PAYROLL-HR SERVICES BID OPENING 5-16-14	**REPLICON INC**	**PAYCHEX INC**
	910 - 7TH AVE SUITE 800 CALGARY ALBERTA CANADA T2P-3N8	16305 SWINGLEY RIDGE RD STE 500 CHESTERFIELD MO 63017
AFFIDAVIT COMPLETED	YES	NO
COPY OF INSURANCE PROVIDED	YES	YES
COMMENTS:	See attached information.	See attached information. Pages 1-13 are missing information as well as not initialed or filled out.

JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES
729 MAPLE ST / PO BOX 100
HILLSBORO MO 63050
WWW.JEFFCOMO.ORG

Request for Proposal: PAYROLL-HR SERVICES **Date Issued: 4-28-14**

PROPOSALS SHALL BE ACCEPTED UNTIL: FRIDAY, MAY 16, 2014, AT 2:00 P.M. LOCAL TIME.

Specification Contact:

DAVID COURTWAY
Department of Administration
636-797-6487

Contract Contact:

VICKIE PRATT
Department of Administrative Services
636-797-5382

Mail (3) Three Complete Copies With Vendor And Proposal Information As Shown In Sample:

SAMPLE ENVELOPE

VENDOR NAME
VENDOR ADDRESS
CONTACT NUMBER

DEPARTMENT OF THE COUNTY CLERK
JEFFERSON COUNTY MISSOURI
729 MAPLE ST / PO BOX 100
HILLSBORO MO 63050-0100

SEALED PROPOSAL: (PROPOSAL *NAME)*

Contract Term: upon approval by the County Council and County Executive

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. This Proposal, if accepted, will constitute an Agreement and Contract with Jefferson County, Missouri, upon approval of the County Council and County Executive. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for one additional one-year term with the written consent of the successful bidder. Price increases for renewals are not authorized unless approved in writing by the County.

Vendor Information:

Replicon Inc.	Peter Kinash	
Company Name	**Authorized Agent (Print)**	
910 - 7th Avenue SW, Suite 800		
Address	**Signature**	
Calgary, Alberta, Canada T2P-3N8	CFO & India COO	
City/State/Zip Code	**Title**	
+1 (403) 262-6519	05/14/2014	980413749
Telephone #	**Date**	**Tax ID #**
peter.kinash@replicon.com	+1 (403) 233-8046	
E-mail	**Fax #**	

May 16, 2014

REPLICON™

RESPONSE TO REQUEST FOR PROPOSAL – PAYROLL-HR SERVICES

JEFFERSON COUNTY-DEPARTMENT OF ADMINISTRATIVE SERVICES

Submitted By:
Bonnie Carlson
Senior Account Executive (Major Accounts)
Replicon, Inc.
1-650-409-3964 / 1-415-713-1607
bonnie.carlson@replicon.com

Table of Contents

SPECIFICATIONS

PROPOSAL DOCUMENTS REQUIRED

The following documents and forms in the following arrangement must accompany each submission:

Cover Page

Executive Summary

Replicon is the leading provider of cloud-based time tracking software. Our award-winning solutions are used by more than 1.5 million people in over 7,800 organizations across 70 countries. We help customers to better manage workforce attendance, expenses, projects, professional services teams, and shared services resources.

Our diverse customer base — from start-ups to Fortune 500 companies — trusts Replicon to help reduce compliance risk, keep costs down, and provide greater insight into business performance. Clients include: FedEx, MetLife, New Zealand Transport Agency (NZTA), Novartis, Orbitz, and Xerox. Replicon is a global company with employees in Australia, Canada, India, the United Kingdom, and the United States.

Replicon is pleased to be invited to respond to Jefferson County's requirements. We feel we are a perfect partner for you because we have not only a strong functional fit but have a local and proven capability to both implement and support clients with similar needs.

The solution we are recommending consists of our Time & Attendance management solution hosted on our fast, reliable, dedicated cloud platform. Replicon solutions are developed and delivered through a single, robust, unified platform enabling companies of all sizes to selectively deploy distinct configurations as required, at the user, department, or globally at a corporate level, using a single install. All of our solutions can work separately or as one seamlessly integrated platform depending upon our customers' needs. This provides companies with the flexibility to choose their level of independence and control. This platform in conjunction with our rapid implementation approach and round the clock support and maintenance will provide the following benefits to Jefferson County:

- **An easy to use, fast and accessible platform to encourage user adoption and data input** – Reduces compliance risk and more accurate decision making
- **Reliable (99.5% uptime, can be tracked real time and constantly exceeded), scalable and fast cloud based platform** – reduced cost to implement and no hosting, upgrades or maintenance hassles
- **Powerful dash-boarding and reporting that can be user configured without professional services costs** – improve decision making through increased visibility

- **Compliance flexibility and knowledge** – We leverage both flexible product features and in-house expertise to provide superior compliance support that helps our customers stay compliant.

At Replicon we are confident that we can deliver some of the fastest implementation and user adoption rates within the software industry with expert training and superior 24x7 customer support experience, ensuring that Jefferson County achieves their project objectives within the quickest time-frame possible, allowing you to realise your return on investment rapidly.

We are excited about the opportunity to partner with Jefferson County, and look forward to hearing from you after you review our response. In the meantime, if you have any questions, please feel free to reach out at any time.

Bonnie Carlson

Senior Account Executive (Major Accounts)

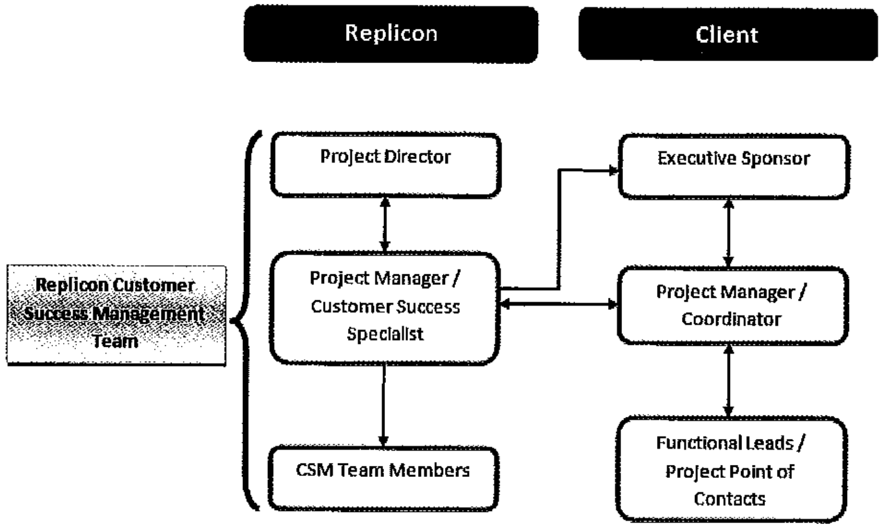
Replicon, Inc.

1-650-409-3964 / 1-415-713-1607

bonnie.carlson@replicon.com

Firm Information/Organization

For successful completion of the project, Replicon will establish a formal structure for reporting, coordinating and performing the project tasks as below.



The various roles and level of involvement may vary from project-to-project; however, this is a basic example of expected availability during the various Phases of the implementation.

		REPLICON								CUSTOMER						
#	PHASE	PM	Configuration Specialist	Escalation Manager	PSO Manager	Developer / QA	Account Rep	Executive Sponsor, VP	Other	PM	Functional Leads	Executive Sponsor	End User Rep.	IT Admin	Trainer	Other
1	Define	X		X	X		X	X		X	X	X	X			
2	Configure	X	X	X	X	X				X	X			X		
3	Pilot	X								X	X		X	X	X	
4	Train	X								X	X			X	X	
5	Deploy	X			X					X			X			
6	Success Criteria	X		X			X	X		X		X				

Please find below brief biographies of the responsible persons that will actively participate and contribute their skills to this project.

