement to install and maintain dedicated time clocks or badge readers.

The Web Punch screen displays the employee name who has logged in and the Date/Time from the file server. The user can click Punch In, or Punch Out. After the employee clicks their punch they receive a confirmation message that their transaction was recorded. The next employee can then log in and Punch In or Out also. The PC does not need to be rebooted or the network log in changed for multiple employees to perform timekeeping.

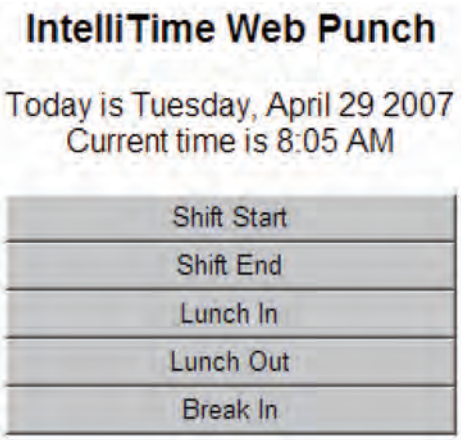

Figure 9 Web Punch

All punches from any source (time clock, IVR, Web Punch) show to timekeepers and supervisors through the easy to use Who Is In interface. Supervisors can see at a glance that the team has arrived without having to visit each individual time card like in some systems. Adding a missing punch can be done with a mouse click and no typing since the screen suggests punch times from the user schedule. Manual punches can be added at any time. Exceptions such as early punches or late arrivals all are flagged for the supervisor on Who Is In.

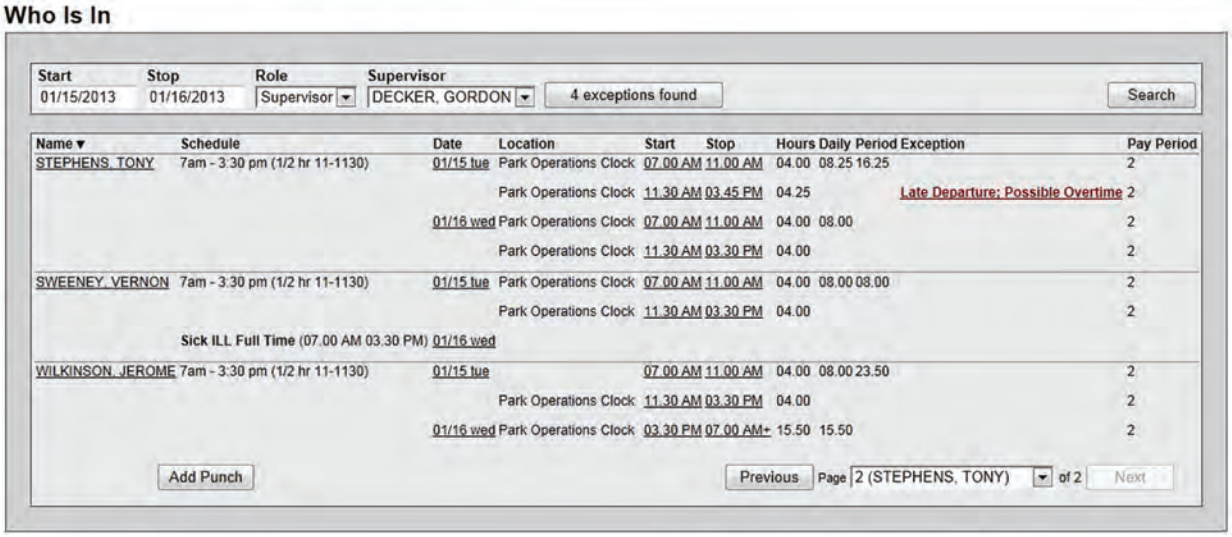

Figure 10 Who Is In Interface

Mobile Computing

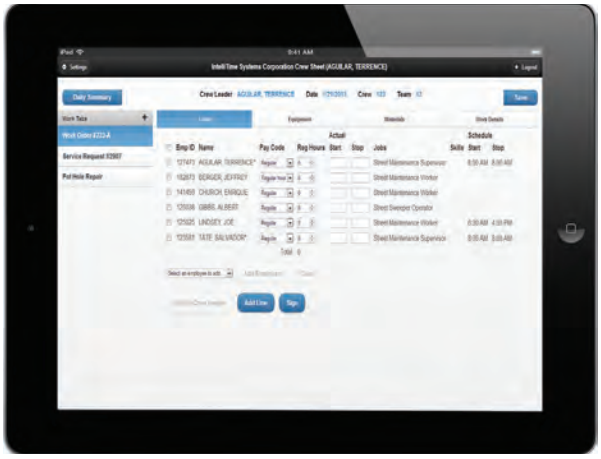

Figure 11 Mobile Computing

IntelliTime offers a unique comprehensive mobile computing solution for work crews, including interfaces to many popular asset tracking, service request and work order management solutions. Service requests and work orders are imported and assign to crews. The crew is configured with staff, assigned equipment and materials. As the assignment is worked the crew leader can enter the hours one time and they post to all selected users working the same task to save time. Equipment can be associated to an operator and all labor hours for that operator automatically copy to the assigned equipment also. Materials are configured with user defined units of measure e.g. Load, Ton, Feet etc. and tracked along with the same work order. Labor copies to the user's timecard in real time and the supervisor can sign the crew sheet with the tap of a finger. The Crew Sheet application runs on Apple iPad and Android tablets. With a wireless network the crew sheet synchronizes with the server in real time to track the crew's progress or it saves the data until the crew returns to the office and then downloads the data automatically.

Time Clock Terminals

Figure 12 Fingerprint Reader

IntelliTime Systems Corporation features a full line of timekeeping terminals including dedicated badge readers that connect to your network via Ethernet TCP/IP connections or modem. Popular reader technologies include bar code, magnetic stripe, proximity badges and biometric fingerprint or whole hand reader recognition technology.

Figure 13 Hand Geometry Reader

Interactive Voice Response (IVR)

For users who are mobile or only have access to a telephone line, the IntelliTime Interactive Voice Response Module is a flexible way for users to dial in and punch in and out for their shifts using an office or mobile touch tone telephone. The punches from the IVR server copy to the user timecard just as if they used a time clock.

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The IVR Server also tightly integrates with the 24 x 7 Dynamic Shift Scheduling module to automate sick calls and call outs to fill open shifts.

Interface to Third Party Applications with Timekeeping Data - GED

In many projects the client has a department level database such as Asset Tracking, Maintenance Management or Employee Scheduling that contains details such as employee number, date, worked hours, cost accounting details and shift type such as regular or overtime. The IntelliTime unique Get External Data (GED) interface can import this information, create hundreds of timecards in minutes and then automatically post any leave and edit all of the information using our powerful rule engine. The timecards are then ready for electronic signature and export to the ERP or payroll application.

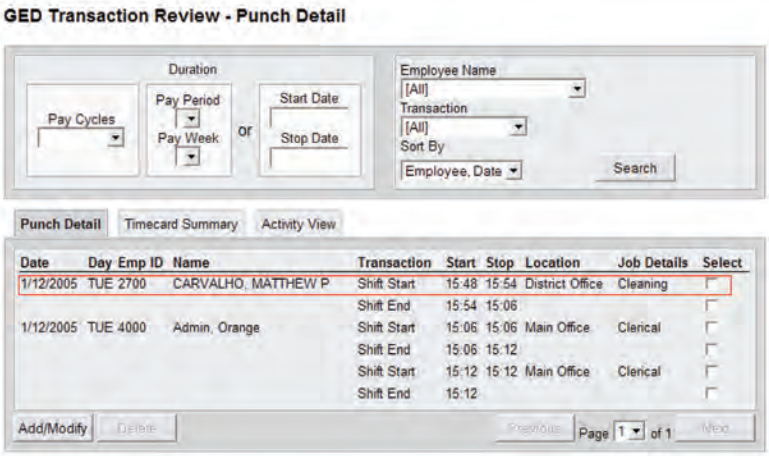

Figure 14. Get External Data Review

GED saves hundreds of work hours a month by eliminating the duplication of effort because these users do not need to also punch a clock or complete a separate timecard for payroll. Our interface also promotes reconciliation between the department level databases and the ERP or payroll system because they all are synchronized with GED.

