

## Tender Requirements Guide

**Purpose:** Requirements specification for time, attendance and award interpretation solution for local government

**Key words:** Award Interpretation, Timesheet, Leave, Payroll, Resource costing/allocation, Integration, Council

The purpose of this document is to provide a framework and content for developing a successful Request for Tender/quote document.

### Preparation

- Choose stakeholders
- Define the challenges you are looking to solve
- Find other councils that have solved the problem you want to solve – seek their advice



## The problem

### Background

*About your council – District Council of Awesomeness (DCA)*

*Location, number of staff*

*Key systems that the desired solution will need to integrate with*

### Introduction

*Define what what you are seeking to achieve*

DCA currently use a mix of paper and excel timesheets for capturing records of work. We are seeking a SaaS time, attendance and award interpretation solution to electronically capture records of work, automatically calculate entitlements (including excess time, leave accrual, allowances, penalties etc) and integrate tightly with our ERP/Payroll and other key systems. The solution will be modern easy to use technology that all council staff can use (desktop and mobile), will streamline workflows and collaboration between staff, managers and payroll, and significantly reduce administrative effort and manual intervention.

### Challenges we wish to solve

*<define the specific challenges that you wish to resolve>*

### Desired solution

- New system will capture all records of work including work order and plant usage as well as leave
- New system will calculate all entitlements in line with the relevant awards (multiple) and our specific interpretation of these awards
- New system will manage all workflows related to timesheet, excess time and leave approvals
- New system will integrate tightly with our ERP/Payroll on a 2 way basis including workorders, leave, payroll data (see detailed integration specifications)



## Functional Requirements

Category	Requirement	Requirement
Schedule	Managers have access to scheduled hours and post/publish their employee's schedule.	Must have
Schedule	Provide ability to pay employee 'to schedule' generation of employees contracted hours for payment	
Schedule	Ability for flexible schedules that allow employees to start and finish their days at different times.	
Shifts	Support different shift types to reflect the ways different council staff work – i.e fixed, glide etc	
Shifts	Shift types support different excess time and entitlement calculations	
Timesheet	Pre-populated with the users schedule, shift and roster information	
Timesheet	Intuitive and easy to use timesheet interface that can be adopted by all council staff with minimal training (including outdoor staff)	
Timesheet	Users with multiple roles and pay-types can do it all through a single timesheet.	
Timesheet	Option to copy from schedule at the day and period level	
Timesheet	User can claim ad hoc allowances outside of automated Award Interpretation	
Timesheet	Provide ability to select an alternate rate of pay for specified hours of work via timesheet or roster/schedule.	
Timesheet	Ability to bank excess hours worked to an available leave balance i.e., Time off In Lieu	
Timesheet	Ability to allocate time worked to different work orders and projects (that come from ERP system via integration)	
Timesheet	User only sees relevant work orders and projects to cost to	
Timesheet	Ability to 'cost' Plant/Equipment to associated time worked via timesheet including capture of relevant data such as mileage or cartage where relevant	
Timesheet	Leave requests are automatically reflected in the timesheet	
Timesheet	Ability to quickly apply for leave directly from the timesheet (i.e sick leave)	
Timesheet	Automated check and advice on submission of timesheet to ensure employee has entered all required information in line with substantive requirements – i.e enough hours have been entered	
Award interpretation	Provide complex automated Award interpretation abilities for multiple Awards based on employee's conditions and schedule/timesheet hours.	
Award interpretation	Automate excess time calculations for work outside of the ordinary span of hours as defined in the Award	
Award interpretation	Automate excess time calculations for additional hours worked as defined in the Award	
Award interpretation	Provide staff with the ability to choose whether to bank or be paid for excess time	
Award interpretation	Penalties	