Resource	Brief Biography
Assistant Manager (Customer Success Management): Rajesh K A	Rajesh K A is Assistant Manager (Customer Success Management) at Replicon and will be responsible for day-to-day servicing of the project. He has over 15 years of Service Delivery, Consulting and Compliance experience in the BFS and IT domains. He has successfully led implementation Replicon's product suite for over 50 strategic clients. Academically he is a graduate in Business Management and is a certified Six Sigma Greenbelt. He is also a certified project planning specialist from Tata Consultancy Services.
Customer Success Specialist: Maheen Aman	Maheen Aman is a Customer Success Specialist at Replicon in the Enterprise Segment. He has over 9 years of Consulting and Compliance experience. He has successfully led the implementation of Replicon solutions for many strategic clients including the government sector (30+). Academically he is a graduate of engineering and is a certified Six Sigma Green Belt. He is also a Certified Project Planning Specialist.
Configuration Specialist: Shidhartha Dutta	Shidhartha Dutta is a Configurations Specialist at Replicon in the Enterprise Segment. He has worked closely in configuration and setup of the Replicon solutions for government and enterprise customers. He has been an integral part of implementation for enterprise customers. Academically a graduate of engineering, he has over 8 years of industry experience in diverse domains, most of it in Financial Services and IT.
Director of Customer Success & Support Operations – Nishchay Chaturvedi	Nishchay has been with Replicon for 6+ years and leads Implementation and Support operations. He has overseen successful implementation of Replicon solutions for thousands of customers across different geographical locations, including large organizations with 1000+ users. He is responsible for overseeing all ongoing implementations and providing guidance to the Project

	Managers. Nishchay is passionate about delivering superior customer experience and services. As the Director of Implementation Services and Customer Support, Nishchay assigns resources to support the requirements detailed within each Customer Success Plan. He will oversee any issues that are escalated and have access to all of the resources within the company to deliver value for Replicon customers.
VP Engineering/Client Services: Suresh Kuppahally	Suresh is responsible for Replicon's Product Development, Quality Assurance and Software-as-a-Service (SaaS) operations. He has 20+ years of combined experience in enterprise software and SaaS, with a track record of translating marketing vision into successfully deployed products. Prior to Replicon, Suresh was the founding SVP of Engineering at TrueDemand, where he built SaaS solutions for the retail sector. Earlier in his career he also held senior management roles at leading technology companies including i2, RightWorks and Sybase. Suresh has degrees in Computer Science and an MBA. Suresh is ultimately responsible for the return of our customer's investment into our services and will manage the resources that will be tasked with implementation and support.
Senior VP Global Sales: Shelly Davenport	Shelly brings more than 20 years of experience in high-tech sales and sales management to her role as Replicon's global sales team leader. Shelly is responsible for expanding and managing a world-class global sales organization and establishing best practices to drive high growth. Prior to joining Replicon, Shelly held senior sales management roles at the most successful software companies in the world, including Oracle Corporation, Hyperion Solutions Corporation, Salesforce.com and most recently SuccessFactors. Shelly will be the executive sponsor of this project at Replicon. Her team will ensure a hassle-free experience

	during evaluation of our solution, and will address all escalations to ensure a mutually beneficial, long lasting partnership is formed.
Vice President of Sales (Account Management): Bill Ayer	Bill's organization supports thousands of Enterprise customers. He brings with him more than 10 years of industry experience and has been with Replicon for close to 3 years now. He will be responsible for managing the account, post implementation, by assigning a dedicated Account Manager. Bill is an industry veteran and has programs designed to deliver value throughout the customer relationship.
Senior Account Executive (Major Accounts): Bonnie Carlson	Bonnie Carlson brings over 18 years of experience in sales, marketing and relationship management in both customer and partner facing roles in the high-tech and software industries. Prior to joining Replicon, Bonnie held various positions, such as Account Manager, Sr. Manager Global Partner Reference Program, Applications Sales Rep, Territory Manager, Operations Manager and Marketing Consultant at leading technology companies including Oracle and SuccessFactors. Bonnie will be the Account Executive for this project at Replicon and will be your main point of contact throughout the evaluation. Bonnie will ensure a hassle-free experience during the County's evaluation of Replicon's suite of solutions, and will address any escalations to ensure a mutually beneficial, long lasting partnership is formed.
Please note: Afore mentioned profiles are indicative, if the same personnel are not available at the time of the project, Replicon will provide resources with similar experience and skills.	

Firm Experience

At a minimum, a vendor should have been in business as a provider for a minimum of ten (10) years. The Proposal shall include at least five (5) references from past or current government entity clients for similar types of payroll services, with a minimum of three (3) references being similar-type governmental agencies.

Information

Client (contact person, address, telephone number, fax number, and email)
Date contract started to date completed
Nature of work for each contract (include all applicable modules/work processes)

Replicon has extensive experience of providing cloud based time tracking solutions and offering advanced services and support for its customers across the globe over long term, multiyear engagements.

Our customers range from small businesses to global enterprises with thousands of employees. We have a wide ranging customer base from the Enterprise space with 10,000+ users, to Mid-Sized Companies (100–9,999) and Small Businesses with as few as 10 users. In each implementation, our software is configured to fit the unique needs of our clients. Replicon's key client engagement includes **US Department of Agriculture, Xerox, Polycom, Yelp, Health Canada, Verizon, Ferrari, Facebook, Northern Trust, Expedia, Moody's, Fitch Ratings, MetLife, Credit Suisse** to list a few.

Sample Government Sector Customers

Other Sample Customers

Here is just a very small sample set of our customers, spanning virtually every industry and geographic region. Our solutions have the scalability and reliability that large companies like **General Mills, FedEx,** and **HP** trust. We also cater to the needs of small and medium scale enterprises, which is a testament of our ability to deliver a simple and hassle-free solution.

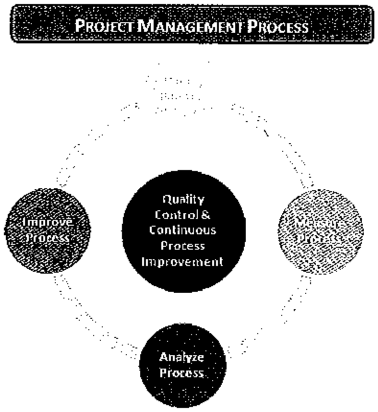
Please Note: *Due to strict confidentiality agreements with our clients, the details of the scope and contact information can be shared upon selection of Replicon as an RFP finalist and upon request at subsequent stages of evaluation. The case studies found at the link below are representative of the type of references available to the County by Replicon* - http://www.replicon.com/case-studies

Project Approach

Proposer shall include a comprehensive narrative section that illustrates Proposer's understanding of the requirements of the project and the project schedule. Proposer shall also include a comprehensive narrative section that sets outs the methodology, strategy, and intended management plan. Proposer must illustrate how the methodology will serve to accomplish the work and meet the County's project schedule. Be specific in addressing the various tasks to be performed and state how they will be carried out.

High quality of deliverables requires a strong project management process. These processes enable us to understand customer's requirements and expectations from the project completely and deliver them on time. Our Project Management methodology covers the following areas:

- Set up project organization structure
- Develop and track project plan / implementation timelines
- Manage project risks
- Manage project changes
- Manage project information, communication & escalation
- Project Completion & sign-off
- Quality Assurance Measures



Replicon has a strong project management process in place to ensure high quality of deliverables. These processes enable us to understand customer's requirements and expectations from the project completely and deliver them on time. The foundation of a successful implementation is to understand the stakeholders' business needs and translating those into a requirements document. At Replicon, we refer to this as our Customer Success Plan which is constantly reviewed and approved by our customers. Please find below key points on our process of engagement and delivery after appointment.

- Once the contract is awarded, a formal project organization structure is established for reporting, coordinating and performing the project tasks with a dedicated Project Manager / Customer Success Specialist and other resources as required such as Configuration Specialists, Escalation Manager, PSO Developer(s), QA Specialist, etc.

- Replicon's has developed a mature & comprehensive six phase Implementation Methodology and we use this methodology for our customers as part of the implementation. This approach assures a solution that satisfies the client's requirements while incorporating the full benefits of Replicon's solution and team knowledge.

Define	Configure & Integrate	Train	Test	Deploy	Success Criteria

- **Phase 1: Define** - In this phase, the goal is to identify the client's Business Requirements that we plan on addressing. The process can be conducted independently via our questionnaire or in conjunction with Replicon via phone sessions. Objective is to understand the client's goals, needs, and pain points, comprehend the client's business processes flow and suggest process adjustments, establish resource availability, milestones, deliverables, and dates and review the need for data exports and inbound integrations to the Replicon solution.
- **Phase 2: Configure and Integrate** - This phase consists of translating the defined business requirements into configuration of the Replicon solution. During this phase, pending any timing or technical constraints, we may also spec, develop, and QA all of the custom integrations.
- **Phase 3: Train** - This phase focuses on training the End Users, Approvers, Project Managers, Administrators, and any other groups for the eventual Go Live deployment and is an integral part of our implementation process.
- **Phase 4: User Acceptance Test/Pilot** - In this phase we validate the configuration setup along with any ready integration in conjunction with the customer pilot team. Complete end-to-end testing ensures that our initially identified assumptions, process flows, and procedures can hold up to realistic scenarios.
- **Phase 5: Deploy** - In this penultimate phase, we roll out the solution as per the Roll Out plan. Replicon works with the Client assigned resources/team to monitor and adjust any configuration, documentation, or training as needed.
- **Phase 6: Success Criteria** - Lastly, we validate that the predefined success criteria from Phase 1 are all met. If there are no outstanding issues, the implementation will be considered completed and the customer will formally be transferred to the Replicon Customer Support group. However, the Replicon PM will always be available to you as part of our "Customer for Life" model. Any

issues/integrations/locations/etc. that is not part of the original scope will be spun off into separate cases as required.