The GED interface is also used to manage timekeeping transactions from time clocks and the IVR telephone timekeeping module. This data can be configured to import into IntelliTime where it is edited and then posted to the employee timecard. Additional rules are run to calculate a post lunch breaks, holidays or premium overtime when these types or rules are not managed by the third party application.

IntelliTime Review Module

The IntelliTime Review module allows authorized users to search for and review timecards and other documents that fall within their security profile. The default search profile displays the most frequently used view of documents for the current pay period. The simple view includes the employee name and real time status so lost timecards are a thing of the past.

The Review Module includes powerful search capabilities to search the entire database including history for all timecards for particular users by a variety of powerful search criteria.

Figure 15 Document Review Module

Interfaces to Popular ERP and Payroll Applications

The IntelliTime application interfaces to your existing ERP solution through the exchange of ASCII files using our Web based interface tool. Employee demographic data is imported into IntelliTime from your human resources database to completely eliminate duplicate administrative effort. Information such as leave accrual balances, default labor distribution accounts, position, FLSA status, FT/PT, bargaining unit and full time equivalent are but a few of the data elements that can be synchronized in IntelliTime.

New users are created through the employee import interface and retired or separated employee profiles are automatically deleted once their timecard history is archived for historical recordkeeping and all without administrative effort. If you organization used labor distribution reporting the supporting tables of valid work orders, tasks, funds, account numbers and locations are imported from your financial application to provide validation for timekeeping transactions. In all cases no modifications are required to your ERP solution to support the exchange of data with IntelliTime.

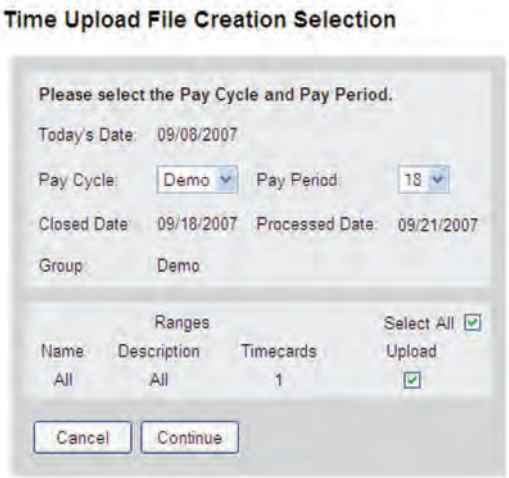

Figure 16 Timecard Export Module

At the end of payroll processing the timecard export file is created containing current pay period data. This file is then loaded as batches of timecard transactions into your payroll software's batch load utility. In seconds literally thousands of transactions are loaded that would have taken days to key by hand. The data is completely correct and fully edited so as you post and edit the batches with your payroll software, the existing batch edits will accept all of the transactions without error or further administrative effort.

IntelliTime Image Archive

If this optional module is installed, on export of timecard data the system will create permanent un-editable images of your signed timecards. These multi-page images contain the original submitted timecard, an image containing the audit trail data (if any) and a final timecard image reflecting the data that was sent to payroll. Archived images are typically saved on the file server hard disk for up to five years. After that time in order to free disk space, the PEP program is used to archive timecard images to CD-ROM. A complete index to these images is maintained in IntelliTime for a time period only limited by disk space. VTI also allows employees to retrieve images of prior period timecards through their Web browser.

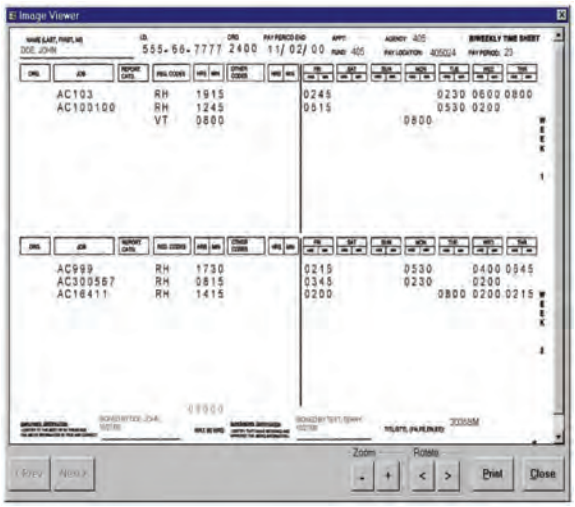

Figure 17. PEP Image Viewer

When the pay period is complete, timecard data records are published to the data warehouse using the automatic "Move to History" feature which keeps the current portion of the database small to maximize performance.

Why Choose IntelliTime?

In addition to the world class features of the IntelliTime software you just read about above, your organization should select IntelliTime for several additional reasons.

- World Class Support – Our customers and team of dedicated support staff know that at IntelliTime Systems Corporation, support is job one. We continually train our staff on the latest software builds and features so everyone stays up to date. Support staffs assist in configuring new client systems between support calls to have hands on practice with the latest versions. They are also then familiar with your configuration.

- Focus on Quality - In addition to our automated and hands on quality assurance, the IntelliTime application logs any configuration or software anomalies automatically. Each evening (with the customer's permission) the IntelliTime server sends a status report e-mail to the IntelliTime support team. Often, based on this early warning system, we contact you with an issue or to offer a reconfiguration or a patch before you experience any ill effects. That's proactive support!

- Public Sector Focus – One hundred percent of our customers are State, County, City and Municipal organizations across the USA and Canada. This provides IntelliTime with a priceless source of ideas and use cases for meaningful and useful new features. Our implementation team can also use this experience to provide valuable "Best Practices" from many customers just like you where we addressed the same challenges and with proven results.

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Version 4.5 Product Description: Dynamic Staffing – Shift Scheduling

The Dynamic Staffing - Shift Scheduling (DS3) module from IntelliTime Systems Corporation provides a powerful shift scheduling and staffing tool especially well suited for 24 x 7 operations such as Public Safety, Corrections, Hospitals and Educational institutions. This module is tightly integrated with the IntelliTime Enterprise Timekeeping solution so clients can manage schedules and time and attendance with only a fraction of the typical effort required when using separate proprietary scheduling and time and attendance programs.

The benefits of an integrated solution include:

- **Comprehensive Interfaces to Payroll and HR** – Because employee data and leave balances are imported from the client's HR and Payroll database only one time - this information is available to both time and attendance and the DS3 scheduling module without duplicate effort. Shift statuses from the DS3 module like Regular or Overtime translate into payroll variation codes on the timecard in real time. Issues like the timecard not matching the schedule or late overtime not making the timecard are eliminated.

- **Overtime, Holiday, Job Cost Accounting Reporting Rules** – The rules are configured for various labor agreements as well as State, Federal and Local work rules. Once configured, the rules are applied to both the schedule and the timecard. Schedulers can easily see the cost of staffing shifts because overtime, shift premiums, working out of class and job rates are understood by both of these integrated modules.

- **Integrated Leave Approval and Shift Swap/Trade Form** – The approval of leave or shift swaps/trades using our Web based Leave Request form provides Supervisors with the ability to check for available leave balances and the affect on staffing levels if this leave is approved before approval is granted.

- **Fully Web Based Interface** – IntelliTime is one of the only enterprise time and attendance solutions with a fully Web based interface so there is no software to install or maintain on the workstations. Employees can access the timekeeping or scheduling interface from anywhere on your network using a Web browser.