Award interpretation	Automated allowances	
Award interpretation	Accurately calculate all entitlements for employees that have multiple roles and work types	
	On call allowances	
Leave entitlement	Provide the ability to calculate leave accrual entitlements and display leave balances for employees in real time.	
Leave entitlement	Provide the ability for leave to be predicted to a future date for all full time and part-time employees.	
Leave	Provide the ability for applications of leave to be submitted for full and/or partial days.	
Leave	Provide the ability for applications of leave at 'half pay' whilst still receiving full leave entitlement accruals.	
Leave	Provide the ability to attach supporting documentation to leave applications. Attachment of specific documentation will be mandated for some leave types and scenarios	
Leave	Managers can see, manage and action all leave requests for their teams in an easy to use dashboard	
Leave	Managers have a departmental calendar view of upcoming leave for their team	
Approvals	Ability to have levels of hierarchy approvals in relation to specific leave applications e.g. a certain leave type could require 2 levels of authorisation.	
Approvals	Transparent leave approval workflows including edit, cancel and decline requests with email and sms notifications	
Approvals	Multi step Conditional Approval workflows - Multiple approval workflows to meet many different governance and audit scenarios	
Approvals	Timesheet, leave and excess time approvals - Different workflow rules and thresholds can be applied to Timesheet, Leave or Excess Time accrual	
Approvals	Transfer and Delegate - Payroll can easily transfer approvals to another appropriately qualified approved when a Manager is unavailable	
Approvals	Flexible workflow builder - Easy to use builder makes it easy for Payroll to change existing workflows or create new ones	
Approvals	Enforce capture of comments and supporting information for high scrutiny approvals based on defined criteria and thresholds	
Payroll	Pay run close wizard to manage the end-to-end process of closing a payrun – submission, manager approval, close and final approval	
Payroll	API integration to push closed payrun data through to ERP payroll system for final processing of pay. Easy to use interface for pushing and managing data.	
	Ability to push and process payrun data in batches at the discretion of the payroll	
Payroll	Detailed payrun integration log showing outcome of data push process at timesheet and line item level	
Integration	EDRMS integrations via API that enables the profiling of timesheets, leave, attachments and other information through to personnel containers	



Integration	Single sign on capability that utilises councils existing user authentication services	
Integration	Sync approved leave to employee and departmental outlook calendard	
Integration	Integrate with ERP/Payroll via APIs to sync various data: <ul style="list-style-type: none"> <li>- Employee information</li> <li>- Work order and plant information</li> <li>- Leave balances</li> <li>- Payrun data</li> </ul>	
General	Provided role specific user interfaces that are intuitive and easy to use for council staff	
General	Solution must be a SaaS system and also have Mobile apps (iOS and Android) with offline capability	
General	Integrated user help features that allow user to access contextual system help documentation, guides and videos	
General	Integrated user support chat that allows users to interact with system support staff directly through the system	
General	Notifications management functionality that supports the right for staff to disconnect (legislated requirement)	
Reporting	Includes extensive pre-configured reports relating to all aspects of workforce and payroll	
Reporting	Provides ability to create custom reports and customise existing reports.	
Reporting	Pre-configured dashboards for each role provide access to information relevant to that role – employee, manager, payroll and audit	
Reporting	Ability to print reports and save/export reports in common file formats	
Reporting	Ability to publish data to 3 <sup>rd</sup> party reporting and dashboarding solution used by council via API	



## Non-Functional Requirements

Category	Requirement	Requirement
Experience	Vendor must be able to demonstrate at least 10 successful implementations of their software in Australian Councils of a similar size to DCA	
	Please provide contact details for 3 council reference sites that are a similar size and profile for DCA to visit/interview	
	Proven ability to integrate into <ERP/PAYROLL> systems within at least 3 Australian councils. DCA wishes to interview at least 2 of these reference sites	
General	Solution shall be accessed via a browser (Microsoft Edge preferable) and not require a client installation to operate.	
	Solution shall have a production environment and an additional testing/development environment	
Security	Solution and data shall be hosted in a cloud environment in an on-shore data centre.	
	Solution shall have daily backups stored in a separate secure location to the hosting data centre.	
Performance	In the event of a disaster, the solution and Council's data can be recovered within 24 hours to an operational state.	
	Solution shall be accessible and functional for 99% or higher of time during business hours Monday-Friday 6am to 6pm.	
Support	Supplier shall provide documentation on system updates, product roadmap and maintenance schedule	