- Upon completion of any phase, the project plan is reviewed for accuracy and any new dependencies added.
- The Project Director / Executive Sponsor will formally review the project completion and client satisfaction to ensure that project has been completed as per client's expectations. This review acts as an internal control for Project Manager for successful execution of project.
- At the completion of project, key project learning is documented to ensure efficiency of such projects is enhanced in future. In this manner all our past learning from large projects are passed on to future projects and new clients.

Please refer attached Sample Implementation Plan for details.

Note:

- *The Implementation Plan (including phases and tasks) is high level and will go through changes based on the details we get later during kick off and subsequent meetings. The Project plan is only an indication of the process and not the actual.*

- *The implementation timelines are estimated based on the solution module proposed, number of users, implied complexity, and any other variables available to us. Time for Development of Integration will be over and above the timelines.*

- *The estimated timeframe described in the document are subject to prior agreement by the client and Replicon's Customer Success team member(s). Any changes or variations in the scope of the project, deliverables, resource availability, contract conditions, unforeseen technical issues and missing of established deadlines may affect the time estimates provided.*

Cost Proposal

The Cost Proposal must provide a detailed fee schedule including itemized services including (but should not be limited to) the following:

- **Monthly rates for regularly scheduled activities and help desk support.**

  There isn't a separate fee for support; support is included in annual user license fees.

- **Labor costs, administrative costs, equipment and materials, and sub-consultant or consultant team costs.**

  All labor costs surrounding Replicon's implementation services are included in the above noted one-time IMPLEMENTATION FEE.

- **County staff training and implementation costs.**

  All training & Implementation costs are included in the above mentioned one-time IMPLEMENTATION FEE.

- **A fee schedule for emergency and/or after-hours services calls is also required.**

  Replicon support is 24/7/365. Support is included in annual user license fees. There are not separate or additional charges for after-hours support.

- **Cost proposal must refer/reference specific Scope of Work items.**

  All items in the scope of work around time & attendance are included in the pricing above.

- **Specify price structure breakdown (e.g., 1-50 employees, 51-100 employees, 101-200 employees, etc.) as well as the cost per employee.**

- 1-50 employees 10% discount $8.10 per user, per month (annual contract)
- 51-100 employees 15% discount $7.65 per user, per month (annual contract)
- 101-200 employees 25% discount $6.75 per user, per month (annual contract)
- 700 employees approx. 45% discount $5.00 per user, per month (annual contract)

- **If a specific requested services, function, or option is not offered/available please indicate.**

  Replicon is quoting on the Time & Attendance portion of the RFP. We are not responding to the payroll procession portion nor the HRIS portion.

- **Indicate a frequency of cost (e.g., per payroll process, monthly, annually, as required)**

  Replicon's user fees are billed annually. The only other cost is a one-time Implementation fee paid upfront to implement & configure the system.

- **Provide any one-time costs or costs that are not based on the number of employees.**

  Please note the pricing above for the IMPLEMENTATION FEE.

- **Include any general comments on pricing, or different levels of service.**

  Replicon's pricing structure is very upfront with no hidden costs, there is a onetime fixed implementation cost along with per user license cost depending upon the module purchased. There is no additional cost for our support, hosting, upgrades and maintenance services. All of Replicon's customers get gold level support.

- **List licensing fees (per workstation/location) for product software, if applicable.**

  Replicon's Time & Attendance software is licensed by named user (each employee that will be using the system to enter time, each manager that will be using the system to approve time and any system administration staff.

- **List charges for "special payroll reports" created by the vendor, if applicable.**

  The Replicon Time & Attendance solution (TimeAttend) includes 20+ standard reports that come with the system; each of these reports can be configured and / or used as a template to create a new report to capture the data that is important to your organization.

- **It is expected that all Proposers responding to this RFP will offer government or comparable most favorable rates. Any and all discount offers must be clearly delineated.**

  The user fees & Implementation fees mentioned above include government discount. Final price will be negotiated based on final quantity and contract terms.

Cost proposal shall list each module/function separately and should include all purchase and implementation costs.

Replicon is only responding to the Time & Attendance portion of this RFP. User fees for Replicon's TimeAttend solution are listed separately from the one-time implementation fee above.

The County may choose to implement all modules, one module, or any combination thereof.

N/A

While the Proposer may choose to offer additional discounts or cost savings for the initial purchase of all modules/functions combined, the County reserves the right to purchase modules/functions individually.

N/A

In addition, all prices must be firm and fixed for at least one (1) year following the notice of award.

Prices are valid for one year upon submission of the RFP for the products mentioned in our price quote.

If the purchase/implementation of a module/function occurs after such period of time, Proposer shall indicate the manner in which future pricing is calculated and/or price increases are applied.

Because Replicon is a SAAS / Cloud based technology provider, we are constantly improving our products & expanding our functionality. New functionality is typically bundled into the existing product for all existing customers to take advantage of for no additional cost. Although sometimes, when/if a new major release is rolled out (every couple of years), depending on the scope of the new functionality there might be additional fees required to take advantage of this functionality. But it is most important to note: it is impossible to state here what functionality this might be, because it's in the future.

The separate modules/functions are:

- **Human Resources Information Systems (HRIS)**
- **Payroll Processing**
- **Time and Attendance**

Also, specify the annual increase for each of the modules listed above for the next 3 years.

Replicon annual contracts typically do not increase more that 5% annually.

REPLICON Pricing for Jefferson County, Missouri

Recommended Products & Services		12 Month Term
Core Product Suite	» TimeAttend ($9 List, Per User, Per Year) » Hosted Solution » Guaranteed SLA included	700 Users ~~$9 Per User~~ Per Month, Annually
Implementation (fixed price bid)	» Dedicated implementation expert » Implementation portfolio » Dedicated Project Manager	~~$10,000~~ / One-Time needs further scoping *T&E not included
Training	» One-on-one administrator training » Training and materials for end-users » Web-based user training	Included
Maintenance and Upgrades	» Bug fixes » Regular new releases	Included
Support	» 24 x 7 » 800 number » Telephone and online support	Included
Strategic SaaS Platform	» Zero downtime upgrades » Capacity planning	Included
Strategic Accounts Team	» Dedicated account manager » Dedicated customer success contact	Included

Additional users can be added in bundles of 10 at the same price & licensed to co-terminate	MONTHLY User Fees = ANNUAL User Fees = Implementation =	**Total Costs:** $3,500 / Monthly $42,000 / Annually $5,000 / One-Time

Vendor Questionnaire

Answers to questionnaire will be used in the County's evaluation of proposal.

VENDOR QUESTIONNAIRE
Proposer must include in response to questions complete information about Proposer's company and its ability to perform the requested services as described in the Scope of Work.

General Information

1) Basic corporate information and history

Incorporated in 1995, Replicon is the leading provider of cloud-based time tracking software. Our award-winning solutions are used by more than 1.5 million people in over 7,800 organizations across 70 countries. We help customers to better manage workforce attendance, expenses, projects, professional services teams, and shared services resources.

Our diverse customer base — from start-ups to Fortune 500 companies — trusts Replicon to help reduce compliance risk, keep costs down, and provide greater insight into business performance. Clients include: FedEx, MetLife, New Zealand Transport Agency (NZTA), Novartis, Orbitz, and Xerox. Replicon is a global company with employees in Australia, Canada, India, the United Kingdom, and the United States.

Replicon is privately held and was self-funded from the 1996 kickoff until taking Series A capital of $20m in June 2013. Replicon has experienced impressive growth in every year and has been cash flow positive for its entire existence.

Replicon's $20 million Series A funding was led by Emergence Capital Partners and The Social+Capital Partnership. Replicon expects up to 80 percent growth by 2015, fueled by the surge in demand for cloud services in the enterprise. This round of financing will be used to support significant growth, with a focus on aggressive expansion, continued development of the company's direct sales channel, and to extend its reach internationally into Europe and APAC.

2) Financial Information

(a) Can the company deliver without risk of bankruptcy?

Yes, Replicon can deliver without any risk of bankruptcy. Replicon has experienced impressive growth in every year and has been cash flow positive for its entire existence.

(b) Is the company likely to merge or be acquired in the short term?

No; there are no plans for any merger or acquisition in the short term.

(c) A copy of the most recent audit and financial statement should be attached.

Replicon has recently secured $20 Million in Series A Funding that will help the company accelerate its already aggressive growth, expand into new markets, and further its footprint within the explosive enterprise marketplace. Replicon has been cash flow positive since day 1 and will maintain financial stability moving forward.

Replicon is a privately held company. Our financials are audited annually by PricewaterhouseCoopers. The audited financials can be provided should Replicon be selected as a finalist and upon execution of a mutual non-disclosure agreement. We will also be happy to schedule a call with our CFO and a representative from PWC to provide further details, if required.