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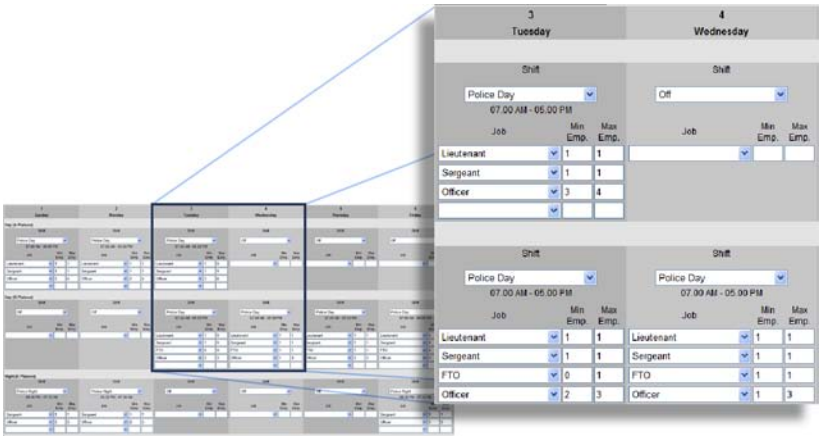
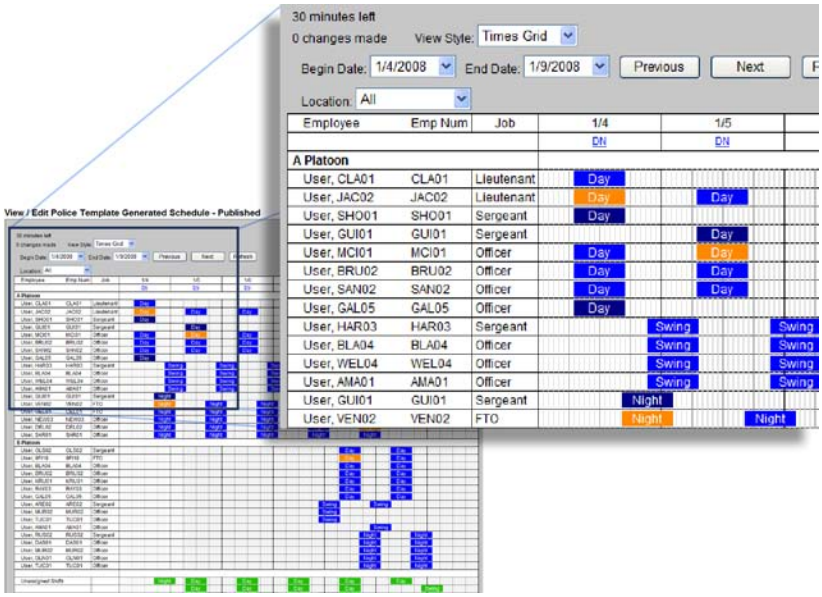
Scheduling Interface

Shift Templates



Flexible Shift templates can be defined for any work period like a day, week or seven week rotating schedule. The staffing requirements for each shift, platoon, watch or work location are broken down by user defined jobs, rank or position. The staffing requirements are defined as a range of staffing levels and the DS3 module will highlight for the scheduler when staffing levels are not maintained and provide powerful hiring assistance with flexible hiring rules.

Schedule Grid View



The Schedule Grid View provides a graphical depiction of the schedule including the employees listed down the left side and their assigned rank or job. A colored bar representing their assigned shift is listed under each day and provides a visual cue as to the coverage for a particular day. Controls at the top of the screen allow the scheduler to view the schedule for any date range. Filters also provide the ability to view only a single shift, platoon or location.

At the bottom of the screen, unfilled shifts are highlighted in light green in this example which indicates the understaffed shifts that fall below the minimum staffing level for a specific job listed on the associated Shift Template.

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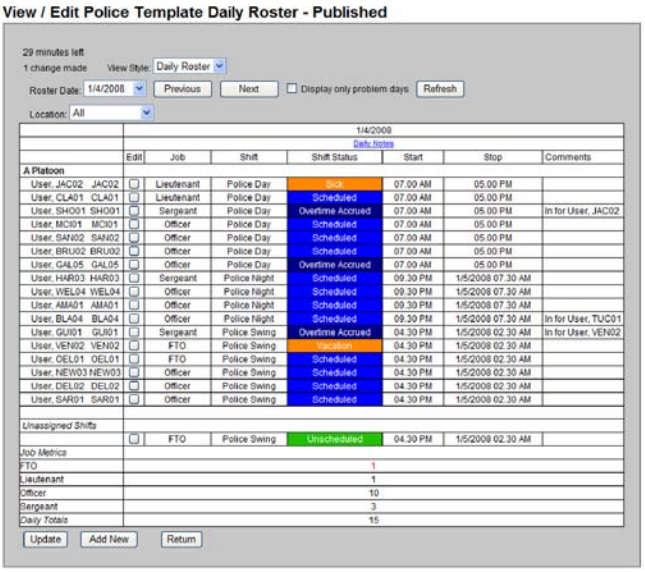
The Job Metrics section at the bottom provides a numerical summary of the assigned staff versus the Schedule Template. Short staffed positions are listed in red to highlight the individual jobs or ranks that are understaffed on the schedule for a particular day. The scheduler would use our "Fix Scheduled Shifts" interface described below to hire for these understaffed positions.

Daily Roster View

When working with a single day, the Daily Roster View is a popular feature. This shows an up to the minute view of staffing for all shifts for the day. Schedulers can make any adjustments to the roster that are required including breaking shifts between locations to fill vacancies, assigning users to new jobs like to fill a Captain's slot at another location due to training and placing users on Leave. Users can view the roster for a day when planning leave and supervisors can view the roster before approving leave.

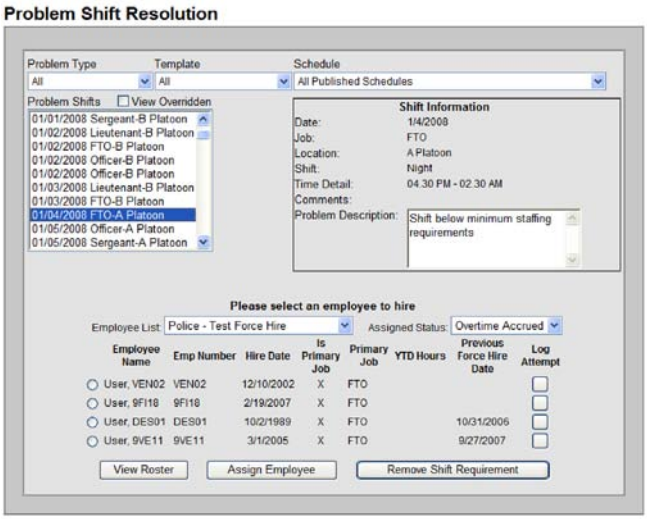


An easy to view summary of unfilled shifts and jobs are shown at the bottom of the Daily Roster along with a summary of the metrics for this roster.

Hiring Rules and Fixing the Schedule

It has been said before that scheduling the 24x7 organization would be easy -- if everyone just worked the assigned schedule.

In the real world, training, vacations, family emergencies, court appearances and turnover are only a few of the things that keep users from their scheduled shift and post. The IntelliTime Problem Shift Resolution *Wizard*, is a powerful tool to assist the scheduler in fixing the understaffed shifts. To the left of the interface is a list of problem shifts in descending date order with the nearest shifts at the top. When a shift is selected,



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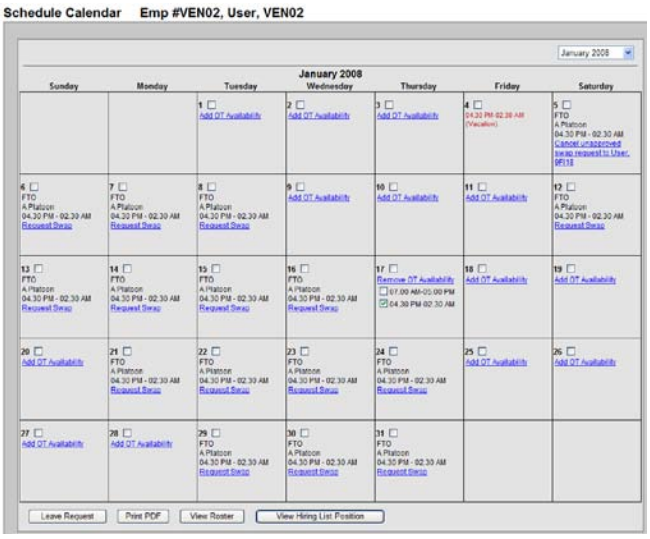
the Wizard will display the shift details to the right along with the available staff that can be hired for this shift below. A configurable summary will display dynamic metrics like the total amount of hours this employee will have, or total amount of overtime worked in a year if hired for this shift. Above the employee list is a "pick-list" that provides access to hiring lists such as forced overtime lists, or special event and overtime sign up lists.

Employee Monthly Calendar View

As a Web based Enterprise Time and Attendance solution developer, we have not forgotten the employees. Our easy to use employee calendar view offers a simple interface where the employees can see their scheduled shifts and assigned jobs and locations in real time.