3) Technical capability

Replicon delivers all its solutions through its secure cloud based delivery platform. Our customers are served by our shared multi-tenant SaaS infrastructure. Some of the salient features of our secure cloud include our world-class Tier 4 data center with 24 hour a day 7 days a week secure access with fire protection and suppression system, SSAE16 annual audits, fully-redundant cloud architecture, enterprise firewall technology, SSL encryption, permission based authentication, a facility wholly dedicated to global disaster recovery with redundancy built into every level along with powerful load-balancing and clustering technology.

Being on the cloud also gives users the flexibility to access Replicon solutions on the go, practically anytime, from anywhere. Replicon solutions are hardware agnostic, Mac or PC is supported based on the browser: Chrome, Firefox, IE, and Safari. IPhone and

Android applications are also available for Replicon solutions enabling easy access to the system from anywhere.

The cloud environment guarantees 99.5% uptime with regular metrics of 99.9%. Rolling upgrades mean that standard weekly releases do not affect users and any outage requiring downtime is notified to end users via the application with 2 weeks' notice. Connectivity to the cloud based application will require an internet connection.

4) Estimated completion period for this project

Implementation timelines are very requirement specific and can vary depending on complexities of integrations being built, solution modules proposed, number and location of users, implied complexity, among other variables. Replicon will put a team together to support this project based on the requirements. We've rolled out multiple, global solutions for some of the largest organizations in the world and know what it takes to support them. Generally, again, depending on the requirements, large, complex projects can take anywhere from 6-20 weeks.

Please refer attached Sample Implementation Plan for details.

5) Has your organization recently received any awards?

Our products and services are backed by our cast iron reputation. Replicon has won several awards and analysts' recognition for our efforts to make day to day activities simpler for our customers, by listening to them and addressing their challenges. Below are just a few of the awards and recognitions bestowed upon us. For a complete list, please visit - http://www.replicon.com/awards-and-recognition

Replicon Wins Gold Stevie® Award for Sales & Customer Service **Stevie Award** 2014	Replicon is rated the Top Time Tracking Vendor by TopTenREVIEWS **TopTenREVIEWS** 2014, 2013, 2012	Best Customer Satisfaction Program of the Year **Network Products Guide Best 2013 Gold** 2013
Replicon Wins Silver Stevie® Award for Sales & Customer Service **Stevie Awards** 2013	Replicon named among Canada's top technology companies **Branham 300** 2013, 2012, 2011, 2010, 2009	Women of Influence: Lakshmi Raj, Replicon **Silicon Valley Business Journal Women of Influence 2013** 2013

6) How do you distinguish yourself from the competition?

Replicon is in a unique position and has extensive experience of having delivered time tracking solutions to over 7,800 customers in over 70 countries over the last 17 years. We've developed extremely mature processes based on this experience. Some of our salient features and differentiators are detailed below.

Replicon's "True & Secure" Cloud - Many vendors claim to be in the cloud, but are not "truly cloud". With a cloud based delivery model, we strive to provide our customers a hassle free experience by taking care of the hardware, software, maintenance, upgrades, replacements, storage, and staffing required in running a traditional time management system. Being on the cloud also gives users the flexibility to access our solutions on the go, practically anytime, from anywhere.

Security - We have built a reliable, robust and secure cloud platform from the ground up, providing you the most reliable, secure service in the industry. Some of the salient features of our secure cloud include our world-class Tier 4 data center, SSAE16 annual audits, fully-redundant cloud architecture, enterprise firewall technology, SSL encryption, permission based authentication, a facility wholly dedicated to global disaster recovery with redundancy built into every level along with powerful load-balancing and clustering technology.

Rapid Implementation for faster time to value - We have been delivering some of the fastest implementation and user adoption rates within the software industry. Because our solution is delivered via the cloud, it is highly configurable so it can adapt to meet the client's business processes without the need for expensive custom programming. Our team of highly experienced implementation specialists uses an innovative approach to ensure the rollout stays on schedule, on budget, and in-line with customer's business needs.

Efficient & Robust API Integration - RepliConnect API / Web Services provides integration between Replicon solutions and any open third party application, including payroll, billing, portfolio and project management systems.

Seamless Upgrades & Maintenance - We also handle all the maintenance and upgrades so that our customers can focus on their core business. Replicon provides weekly upgrades to the application software. We do this without taking the site down or scheduling an outage. This is unique to Replicon. In the rare instances that downtime is required; customers are notified two weeks in advance. For major releases and upgrades, the customers are notified and are deployed on an 'opt-to' basis. The client can choose to upgrade immediately or continue with existing version until they want to expose the functionality.

Global Support 24x7x365 - Our Global Support team is available 24x7x365 to ensure our clients get the help they need, when they need it with a real person always available to assist. This is part of our standard service and we don't charge extra or have separate "platinum" tiers. All of our customers get this.

Guaranteed 99.5% uptime (but average over 99.9%) – We monitor all systems around the clock to ensure no problems occur and also publish our service status right on our website at uptime.replicon.com.

"Customer for Life" Model - Because needs change as business grows, we provide our customers with a dedicated Customer Success Specialist to work with, in the long-term, adapting our solutions to meet their evolving requirements.

7) What is your average client size?

Our customers range from small businesses to global enterprises with thousands of employees. We have a wide ranging customer base from the Enterprise (Global 100), to Mid-Sized Companies (100–9,999) and Small Businesses with as few as 10 users.

8) How many of your clients are government entities?

Our customers range from small businesses to global enterprises with thousands of employees. We have a wide ranging customer base from the Enterprise (Global 100), to Mid-Sized Companies (100–9,999) and Small Businesses with as few as 10 users. The government entities are one of our top 5.

9) Describe any formal quality programs you have in place.

We incorporate NIST and FIPS 199 into our policies at Replicon. We undergo annual SSAE 16 audits (formerly SAS 70) and are SSAE16 certified, to ensure we have the proper controls and processes in place to deliver on our service commitment and keep your data safe. SSAE 16 is the de-facto industry certification for service providers in the United States, and examines both the design of our internal controls, as well as the effectiveness of those controls over a long period of time.

10) Do you have a support office within 30 miles of St. Louis, Missouri? If not, list the closest support office.

No; All support services are provided throughout Replicon networking including representation domestically and abroad. National / International coverage is provided through remote 24x7x365 support and onsite support can also be provided upon request at an additional cost. Our team facilitates support remotely through phone, live chat and other collaboration tools.

US Office Address:
1200 Bridge Parkway, Suite 100
Redwood City, CA 94065
TEL +1 (650) 286-9200
FAX +1 (650) 508-9229

Solution Overview

1) What services do you offer?

Replicon's vision is to change the way our customers experience software. As such we are committed to providing a hassle-free experience for our customers. Please find below brief on the services that we will be providing:

- Rapid Implementation for faster time to value - we have been delivering some of the fastest implementation and user adoption rates within the software industry
- Efficient & Robust API Integration - RepliConnect Web Services for integration between Replicon solutions and any open third party application, including payroll, billing, portfolio and project management systems.
- Expert Training - Replicon recognizes training as an integral part of every successful implementation. Implementation team members will work with your key resources to provide customized training materials for initial roll out as well as ongoing maintenance and communication of new features. These materials can be provided in several different mediums to maximize effectiveness and optimize user adoption. Training is delivered via WebEx and/or onsite per final training requirements.
- Seamless Upgrades & Maintenance - With a cloud based delivery model, we strive to provide our customers a hassle free experience by taking care of all of the hardware, software, maintenance, upgrades, replacements, cleaning, storage, and staffing required in running a traditional time management system.

- Global Support 24x7x365 - Our Global Support team is available 24x7x365 to ensure our clients get the help they need, when they need it with a real person always available to assist.
- "Customer for Life" Model - Because needs change as business grows, we provide our customers with a dedicated Customer Success Specialist to work with, in the long-term, adapting our solutions to meet their evolving requirements.

2) Describe key accomplishments or industry firsts.

Simplifying employee time tracking tasks was the reason Replicon became a company, and it is our central focus today, more than 17 years later. We have helped more than 7800 customers (ranging from Enterprise (Global 100), to Mid-Sized Companies (100–9,999) and Small Businesses with as few as 10 users) automate and streamline their time tracking processes so that they could focus on higher value activities.

With our true and secure cloud based delivery model, we take care of the maintenance, hosting, staffing, upgrade, backups, storage required in running a traditional software solution; ensuring you get your ROI at an increased rate.

Replicon averages **300+ new implementations per quarter**, which is a testament of our award winning solutions & services and an efficient & effective delivery model. Our recent **Series A investment** funding round, along with receiving the **2014 Gold Stevie® Award for Sales & Customer Service**—has only validated our credentials.

We provide **24/7 live customer support** so we are available at anytime from anywhere. This is part of our standard service and we don't charge extra or have separate "platinum" tiers. All of our customers get this. As a customer, you would be assigned a dedicated Customer Success Specialist who would serve as your single-point of contact to address any of your technical questions.

Replicon was founded to change the way end users interact with software solutions that support time tracking and time sheet processes. This is reflected in in our **renewal rate,** which is one of the best in the industry at an average of close to **98%**, and is indicative of the value and support we deliver to our customers. We have been able to successfully maintain this high customer satisfaction rate over the last 17+ years.