With a few clicks of the mouse the employee can request a shift swap with qualified employees, sign up for overtime hiring lists or special event overtime. One or more days can be checked and then the "Leave Request" button at the bottom will generate a request to their supervisor. Users can print their schedule and also view the roster as a read only page.

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Genus™ I

Innovative, Easy to Use, Java Programmable

The "Genius of Genus" is that it offers an intelligent Java programming environment, with the power of a PC, at the price of a data collection terminal. The Genus™ open and modular platform is designed to provide fast, accurate, and reliable data collection for any industrial application. Ideal for time and attendance, workforce management, employee self-service, shop floor data collection, and access control, Genus™ is the intelligent and affordable decision for any organization.

+ Open Standards
+ Java Programmable
+ Advanced Biometrics
+ Ergonomic Design
+ Field pluggable accessories
+ Ethernet Ready

227 Brainard Road, Enfield, CT 06082 + 800-722-6654
www.controlmod.com

Benefits

Each model in the Genus™ line of Java programmable terminals utilizes CMI's extensive design expertise to provide companies the ultimate flexibility in programming; as well as display, media, reader, keyboard, communication and peripheral configuration options. Additional benefits include:

+ Flexible Java J2ME programmability with extensive classes provides a broad range of functionality and ease of development and deployment
+ OEM Classes provide seamless, easy data collection, configuration and integration, as well as remote support, and administration
+ Complete modular design allows for easy field upgrades and serviceability to meet functional and budgetary requirements
+ Biometrics solution utilizing active capacitance technology provides the ability to capture fingerprints from the widest range of skin types
+ Durable, rugged ABS enclosure suited to many environments
+ Internet appliance, connecting terminal to server via web services

Features

Memory
+ 8MB Flash program store
+ Optional 32MB Flash user file area
+ 32MB Dynamic Memory
+ 2MB SRAM for data
+ Real-time clock

User Interface
+ Durable 3 x 8 membrane keypad
+ Variable tone beeper

Communication Options
+ Integrated 10/100 Ethernet
+ RS232 Serial Aux Port
+ HTTP, FTP, TFTP, PPP, JDBC, XML
+ Optional Wi-Fi Module
+ Optional 56K Modem

Miscellaneous
+ Optional 1000mAh UPS (Uninterruptible Power Supply) module
+ Integrated Door Control Features
  - 1 Form C Relay
  - 2 Protected Inputs

Display
+ 4 x 20 character backlit LCD display

Physical
+ 10.1" L X 5.0" W X 1.75" H w/o mount
+ Weight 1.5 lbs.

Auto-ID
1 Internal reader port
+ Barcode
+ Magnetic
+ Proximity (HID, Motorola™)
+ Smartcard (Mifare™, iClass®)
+ Biometrics (Fingerprint)

1 External reader port
+ 1 Barcode wand port

Power
+ 15-30 VDC

Environmental
+ Operating 0°to 50°C (32° to 122°F)
+ Storage -40° to 66°C (-40° to 151°F)
+ Humidity 0 to 90 % non-condensing

Compliance
+ FCC Part 15A, UL 1950

Genus™ II

Innovative, Easy to Use, Java Programmable

The "Genius of Genus" is that it offers an intelligent Java programming environment, with the power of a PC, at the price of a data collection terminal. The Genus™ open and modular platform is designed to provide fast, accurate, and reliable data collection for any industrial application. Ideal for time and attendance, workforce management, employee self-service, shop floor data collection, and access control, Genus™ is the intelligent and affordable decision for any organization.

+ Open Standards
+ Java Programmable
+ Advanced Biometrics
+ Ergonomic Design
+ ATM Style Interface
+ Ethernet Ready

Benefits

Each model in the Genus™ line of Java programmable terminals utilizes CMI's extensive design expertise to provide companies the ultimate flexibility in programming; as well as display, media, reader, keyboard, communication and peripheral configuration options. Additional benefits include:

+ Flexible Java J2ME programmability with extensive classes provides a broad range of functionality and ease of development and deployment
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+ Complete modular design allows for easy field upgrades and serviceability to meet functional and budgetary requirements
+ Biometrics solution utilizing active capacitance technology provides the ability to capture fingerprints from the widest range of skin types
+ Durable, rugged ABS enclosure suited to many environments
+ Internet appliance, connecting terminal to server via web services

Features

Memory
+ 40MB Flash program store
+ 32MB Dynamic Memory
+ 2MB SRAM for data
+ Real-time clock

User Interface
+ 36-key ATM style membrane Keyboard (Soft Data, Function, and Navigation)
+ Variable tone beeper
+ 2 status LEDs (red, green)

Communication Options
+ Integrated 10/100 Ethernet
+ RS232 Serial Aux Port
+ HTTP, FTP, TFTP, PPP, JDBC, XML
+ Optional Wi-Fi Module
+ Optional 56K Modem

Miscellaneous
+ Power monitor
+ Optional 2300mAh UPS (Uninterruptible Power Supply) module
+ Integrated Door Control Features
  - 1 Form C Relay
  - 2 Open collector outputs
  - 2 Protected Inputs

Display
+ 320 x 240 backlit Monochrome display

Physical
+ 12.5" L X 8.5" W X 2.2" H w/o Mount
+ Weight - 3 lbs.

Auto-ID
2 Internal reader ports
+ Barcode
+ Magnetic
+ Proximity (HID, Motorola™)
+ Smartcard (Mifare™, iClass®)
+ Biometrics (Fingerprint)

2 External reader ports
+ 1 Barcode wand port
+ 1 Barcode/Mag/Prox port

Power
+ 15-30 VDC

Environmental
+ Operating 0°to 50°C (32° to 122°F)
+ Storage -40° to 66°C (-40° to 151°F)
+ Humidity 0 to 90 % non-condensing

Compliance
+ FCC Part 15A, UL 1950

227 Brainard Road, Enfield, CT 06082 + 800-722-6654
www.controlmod.com

Overview

IntelliTime Systems Corporation customers include large State, County, City and Municipal organizations, many of which have mobile field workers. These staffs are often found in departments such as Public Works, Utilities, Community Services and others that work daily in the field. They often work together on common tasks as crews supervised by a foreman or crew leader. IntelliTime heard from its customers that the available mobile solutions offered limited timekeeping functionality and only integrated with a single application such as Work Order Management and Asset Tracking solutions. The desired outcome of this development was to have a single source of crew activity data that would update payroll with properly edited timecards and finance with information necessary to properly account for the work of the field crews. The IntelliTime Mobile Crews Sheet was developed as just such a solution. Its unique features include:

- Leverage IntelliTime ERP Interfaces – Each IntelliTime implementation includes a comprehensive interface to the customer's ERP solution that synchronizes employee data, leave accruals, labor chargeable cost accounting, projects or grant information with the IntelliTime application. At pay period end, edited and approved timekeeping data, with labor cost details is available for export for payroll processing. Many customers also process the cost accounting details in their ERP Projects module or as Cost Centers typically in the G/L module. This is a very streamlined process and leads to a high degree of reconciliation between the field data collection process, timekeeping, payroll and the G/L and Project Cost Accounting modules in the ERP solution.

- Improved Accuracy – Since the IntelliTime solution includes very detailed rules associated with labor agreements, leave policies, overtime and scheduling work rules, collecting the data through IntelliTime is efficient since the data is collected and edited to create a correct work record on the first try. Often data entry into Work Order Management and Asset Tracking Solutions (WOMATS) leaves open many opportunities for errors because they lack the detailed pay and cost accounting rules found in IntelliTime. Then as data is interfaced from the WOMAT to payroll and then edited and corrected, reconciliation suffers because now the two systems have different data. Sending corrections back to the WOMAT creates duplication of effort.

- Flexible Interfaces – Many Work Order Management and Asset Tracking Applications (WOMAT) an also receive the edited Mobile Crew Sheet data from IntelliTime for their important work order status tracking and maintenance cost reporting capabilities. Additional data can be interfaced to include work order or service request statuses and

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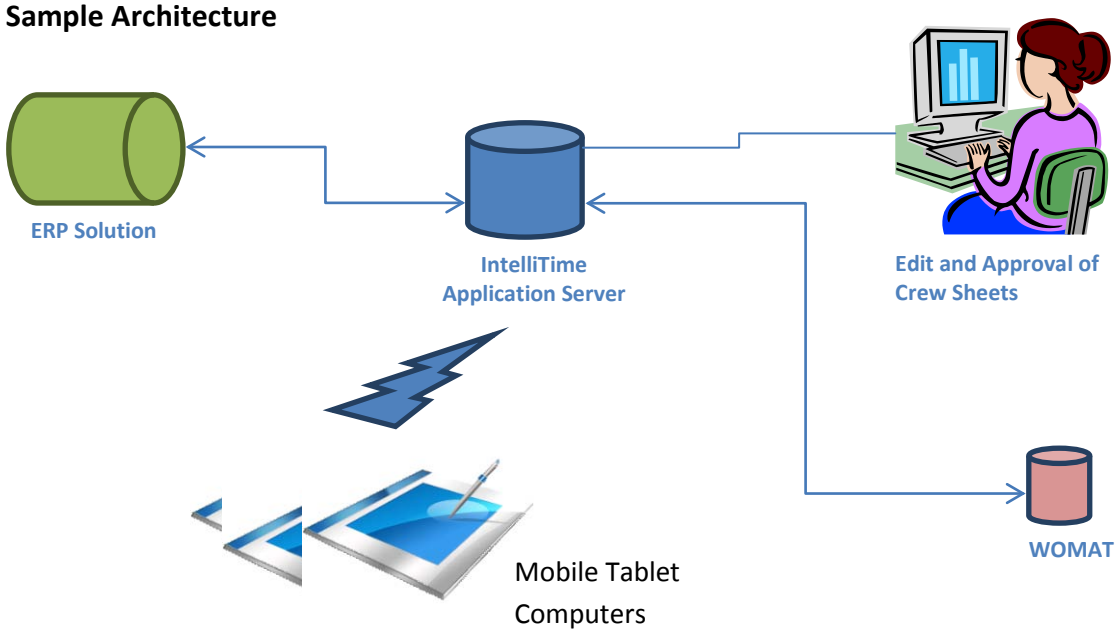
comments to provide a complete work reporting solution. Hundreds of data fields are available in IntelliTime for the interface.

- Comprehensive Approach – Few commercially available Workforce Automation or timekeeping solutions provide a Mobile Crew Sheet with the ability to collect and edit Labor, Equipment and Materials usage like the IntelliTime solution.

- Low Cost Tablet Computers Support with Flexible Networking Options– The IntelliTime Mobile Crew Sheet can run on low cost Apple iPad or Android tablet computers. These devices communicate wirelessly or over available cellular networks to the IntelliTime application server using the http protocol. The IntelliTime Mobile Crew Sheet is developed using state of the art HTML 5 which provides many advanced capabilities including support for local storage. This means that as a crew travels throughout their day, the IntelliTime Mobile Crew Sheet can collect edit and save data even outside of wireless or cellular network coverage. Then when the device returns to network range, the application synchronizes with the IntelliTime server.

Sample Architecture



Data Flow

The implementation of the IntelliTime Mobile Crew Sheet does not assume or require any change in how the customer currently initiates Work Orders or Service Requests. The IntelliTime Mobile Crew Sheet can simultaneously interface to multiple department level WOMAT type systems. Existing IntelliTime security parameters allow these data to co-exist in the same database to allow multiple departments to operate autonomously in the same database.

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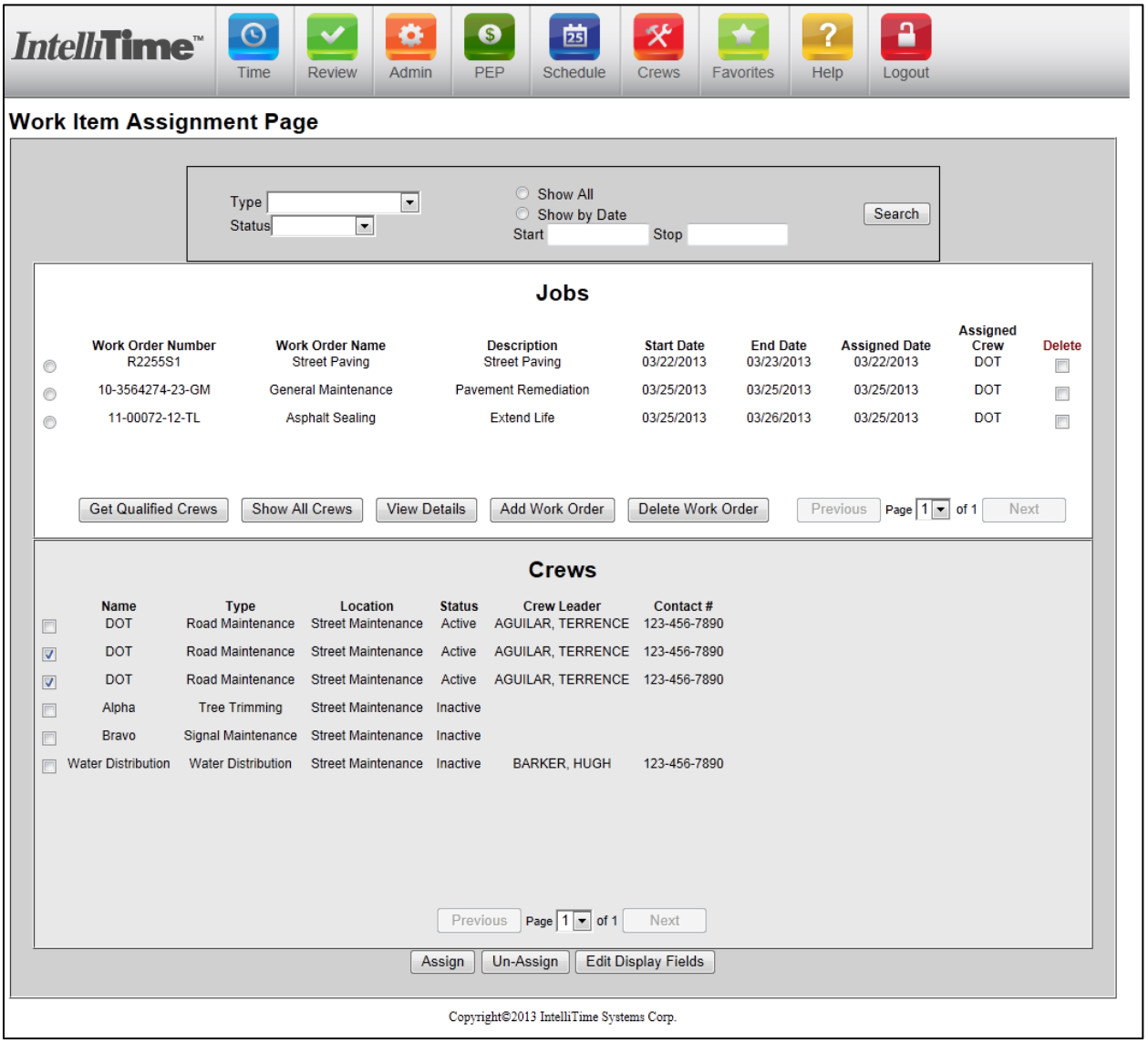
If desired, the interface can periodically retrieve new active work orders or service requests from the WOMAT to import into IntelliTime for assignment to the appropriate Crew by the existing department work planners following their existing processes. Work Items appear in the top portion of the screen and available crews in the bottom of the screen. Planners and foremen can select the work to be done and assign it to the qualified and available crews in a few mouse clicks.