And we always give you complete transparency into our availability. Just go to uptime.replicon.com at any time to see a history of uptime percentages. We **guarantee 99.5% uptime** but average over 99.9%. No one else provides this sort of transparency.

Replicon provides a very **clean and intuitive user experience** for all end-users, managers, and administrators. An easy to use product is critical in ensuring adoption and accurate time capture.

Our subscription model is also very flexible which results in lower initial capital investment, reduced cost of ownership and **faster Return on Investment**.

Please also refer –
http://time-tracking-management-software-review.toptenreviews.com/

3) Does your organization provide payroll services locally, nationally, and/or internationally?

Replicon provides all its products and services internationally to 7800+ customers across 70+ countries through its secure cloud based delivery model.

4) Describe three (3) recent quality initiatives. What were the results?

Our quality assurance activities focus on the processes being used to manage and deliver the solution and is a continuous ongoing process. We undergo annual SSAE 16 audits (formerly SAS 70) and are SSAE16 certified, to ensure we have the proper controls and processes in place to deliver on our service commitment and keep your data safe. SSAE 16 is the de-facto industry certification for service providers in the United States, and examines both the design of our internal controls, as well as the effectiveness of those controls over a long period of time. We are also in the process of ISO certification.

5) Describe your organizations research and development capabilities.

Replicon believes in "Great just isn't good enough" and invests back approximately 30-35% of its revenues into research & development and the continued development of our products.

With this vision of ensuring our customers get the best solution, service, support and superior experience from us whenever they need it, Replicon has been aggressively expanding its operations and product portfolio. Throughout 2012 and 2013-14, Replicon has expanded considerably with the addition of more employees to increase our Global presence, scaling of our SaaS infrastructure along with the continued innovation and advancement of our products and solutions. Replicon has also recently secured $20 Million in Series A Funding that will help the company accelerate its already aggressive growth, expand into new markets, and further its footprint within the explosive enterprise marketplace.

6) Describe how you are investing in your current and future product lines.

Simplifying employee time tracking tasks was the reason Replicon became a company, and it is our central focus today, more than 17 years later. We concentrate on creating easy-to-use products. Our latest major release includes a new Smart Interface, which makes our cloud based solutions the fastest, most intuitive products we've ever released. We created it by incorporating dozens of suggestions from hundreds of users. Employees and managers alike are able to enter and review data quickly. Requesting personal time off becomes self-service. Approvals are handled online and communicated instantly. Reports are easy to generate. There are dozens of pre-configured reports, and creating custom ones takes only seconds—managers can include any combination of data they desire.

At Replicon, current and future product lines both get dedicated teams of designers, developers and quality assurance. For each stream all customer feedback is catalogued and reviewed weekly with members from all teams around the corporation. Immediate features and functionality that can be incorporated into existing versions is scheduled once value is assessed across multiple customers. All of the feedback flows through Replicon from multiple customer facing teams including: Sales, Support and customer success.

In addition to suggestions and feature requests from current customers, our business analysts and product management group are constantly reviewing competitors and other market needs that do not have a solution, so we can incorporate these larger development efforts in future versions. All future product direction is reviewed with key customers and can be shared with any existing customers once definitive timelines are finalized. Replicon believes in an open, honest relationship with our customers and our product roadmap is one of the ways we maintain this free-flow of information for feedback and continued product improvement.

7) For the past three (3) years, what was your investment in product development?

Approximately 30-35% of annual revenue was invested into product development.

Payroll

1) For pre-processing activities, does the system provide pre-edit reports based on user-defined parameters for gross-to-net pay calculations?
N/A

2) Describe the audit process for each payroll.
N/A

3) What processes are in place to make corrections to payroll errors?
N/A

Payroll General

1) Does the system support an online "what if" with update capability?
N/A

2) How many payroll checks did you process last year?
N/A

3) What tax updates, if any, are provided and how are these updates received?
N/A

4) Describe your general ledger process.
N/A

5) Does the application allow for the allocation of costs to any level of detail?
N/A

6) How does the payroll application handle multiple General Ledger account numbers for the same employee?
N/A

7) Can customers view W-2 information throughout the year?

N/A

8) Is there start and stop dates for deductions?

N/A

9) Does the system have the ability to set up deductions with appropriate future effective date?

N/A

10) Can batch input screens for hours and earnings be customized or user defined?

N/A

11) Can mass increases be generated?

N/A

Time & Attendance

1) Does the system allow direct entry of employee time over the Internet using a standard Web browser through the use of smartphones and tablets? Is it restricted by the use of GP?

Yes; being on the cloud gives users the flexibility to access Replicon solutions on the go, practically anytime, from anywhere. Replicon solutions are hardware agnostic, Mac or PC is supported based on the browser: Chrome, Firefox, IE, and Safari. IPhone and Android applications are also available for Replicon solutions enabling easy access to the system from anywhere.

2) Does the system allow for input of schedules?

Yes; Replicon Web Schedule is an online scheduling tool that allows you to create and manage employee work schedules in an online calendar, and then share those schedules with your employees. Using Web Schedule as an integrated add-on to Replicon's TimeAttend solution, you can track discrepancies between actual work hours and the set schedule you've created, giving you a better picture of what's happening in your organization.

3) Does the system allow for accruals of a typical PTO?

Yes, the Replicon system is automatically able to calculate multiple benefit accruals such as vacation, sick and personal time. All leave accruals will be calculated real-time allowing for future requests to take into account. Real time balance calculation is displayed for user and approver and calculated dynamically into the future to prevent over allocation outside of internally defined policies.

4) Please describe in detail the management hierarchy/levels permitted to review/edit/sign off on time and attendance.

Replicon solution provides a configurable multi-level (5 levels) approval workflow. Once the timesheet is filled and submitted by the employee, the supervisors / Team Manager will also receive notification that a request is awaiting their approval or even regarding their subordinates that have late timesheets. The Manager/Approver gets an email regarding the request with the direct link to click on which directs to the approvals page of the solution interface. The Manager / Approver can choose to approve or reject the request from here with the option to insert a comment if required.

5) Is the system capable of producing a file of hours worked by job function with a pay rate by job function to interface in Project Cost Account system?

Yes; we recognize that our solutions are only a part of our customer's business environment, and they need to mesh seamlessly with their other software systems. Our RepliConnect Web Services provide comprehensive and flexible access to customer data, allowing them to integrate to any other product seamlessly. This all-new API allows for robust, efficient integration between Replicon solutions and any open third party application, including payroll, billing, portfolio and project management systems.
The Replicon system will provide all the required information and data to the County team which can also be effortlessly transferred to any Payroll/HRMS/ERP/in-house system through our API, automating the tedious manual processes, reducing risk and freeing up your staff to focus on higher-value activities.

Additional information on our RepliConnect web services can be found at:
http://www.replicon.com/seamless-integration
http://www.replicon.com/repliconnect

Year End

1) Describe the vendor/client responsibilities for the year-end and/or year begin process.
N/A

2) Are year-end services provided?
N/A

3) Are garnishment and tax levy payments automatically generated to the payee?
N/A

4) Does the system maintain all federal and state regulation for garnishment processing?
N/A

5) How do you meet the January 31 deadline for distributing W-2's?
N/A

6) How does your system handle manual checks?
N/A

7) Can the user sort reports by name, classification, gender, and ethnicity?
N/A

Tax

1) Is there PC/online access to current and historical tax information?
N/A

2) What is your process of tracking amendment and inquiry response time?
N/A

3) How do you distinguish yourself from the competition in the area of tax processing?
N/A

4) How do you keep clients informed of what is going on with the various tax jurisdictions?
N/A

5) Will we have a dedicated Customer Support Representative specifically to handle Tax issues?

N/A

6) What are the core competencies for Customer Support Representatives in the Tax area?

N/A

7) What is the average length of time a client retains the same Tax support representative?

N/A

8) How are adjustments handled?

N/A

9) What type of tax reports are generated each pay period?

N/A

10)Will you provide copies of all tax filings?

N/A

11)What are three (3) frequent reason payroll customers select your company over your competition?

N/A

12)What is your process for quality control?

N/A

13) Can a year be held "open" while continuing to process the new year's taxes?

N/A

Human Resources

1) Describe your company's commitment to the product and development plans over the next 3-5 years.

Replicon expects up to 80 percent growth by 2015, fueled by the surge in demand for cloud services in the enterprise. At Replicon, current and future product lines both get dedicated teams of designers, developers and quality assurance. For each stream all customer feedback is catalogued and reviewed weekly with members from all teams around the corporation. Immediate features and functionality that can be incorporated into existing versions is scheduled once value is assessed across multiple customers. All of the feedback flows through Replicon from multiple customer facing teams including: Sales, Support and customer success. In addition to suggestions and feature requests from current customers, our business analysts and product management group are constantly reviewing competitors and other market needs that do not have a solution, so we can incorporate these larger development efforts in future versions.