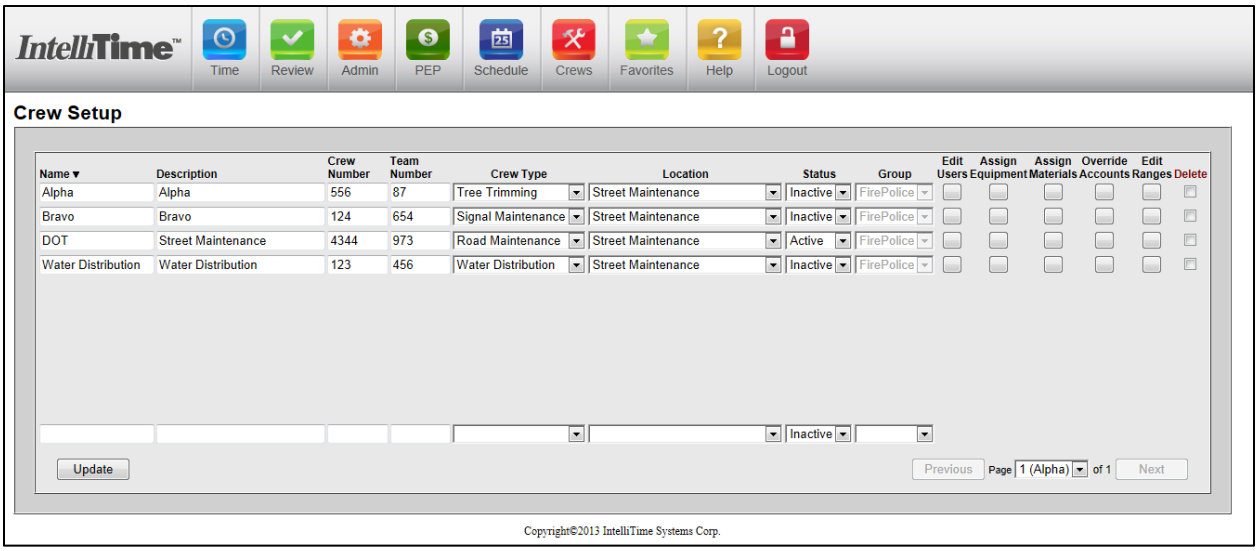
If required, new Service Requests or Work Orders can be added by clicking the Add Work Order control and then filling in the details. When saved, the new Work Order can be assigned to a Crew. Assignments can be undone and reassigned as needed as priorities change.

Both Work Orders and Service Requests may be associated with customer defined “Work Types” such as Tree Trimming or Pothole Repair and so can Work Crews. This interface can then use configurable filters to show only the Tree Trimming Work Orders and Service Requests and the available Tree Trimming Crews. This facilitates assignments, in priority order, to qualified crews, in a minimal amount of time.

If the assigned crew’s Mobile Crew Sheet is within network range, the days assignments displays in real time.

Crew Management

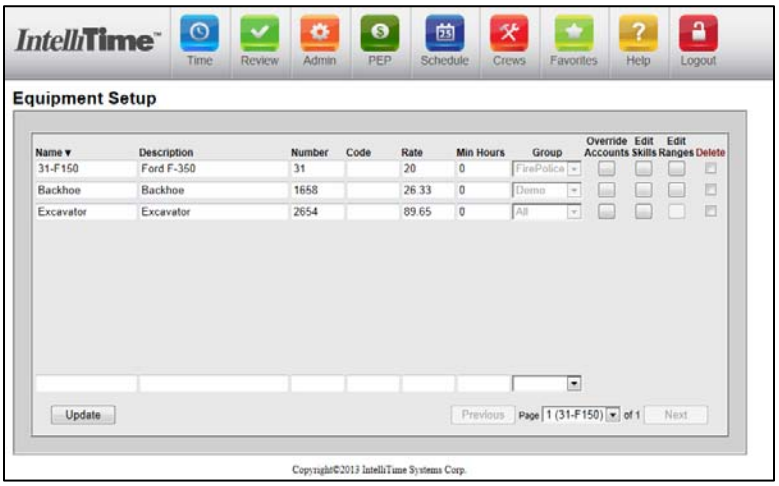
Crews can be defined within the IntelliTime application using the Crew management module shown below. Predefining crews is not a required action. The Mobile Crew Sheet allows a Foreman or Crew leader to assemble a crew of even a dozen staff in less than one minute each morning. If the makeup of a crew is relatively stable, the configuration of the crew through this module would prepopulate the Mobile Crew Sheet with the expected staffs automatically. On the fly adjustments can still easily be made.



If desired, standard equipment and material compliments can be assigned to a Crew using the controls above and again on the fly adjustments are easily made. The Override Accounts control allows for definition of standard labor cost accounting values for crews that always use the same account each day e.g. “General Maintenance”. These types of crews can still be very productive with the Mobile Crew Sheet to capture their labor, equipment and material usage each day, even though they are not typically assigned discrete Work Orders or Service Requests.

Equipment Setup

Similarly an unlimited number of equipment can be defined including flexible billing units and rates. Billing units would include “Hours” “Miles” or “Idle Time” for example. Billing units can also include edits so for example a number from 1-200 may be allowed for miles driven on a Work Order, but Hours would be limited to 24 or less. This helps improve data accuracy even for a disconnected Mobile Crew Sheet where editing by the server is unavailable.



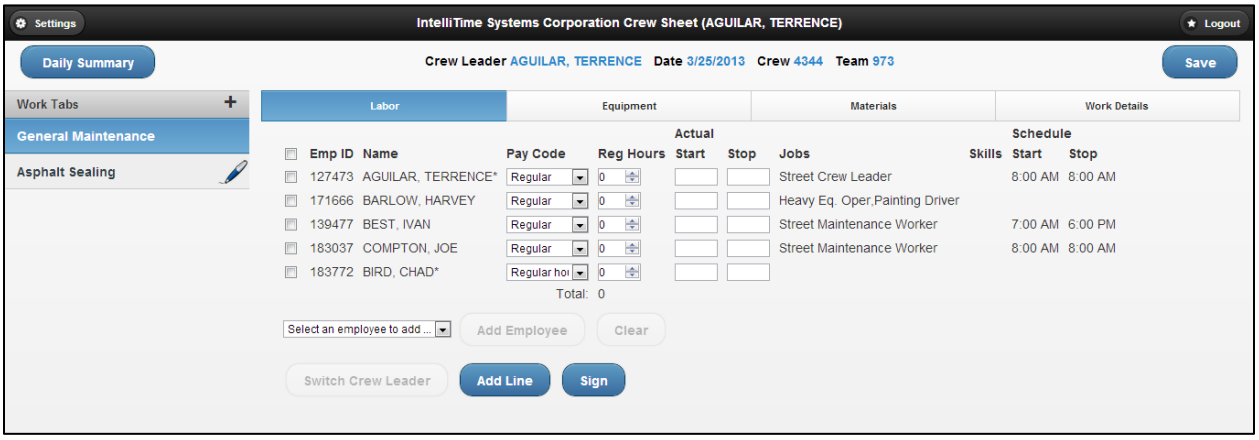
Material Setup

An unlimited number of materials can be defined including custom measurement units. So if the material is road salt, the units may be tons, for loads of sand or gravel the units may be tons, truckloads or yards etc. The system also allows for billing rates to be defined for each material and unit.

Mobile Crew Sheet

When a crew leader is issued the Mobile Crew Sheet they log in using their IntelliTime username and password. The Mobile Crew Sheet immediately syncs up with the server and loads any preconfigured information about crew members, including Jobs, Skills and Schedule.

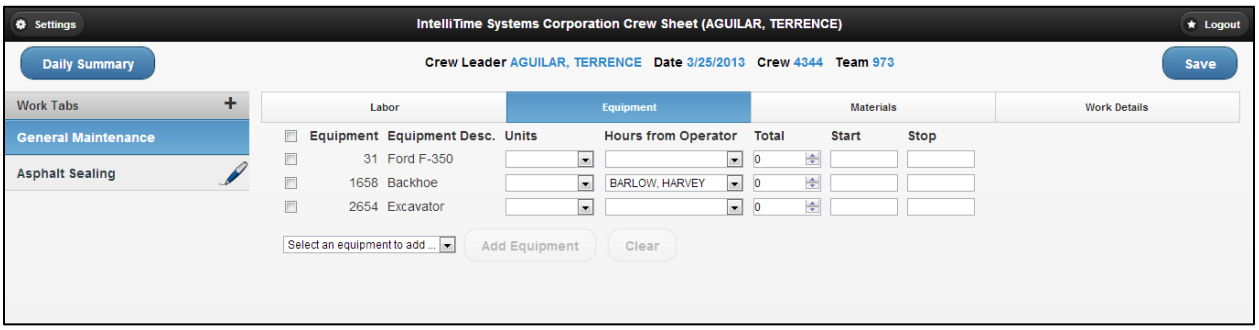
Assigned Work Orders and Service requests are listed in priority order down the left side of the user interface as shown below each under a separate Work Tab.



If the crew leader wants to add walk on users they have a pick list at the bottom to “Select an employee to add” with a list of all available staffs. As a crew leader completes a Work Tab, they enter the time for each crew member or click the checkbox next to the Emp ID label to select all employees. Then as they enter time for one employee the entries are copied to all employees. Individual employees may also be selected one or more at a time for data entry of their hours.

Equipment Tab

The equipment tab shows any assigned equipment for this crew. If desired the hours for a piece of equipment can come from the Labor Tab in the case where Harvey Barlow is the backhoe operator and every hour he works on a Work order is also charged to the backhoe.



The “Select equipment to add” pick list allows ad hoc equipment to be added and used by the crew at any time.

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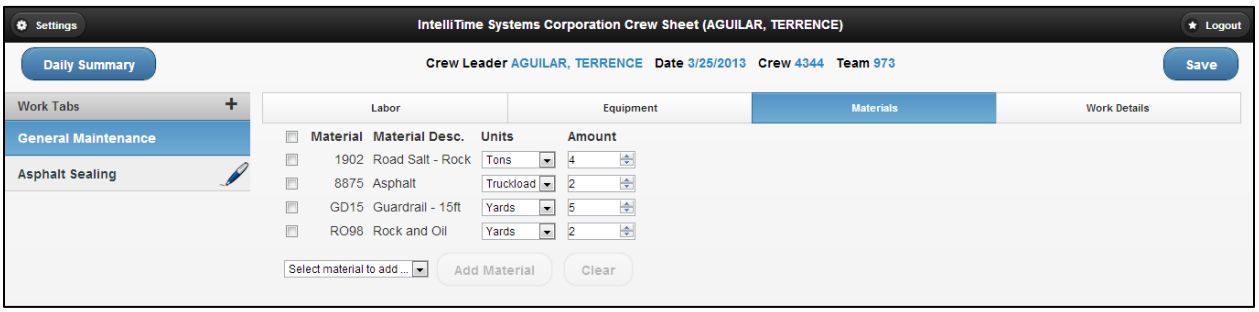
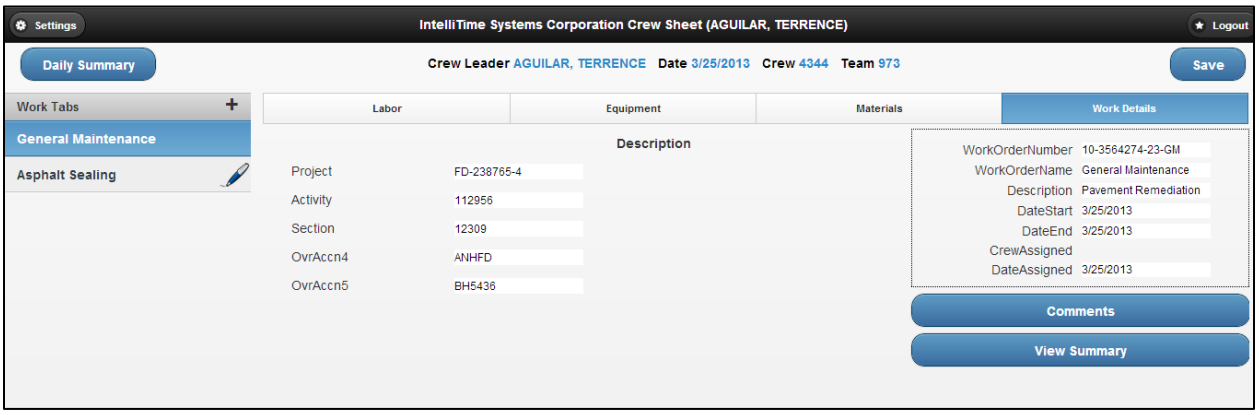
Materials Tab

If the crew uses materials, this tab can show a preconfigured materials list to save time. The crew leader can enter the usage by selecting the usage units and then touching the up or down arrow next to each item.



Work Details

The work details screen is designed to display the complete details of the assigned tasks. A crew leader can also create new Work Tabs on the fly by clicking on the Work Tabs "+" icon. This provides support for work discovered once in the field that warrants separate reporting from the assigned work.



The work details may be imported from a WOMAT solution through a configured interface or entered by planning or office staff to describe the assignment and reporting criteria such as cost accounting coding structure.

All labor details also copy to each employee's timecard in IntelliTime for seamless reporting. For more information please contact your IntelliTime sales representative.

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Public Sector

Service Delivery Architecture

Timekeeping, Scheduling and More

IntelliTime™ Systems Corporation

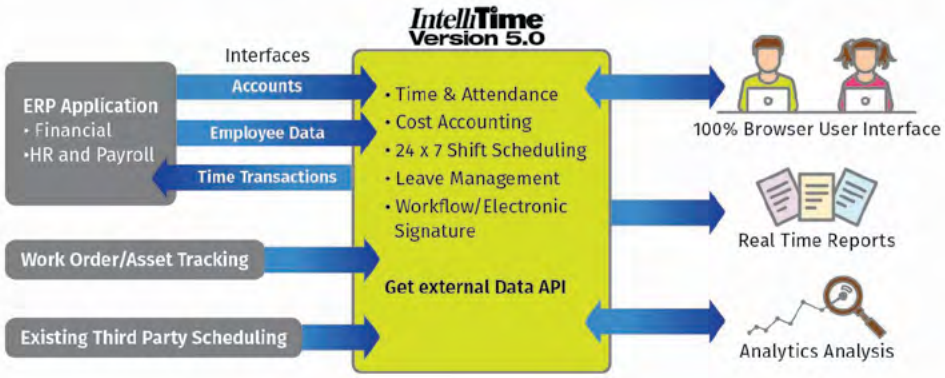
WORKFORCE MANAGEMENT +PERFORMANCE

Workforce Management and Beyond

IntelliTime Systems Corporation is 100% focused on Public Sector Workforce Automation. We deliver world class timekeeping and scheduling solutions, in the Cloud or from your data center. One hundred percent of our customers are State, City, County and Municipal organizations across North America. Our years of government experience have provided us with a perspective that is unmatched in our industry. After millions of dollars worth of Research and Development, IntelliTime is delivering the next generation of Public Sector Performance Management, our Service Delivery Architecture.

Public Sector Timekeeping and Scheduling

IntelliTime Systems Corporation is the *only* workforce automation vendor with a 100% Public Sector customer base. Our entire team, from Support to Project Managers to Engineering bring insightful viewpoints, world class Workforce Automation solutions and Public Sector best practices to your project. We coordinate people, procedures and technology to solve real world Public Sector Workforce Management problems.



Powerful Timekeeping Options for the Way You Work

The typical Public Sector client is one organization made up of many very different departments, with different missions and timekeeping and scheduling challenges. Police, Sheriff, Fire, 911 and EMS in Public Safety keep us safe 24 x 7. Street Services, Street Lighting, Water, Wastewater and Utilities in Public Works make sure everything is running. Community Services manages the Parks and Pools, Libraries, Senior Centers and Healthcare. Finance and Budget keep the doors open and the lights on. Only IntelliTime addresses them all with a comprehensive array of flexible, configurable solutions.

- Web Timecards
- Mobile Crew Sheets
- Leave Requests
- Overtime Authorization Forms
- Asset Tracking/Cityworks Interface
- Crew Sheets–Labor, Equipment and Materials Tracking
- Time Clocks
- IVR–Telephone Timekeeping
- Mobile Smart Punch-Smart Phone Apps
- ERP Interfaces
- Activity Based Cost Accounting
- Reports Analytics-Dashboards