2) Was your product originally developed by your organization?

Yes

3) What major enhancements to your system have you planned for the next three (3) years?

There has been a major new release of Replicon's time tracking applications few months back. Available immediately, this latest technology modernizes time-tracking processes, offers built-in compliance, and dramatically improves visibility into business performance. Companies will get the right transparency they need to maximize team efficiency. They can remain compliant with the ever-expanding financial and labor regulatory requirements.

Replicon Mobile, the company's application for smartphones and tablets was also released recently. Designed for the modern, on-the-go workforce, this new application allows users to access all the features of Replicon's latest technology from any iOS or Android device.

Designed with the end user in mind, Replicon Mobile is easy to use, comprehensive, and intuitive. Workers have the power to enter time against projects, tasks, or clients, request PTO, and access approvals workflows via the mobile device of their choice. The process is fast, seamless, and accurate—all worker entries are instantly synced to Replicon's cloud platform, so supervisors can monitor time, resources, and project data in real time, immediately review and approve timesheets, and send on to Payroll for processing.

Replicon is constantly innovating and re-innovating our solutions to cater to the new and ever evolving customer and regulatory requirements. The detailed product roadmap is internal to Replicon and can be shared at later stages of evaluation.

http://www.replicon.com/customer-zone-whats-new

4) Does the system track safety and worker's compensation information?
N/A

5) Does the system include succession planning?
N/A

6) Describe job and organizational hierarchy.
N/A

7) What compensation management functions does the system support?
N/A

8) Can the solution prohibit setting up an employee if a position does not appear as "vacant" in position control?
N/A

9) Does the system support employees with multiple positions and departments?
N/A

Benefits

1) Does the payroll system integrate with benefits?
N/A

2) Can benefit plans be set up so only a specific group of employees are eligible for them?
N/A

3) Can benefit cost changes be future dated for a future year within the current year?
N/A

4) Are premiums automatically updated for age and salary benefit calculations?

N/A

5) Are insurance amounts automatically adjusted with a salary increase?
N/A

6) Can you automatically enroll a certain group of people in a benefit plan?
N/A

7) Do Employee Benefit Statements include the company's cost of benefits?
N/A

8) Do you offer online benefit enrollment?
N/A

9) Does the system have the ability to handle calendar/fiscal benefit plans?
N/A

10) Does the system calculate arrears on employee benefits while on disability?
N/A

11) Does the system include benefit premium reports?
N/A

12)What is the benefits enrollment process?
N/A

13)Will benefit election changes update payroll deductions?
N/A

Compensation

1) Are new hourly rates automatically calculated when salary increases are made?
N/A

2) Can employee earnings be split between multiple departments on an on-going basis?
N/A

3) Describe multiple compensation programs by employee type, geography, and other factors.
N/A

4) What compensation management functions does the system support?
N/A
5) What is the salary administration functionality or capability of your product?
N/A

6) Can a mass increase be given to a specified subset of employees by location?
N/A

7) Does the system provide an on-line view of the employee's total compensation package?
N/A

Customization
1) Who has responsibility for maintaining customization changes?

All customization code is source controlled by Replicon in cloud based delivery model. Customizations are preserved during product updates. Any required customizations will exist outside of the system and information is accessed exclusively through our backwards compatible API.

2) Will our customizations be overwritten in an upgrade?
No, customizations are preserved during product updates.

History/Record Keeping

1) Will the system maintain unlimited history for each employee?

Yes

2) Are on-line help screens available for all screens and processes?

Yes; training material will also be provided for easy reference.

3) Can corrections be made to historical, current, and future records?

Yes; depending upon the assigned permissions.

4) Can search definitions be stored?

Yes

5) Can the system accommodate effective dating for future or past dates?

Yes

6) Can the system process multiple transactions for an employee with the same effective date?

N/A

7) Can the system store scanned documents or picture images?

N/A

8) Can your system setup non-employees or those who are non-paid?

Yes

9) Define the type of date available on your system for inactive employees.

Data within the application is limited to what customers wish to store. At minimum, a user login, along with hours is tracked. Any other additional detail is at the discretion of the customer administrator related to their business requirements.

10) Describe how your solution supports workflow and electronic approvals.

Replicon solution provides a configurable multi-level approval workflow. Once the timesheet is filled and submitted by the employee, the supervisors / Team Manager will also receive notification that a request is awaiting their approval or even regarding their subordinates that have late timesheets. The Manager/Approver gets an email regarding the request with the direct link to click on which directs to the approvals page of the solution interface. The Manager / Approver can choose to approve or reject the request from here with the option to insert a comment if required.

11) Describe HR/PR product's simulation/what-if capabilities provided with the package.

N/A

12) Does the system have data archiving capabilities for inactive employees?

N/A; data storage and backups taken care by Replicon in cloud based delivery model. Additionally, all system data is also available for download and analysis to maintain local copies of the data, if needed.

13) Does the system provide flexibility in establishing organizational and payroll hierarchies?

Yes

14) Does your system have the ability to roll back to a specific date in time?

15) How long does the system maintain pay history for current and former employees?

All data is maintained in the system by Replicon till the duration of the contract. The customer can download the data to keep local copies as needed.

16) How many years of pay history can the employee readily access?

All data stored in the system from the time of service commencement can be readily accessed anytime, from anywhere.

Application Security

1) Describe the overall security scheme.

We have built a reliable, robust and secure cloud platform from the ground up, providing you the most reliable, secure service in the industry. Some of the salient features of our secure cloud include our world-class Tier 4 data center, SSAE16 annual audits, fully-redundant cloud architecture, enterprise firewall technology, SSL encryption, permission based authentication, a facility wholly dedicated to global disaster recovery with redundancy built into every level along with powerful load-balancing and clustering technology.

2) Is access to specific functions, files, and data elements restricted based on user profile or workstation ID?

All users of the system are provided with unique login credentials for secure authentication. Additionally, Replicon solution can leverage MS Active Directory for Log on and authentication using SAML 2.0. In addition to SAML, Replicon supports OAUTH based SSO with Google and is also integrated into the Okta SSO network.

3) How can you prevent users from viewing and/or editing data at the field level?

The Replicon solution is highly permission based and can be configured as required to control access to the views of data by task, category, customer, employee type, and time period and to restrict input access to only specific tasks, categories, and customer.

4) Can the administrative user control security or is it reliant on the vendor?

Permissions can be controlled by the admin user.

5) How do you handle groups of users with the same security profile?

Groups of employee types are defined by how employees are paid. Employee types are usually used for payroll, time tracking, and reporting purposes. You can use Replicon's predefined employee types, or create new types to meet your organization's unique needs and security requirements.

6) Describe what happens when the system is accessed by someone without rights.

Replicon solution provides unique credentials for each user for system / application level authentication to prevent unauthorized access. It also supports authentication via active directory and SSO (single sign on) with SAML 2.0 as well as OAUTH based SSO with Google and is also integrated into Okta SSO network.

7) What password authentication controls are utilized?

All users of the system are provided with unique login credentials for secure authentication. Additionally, Replicon solution can leverage MS Active Directory for Log on and authentication using SAML 2.0. In addition to SAML, Replicon supports OAUTH based SSO with Google and is also integrated into the Okta SSO network.

Reporting

1) Does the system provide an integrated ad hoc report writing tool?

Yes; Replicon's reporting engine is very robust and highly customizable and gives you the flexibility to create your own reports from scratch depending upon your requirements and privileges assigned, other than providing pre canned reports as well. Additionally, the out of the box reports can also be customized on need basis.

Powerful information can be pulled together quickly and in real-time with configurable self-service reports and analytics designed for managers. Replicon analytics are process-based so you get the right information served to you as you need it, rather than having to hunt it down.

2) Does the system allow generation of reports on all fields that exist in the data dictionary?

Yes

3) Does the system provide flexibility for defining selection criteria, data ranges, sorting and grouping options, and report output, enabling users to tailor information to their specific needs?