Government Does Not Take Enough Credit for What You Deliver Day in and Day Out

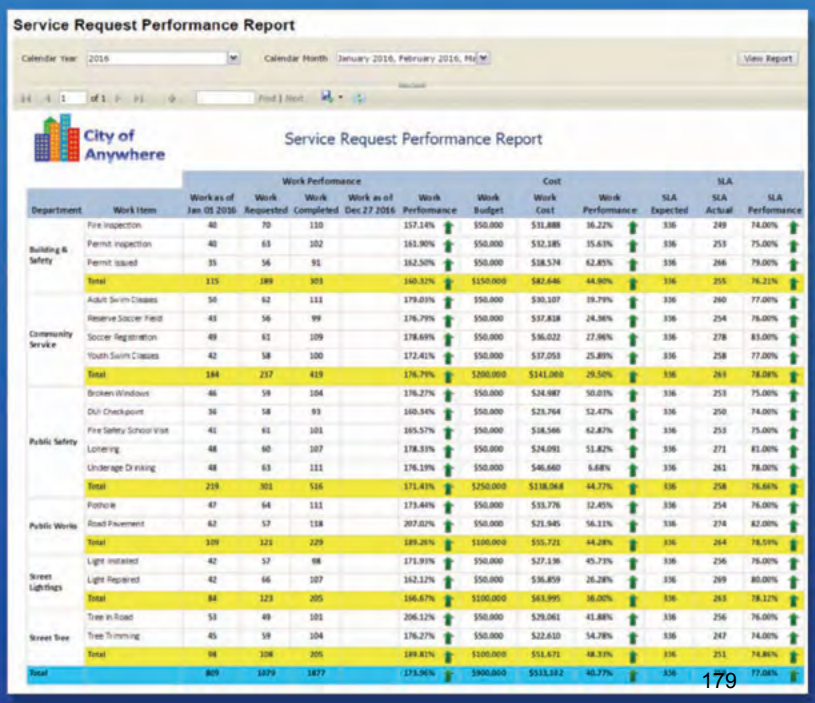
IntelliTime is unique in that at a typical client, we are more widely used than email. Everybody does a timecard. Part time summer staff usually don't have a desk or computer or even work email, but they punch a time clock or use a Smart Phone app or telephone IVR to track their work in IntelliTime. This connection provides a powerful platform for innovation.

Leveraging the billions of dollars our customers have spent on computers, networks and training, IntelliTime has engineered the first comprehensive Service Delivery Architecture solution. It is the system of Everything you do. We interface to many popular Asset Tracking and Service Request tracking systems like Cityworks, and connect them to your employees and ERP systems.

The IntelliTime Service Delivery Architecture provides up to date status of Everything you do from your IntelliTime data warehouse. Unlike other service request solutions that either do not track time and expenses or require expensive duplicate data entry, IntelliTime provides it all integrated with timekeeping and scheduling and with seamless links to your ERP.

Public Sector Service Delivery Architecture

State and Local government historically does a poor job of explaining the work they do for their constituents. IntelliTime is changing all that with our unique Service Delivery Architecture, built on top of our world class Workforce Management Architecture, now + Performance.



Service Request Performance Report

Calendar Year 2016 | Calendar Month January 2016, February 2016, Ma | View Report

City of Anywhere

Service Request Performance Report

			Work Performance					Cost			SLA		
Department	Work Item	Work as of Jan 05 2016	Work Requested	Work Completed	Work as of Dec 27 2016	Work Performance	Work Budget	Work Cost	Work Performance	SLA Expected	SLA Actual	SLA Performance
Building & Safety	Fire Inspection	40	70	110		157.14%	$50,000	$31,888	36.22%	336	249	74.00%
	Permit Inspection	40	63	102		161.90%	$50,000	$32,185	35.63%	336	253	75.00%
	Permit Issued	35	56	91		162.50%	$50,000	$18,574	62.85%	336	266	79.00%
	Total	115	189	303		160.32%	$150,000	$82,646	44.90%	336	255	76.21%
Community Service	Adult Swim Classes	56	62	111		179.03%	$50,000	$30,107	39.79%	336	260	77.00%
	Reserve Soccer Field	43	56	99		176.79%	$50,000	$37,818	24.36%	336	254	76.00%
	Soccer Registration	49	61	109		178.69%	$50,000	$36,022	27.96%	336	278	83.00%
	Youth Swim Classes	42	58	100		172.41%	$50,000	$37,053	25.89%	336	258	77.00%
	Total	164	237	419		176.79%	$200,000	$141,000	29.50%	336	263	78.06%
Public Safety	Broken Windows	46	59	104		176.27%	$50,000	$24,987	50.01%	336	253	75.00%
	DUI Checkpoint	36	58	93		160.34%	$50,000	$23,764	52.47%	336	250	74.00%
	Fire Safety School Visit	41	61	101		165.57%	$50,000	$18,566	62.87%	336	253	75.00%
	Loitering	48	60	107		178.33%	$50,000	$24,091	51.82%	336	271	81.00%
	Underage Drinking	48	63	111		176.19%	$50,000	$46,660	6.68%	336	261	78.00%
	Total	219	301	516		171.41%	$250,000	$138,068	44.77%	336	258	76.66%
Public Works	Pothole	47	64	111		173.44%	$50,000	$33,776	32.45%	336	254	76.00%
	Road Pavement	62	57	118		207.02%	$50,000	$21,945	56.11%	336	274	82.00%
	Total	109	121	229		189.26%	$100,000	$55,721	44.28%	336	264	78.59%
Street Lightings	Light Installed	42	57	98		171.93%	$50,000	$27,136	45.73%	336	256	76.00%
	Light Repaired	42	66	107		162.12%	$50,000	$36,859	26.28%	336	269	80.00%
	Total	84	123	205		166.67%	$100,000	$63,995	36.00%	336	263	78.12%
Street Tree	Tree in Road	53	49	101		206.12%	$50,000	$29,061	41.88%	336	256	76.00%
	Tree Trimming	45	59	104		176.27%	$50,000	$22,610	54.78%	336	247	74.00%
	Total	98	108	205		189.81%	$100,000	$51,671	48.33%	336	251	74.86%
Total		809	1079	1877		173.96%	$900,000	$533,102	40.77%	336	259	77.06%

PUBLIC SERVICE PORTAL

The IntelliTime Public Service Portal includes a comprehensive suite of modules to streamline the public's access to the services provided by their government.

open311i KNOWLEDGEBASE

The entire portal is full text indexed and searchable including synonyms, so even if you don't know exactly what it's called, or which department handles it, you can still find it. This portal is easily administered so even non-technical staff can update services and local News & Information without technical skills.

Since the dawn of the telephone, citizens have been frustrated as they are transferred from department to department seeking help from their government. Not anymore. Just like 911 provides one stop shopping for emergency assistance, 311i from IntelliTime provides answers with a single telephone call. Since all of your staff use the IntelliTime Timekeeping module, service delivery is completely connected – avoiding lost service requests.

Most Citizens When Asked Who to Call to Fix a Street Light Say "I Don't Know"

open311i WEB

Anyone can type an address or use their smartphone application to report an issue with instant email confirmation. Maps of North America are provided and anyone can easily see if an issue has already been reported. Reports are routed to the correct department in real time.

open311i ONLINE APPLICATIONS

Government runs on forms. The IntelliTime 311i Online Application module can take any paper form, PDF or MS-Word document and have it online in minutes. Citizens find what they need online from the Public Service Portal and submit online. Credit cards can be used for payments. The application is instantly routed to the correct department in IntelliTime and tracked to its completion with real time status available at any time. Avoid trips downtown and save time and money processing paper applications with IntelliTime Online Applications.

open311i CALL CENTER

Using the flexible VoIP telephone technology we first deployed for telephone timekeeping and telephone enabled scheduling, IntelliTime is delivering hosted 311i with your existing administrative staff, creating a low cost 311 call center, connected through IntelliTime. Calls are routed to an available operator and tracked through the IntelliTime Service Delivery Architecture.

open311i

IntelliTime is leading the adoption of Open311i for Citizen Government Access on the web. Citizens can report or apply for any service directly to their government, without the need to know the agency that is responsible.

Make Government Easy to Reach

open311i CITIZEN RELATIONSHIP MANAGEMENT

This open source CRM module provides hosted tracking and access to thousands of public sector employees and your citizens and businesses. Emails, telephone calls and all service requests, applications etc. are all visible in a single user interface.

open311i EMAIL

Citizens can email *support@CityofAnywhere.gov* where anywhere is your email and the email is logged and routed to the correct department based on the request.

IntelliTime Systems Corporation provides innovative solutions to the Public Sector across North America. We are proud to list our many partnerships and affiliations that allow us to deliver world class, innovative solutions to State, County, City and Municipal clients.

IntelliTime Systems Corporation

1118 E 17th Street
Santa Ana, CA 92701
714-444-3020 Telephone
888-757-0337 Toll Free
www.IntelliTime.com

Microsoft Partner
Silver Independent Software Vendor (ISV)

fusion

rackspace HOSTING PREMIER PARTNER

Cityworks Partner Network