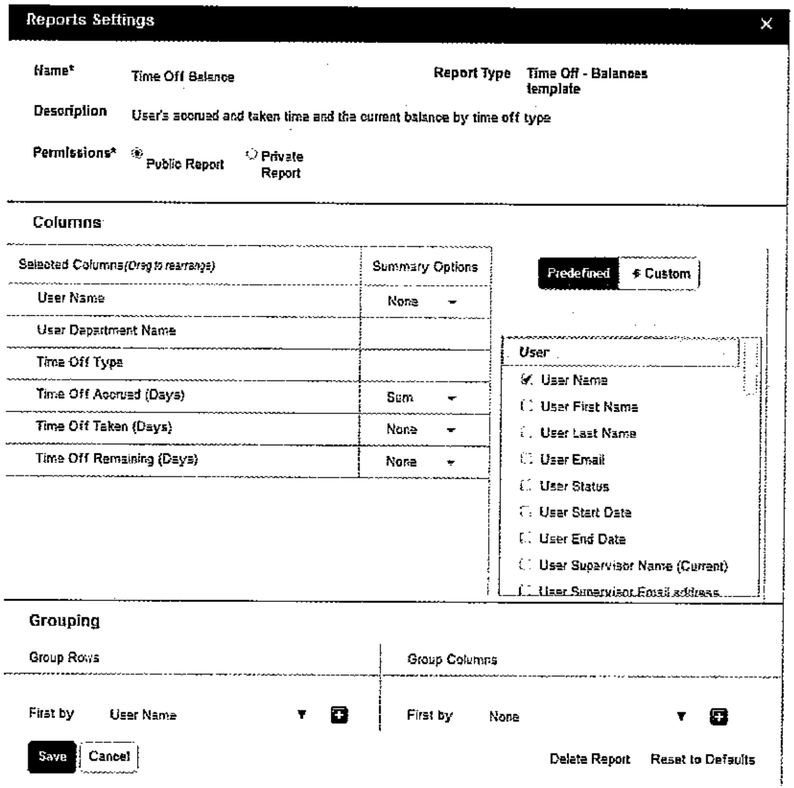
Yes; filters available for field selections within the Replicon system.

4) Does the system provide both historical and point-in-time reporting capabilities?
Yes

5) Discuss how a non-technical user can obtain reports from the system without assistance.

Designed by a dedicated team of Usability Experts and Software Engineers, our suite of products is the most user-friendly in the market. Over 98% of our customers effortlessly begin using the solution with little or no training due to its simple intuitive features, and user-friendly interface. Replicon's report editor is very configurable and easy to use and gives users (technical or non-technical) the capability to create ad hoc reports from scratch in no time and without the need for any programming.

Replicon's Report Editor – Easy, configurable and no programming needed



6) Does the system have the ability to handle consolidated reporting across companies/organizations?

Yes

7) Does the system have the ability to handle consolidated reporting across payroll and HR data?

Yes

8) Does the system have the ability to product headcount reports using a user-defined FTE formula?

9) Does the system provide standard report capabilities?

Yes

10) Does the system provide the ability to schedule standard reports?

Yes; reports can be scheduled.

11) Does the system provide the ability to set up and run batch reports?

Yes

12) Explain how your system maintains OSHA logs. Describe the production of the OSHA log report.

N/A

13) Does your system create dynamic organizational charts?

N/A

14) Can queries be saved "globally" as well as "personally" so that users are non-inundated with a barrage of queries in the drop down list?

The reporting feature offers a wide number of options for report configuration. As a result, reports access level may be either private or public.

15) Can the user sort reports by name, classification, gender, and ethnicity?

Yes

16) Does the reporting tool have charting capabilities? Please explain.

Yes; Powerful information can be pulled together quickly and in real-time with configurable self-service reports and analytics designed for managers. Replicon analytics are process-based so you get the right information served to you as you need it, rather than having to hunt it down. Also, as all system data is available for download and analysis, the data can also be exported to Excel to produce graphical reporting as required.

Compliance Reporting

1) Are standard reports available for OSHA, EEO, and ACA requirements?

No, the reports can be developed with the help of our PS team.

2) Is there any special employee setup required to print government compliance reports?

No specific requirement, however this would need further investigation.

Technical Overview

1) Describe the integration between your HR/Payroll solution and other systems and applications such as GL, recruiting or time and attendance. What types of interfaces are involved?

We recognize that our solutions are only a part of our customer's business environment, and they need to mesh seamlessly with their other software systems. Our RepliConnect Web Services provide comprehensive and flexible access to customer data, allowing them to integrate to any other product seamlessly. This all-new API allows for robust, efficient integration between Replicon solutions and any open third party application, including payroll, billing, portfolio and project management systems such as QuickBooks, Infor Lawson, PeopleSoft, MS Dynamics, SAP, etc.

Additional information on our RepliConnect web services can be found at:
http://www.replicon.com/seamless-integration
http://www.replicon.com/repliconnect

Hosted Services

1) Who provides your internet access? At what level of service?

Multiple Network Carriers

2) Is site hosting internally or externally managed?

Internal

3) Where is your data center or hosting facility located?

Canada

4) Describe your software development lifecycle for ASP.

Simplifying employee time tracking tasks was the reason Replicon became a company, and it is our central focus today, more than 17 years later. We concentrate on creating easy-to-use products. Our latest major release includes a new Smart Interface, which makes our cloud based solutions the fastest, most intuitive products we've ever released. We created it by incorporating dozens of suggestions from hundreds of users. Employees and managers alike are able to enter and review data quickly. Requesting personal time off becomes self-service. Approvals are handled online and communicated instantly. Reports are easy to generate. There are dozens of pre-configured reports, and creating custom ones takes only seconds—managers can include any combination of data they desire.

At Replicon, current and future product lines both get dedicated teams of designers, developers and quality assurance. For each stream all customer feedback is catalogued and reviewed weekly with members from all teams around the corporation. Immediate features and functionality that can be incorporated into existing versions is scheduled once value is assessed across multiple customers. All of the feedback flows through Replicon from multiple customer facing teams including: Sales, Support and customer success.

In addition to suggestions and feature requests from current customers, our business analysts and product management group are constantly reviewing competitors and other market needs that do not have a solution, so we can incorporate these larger development efforts in future versions.

All products and solutions are developed by Replicon's in house team of expert and experienced resources. Each change to the product is tested in an independent stream build, before being promoted to the release candidate. The change is only promoted to the release candidate after it has been fully tested and accepted. When a new change is introduced, its stream build automatically inherits all prior accepted changes for that release.

Once we freeze a release candidate, it enters our release testing phase, including manual regression, deployment testing, interface regression and our automated testing. We currently have over 5000 test cases, white box and black box, automated.

5) Describe the data security/accessibility of your hosted services center. Do you utilize SSL technology?

Our customers are served by our shared multi-tenant SaaS infrastructure. At Replicon, we are committed to ensuring the security, integrity, and availability of your data and our service. We use state- of-the-art infrastructure and a multi-layered approach to ensure your data remains safe and our service is available whenever you need it. Each customer instance exists in a separate logical instance of our solution. Although a single database cluster will service multiple customers each customer has a dedicated schema within that instance. Access to this data is protected through system permissions, granting only users with specific access to pertinent details. All data is encrypted during transfer. This is facilitated through HTTPS SSL 1024 bit encryption.

6) What is the migration process in upgrading to new versions and how does the upgrade process affect customization?

In cloud based delivery model, we also handle all the maintenance and upgrades so that our customers can focus on their core business. Replicon provides weekly upgrades to the application software. We do this without taking the site down or scheduling an outage. This is unique to Replicon. In the rare instances that downtime is required; customers are notified two weeks in advance to minimize impact to business. For major releases and upgrades, the customers are notified and are deployed on an 'opt-to' basis. The client can choose to upgrade immediately or continue with existing version until they want to expose the functionality.

Customizations are preserved during product updates. Any required customizations will exist outside of the system and information is accessed exclusively through our backwards compatible API. All customization code is source controlled by Replicon.

7) What is the standard rule base for incoming/outgoing traffic enforced by the Firewall?

Firewall system is in place and configured to filter unauthorized incoming network traffic from the internet.

8) What password authentication controls are utilized?

Active directory

9) What Virus detection/scanning mechanisms are in place?

IPS, antivirus is in place for regular scanning.

10) Do you have an off-site backup facility? If so, where is it located?

Yes; Amazon EC2.

Service & Support

1) What is your customer service model?

Our goal is to provide our customers with a service experience that is superior to what they are used to and to be available as and when needed.

Our Global Support team is available **24x7x365** to ensure our clients get the help they need, when they need it. There's always a real person available to assist. Whether a customer calls our support line, sends an email, or requests help directly through our website, we respond quickly and efficiently, closing 95% of cases within the same day. Customers worldwide benefit from our operational efficiency; we take their concerns seriously, and efficiently address any issues so they can focus on their business.

2) How many payroll clients and individuals do you serve?

Replicon has 7800+ customers of our time tracking platform.

3) What is your payroll customer retention rate?

Replicon was constituted with the aim to change the overall software and service experience for customers and our renewal rate, which is one of the best in the industry at an average of close to 98%, is indicative of the value and support we deliver to our customers.

4) What is the average tenure of your payroll customers?

As detailed in the above response, Replicon's renewal and overall customer retention rate is one of the best in the industry. Clients have chosen not to renew their agreement with us largely due to inevitable circumstances such as internal organizational changes, policy changes, mergers/acquisitions, closures or downsizing.

5) Do you use your Web site as a mechanism to provide support to your clients?

Yes; please refer - http://www.replicon.com/customerzone

6) Describe your procedure for escalating support issues.

Please find attached Support SLA for details.

7) Will we be assigned a single, dedicated Service Representative, or is it a Call Center with different representatives answering our questions?

Our Global Support team is available **24x7x365** to ensure our clients get the help they need, when they need it. There's always a real person available to assist. Whether a customer calls our support line, sends an email, or requests help directly through our website. We will also assign a **dedicated Customer Success Specialist** for the entire duration of the contract as part of our "Customer for Life" model.

Implementation

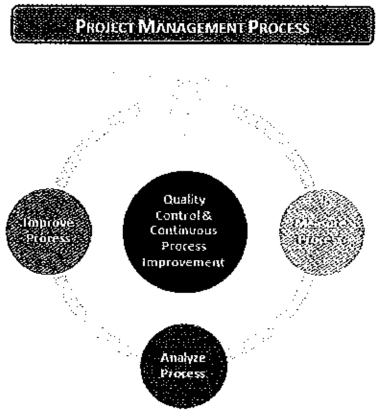
1) Does the system allow for the importing of initial payroll data?

Yes

2) Please explain your project management implementation process.

High quality of deliverables requires a strong project management process. These processes enable us to understand customer's requirements and expectations from the project completely and deliver them on time. Our Project Management methodology covers the following areas:

- Set up project organization structure
- Develop and track project plan / implementation timelines
- Manage project risks
- Manage project changes
- Manage project information, communication & escalation
- Project Completion & sign-off
- Quality Assurance Measures



Replicon has a strong project management process in place to ensure high quality of deliverables. These processes enable us to understand customer's requirements and expectations from the project completely and deliver them on time. The foundation of a successful implementation is to understand the stakeholders' business needs and translating those into a requirements document. At Replicon, we refer to this as our Customer Success Plan which is constantly reviewed and approved by our customers. Please find below key points on our process of engagement and delivery after appointment.

- Once the contract is awarded, a formal project organization structure is established for reporting, coordinating and performing the project tasks with a dedicated Project Manager / Customer Success Specialist and other resources as required such as Configuration Specialists, Escalation Manager, PSO Developer(s), QA Specialist, etc.
- Replicon's has developed a mature & comprehensive six phase Implementation Methodology and we use this methodology for our customers as part of the implementation. This approach assures a solution that satisfies the client's requirements while incorporating the full benefits of Replicon's solution and team knowledge.

Define | Configure & Integrate | Train | Test | Deploy | Success Criteria

- **Phase 1: Define** - In this phase, the goal is to identify the client's Business Requirements that we plan on addressing. The process can be conducted independently via our questionnaire or in conjunction with Replicon via phone sessions. Objective is to understand the client's goals, needs, and pain points, comprehend the client's business processes flow and suggest process adjustments, establish resource availability, milestones, deliverables, and dates and review the need for data exports and inbound integrations to the Replicon solution.

- **Phase 2: Configure and Integrate** - This phase consists of translating the defined business requirements into configuration of the Replicon solution. During this phase, pending any timing or technical constraints, we may also spec, develop, and QA all of the custom integrations.
- **Phase 3: Train** - This phase focuses on training the End Users, Approvers, Project Managers, Administrators, and any other groups for the eventual Go Live deployment and is an integral part of our implementation process.
- **Phase 4: User Acceptance Test/Pilot** - In this phase we validate the configuration setup along with any ready integration in conjunction with the customer pilot team. Complete end-to-end testing ensures that our initially identified assumptions, process flows, and procedures can hold up to realistic scenarios.
- **Phase 5: Deploy** - In this penultimate phase, we roll out the solution as per the Roll Out plan. Replicon works with the Client assigned resources/team to monitor and adjust any configuration, documentation, or training as needed.
- **Phase 6: Success Criteria** - Lastly, we validate that the predefined success criteria from Phase 1 are all met. If there are no outstanding issues, the implementation will be considered completed and the customer will formally be transferred to the Replicon Customer Support group. However, the Replicon PM will always be available to you as part of our "Customer for Life" model. Any issues/integrations/locations/etc. that is not part of the original scope will be spun off into separate cases as required.
- Upon completion of any phase, the project plan is reviewed for accuracy and any new dependencies added.
- The Project Director / Executive Sponsor will formally review the project completion and client satisfaction to ensure that project has been completed as per client's expectations. This review acts as an internal control for Project Manager for successful execution of project.
- At the completion of project, key project learning is documented to ensure efficiency of such projects is enhanced in future. In this manner all our past learning from large projects are passed on to future projects and new clients.

3) Please provide a sample payroll implementation project plan.

Please refer attached Sample Implementation Plan for details.

Training

1) What types of payroll training do you offer customers?

Replicon is proposing its solution only for the Time and Attendance requirement of this RFP and will be providing training on the solution.

Replicon recognizes training as an integral part of every successful implementation. Implementation team members will work with your key resources to provide customized training materials for initial roll out as well as ongoing maintenance and communication of new features. Training is available on many levels and can be customized to suit a customer's needs. This includes training for administrators and end-users. Train-the-trainer sessions for IT Support staff can be performed remotely or on-site if desired.

2) What training materials do you provide?

Training sessions include delivery of customized quick start guides and reference documents. These quick start guides are provided in electronic format and as such can be translated to different languages for geographically dispersed rollouts.

3) What training options are available above and beyond basic payroll training?

The training platforms available are:

- On-Site Training
- Train-The-Trainer
- Computer Based Training
- Recorded, Reusable, On-Demand Training

Typical training sessions provided are:

- Administrator training (pre configuration) to provide an overview of system
- Train the trainer
- Training session for UAT / pilot users

- Supervisor / End User / Project manager training sessions
- Administrator training post deployment

Also refer above responses for training details.

Billing

1) Do you support 3rd party billing?

Billing for the solutions and services provided will be done by in house Replicon team.

2) Describe your bill cycle and what is included in that billing cycle?

Replicon's licensing model is based on a monthly usage charge, paid annually in advance, typically associated with Cloud solution providers. Replicon's pricing structure is very upfront with no hidden costs, there is a onetime fixed implementation cost along with per user license cost depending upon the module purchased. There is no additional cost for our support, hosting, upgrades and maintenance services. Payment terms are net 30.

Firm's Current Workload and Schedule

Provide information supporting firm's ability to perform in a timely fashion. Present workload of key personnel assigned to this project. Indicate that the personnel listed in the submittal shall be available for and assigned to the County based on illustrated workload. Indicate firm's ability to meet budget and schedule. It will be important to limit response to similar projects based on current and near-future workload.

Replicon has a large pool of skilled and experienced implementation resources to ensure project delivery time and quality is maintained. Because our solution is delivered via the cloud, it is highly configurable so it can adapt to meet the client's business processes without the need for expensive custom programming. Custom programming which is common with non-cloud software prolongs the implementation and then needs to get redone anyway at every upgrade. Our team of highly experienced implementation specialists uses an innovative approach to ensure the rollout stays on schedule, on budget, and in-line with customer's business needs.

Replicon averages 300+ new implementations per quarter, which is a testament of our award winning solutions & services and an efficient & effective delivery model. Our recent Series A investment funding round, along with receiving the 2014 Gold Stevie® Award for Sales & Customer Service—has only validated our credentials.

Sub-consultants/Subcontractors

Proposer shall submit a list of sub-consultants and subcontractors. No substitutions shall be made without prior written approval by the County.

N/A; Replicon will not use any subcontractors.

Intangibles

Describe any significant or unique accomplishments or awards for work performed for similar agencies. Provide any additional information which may be relevant to the evaluation of your submission relative to the County's project.

Jefferson County requires the right partner with experience and credentials to make this a successful initiative. Replicon has gathered rich experience in providing the leading cloud time tracking solutions to more than 7800 organizations over a period of 17+ years. Our solution, services and processes have matured with this experience and we fully align our technology expertise to customer requirements. We provide unprecedented visibility into time and resource data along with embedded reporting for real-time analytics that reduce compliance risk, keep costs down and provide greater insight into business performance.

Benefits of using Replicon products:

Insight

- 360 visibility to optimize all resources
- Embedded reporting
- Functional owner becomes a strategic partner

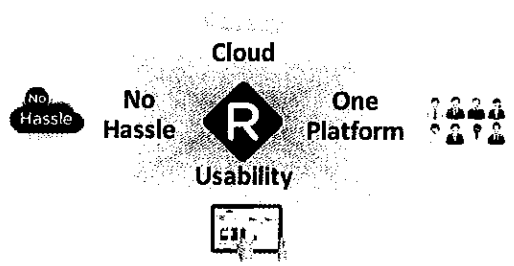
Compliance

- Improved data accuracy
- Lowers cost of errors
- Lowers cost of audit

Process improvement

- Reduce costs, increase revenues
- Improve cash flow
- Improve productivity

THE UNIQUE REPLICON EXPERIENCE



- **Cloud**
  - Security
  - Time to value
  - Upgrades included

- **One platform for all time tracking needs**
  - Easy to adopt and expand usage over time
  - Easy to train
  - Easy to integrate

- **Usability**
  - Data is provided in context
  - Role based process driven reporting
  - Self-service reporting

- **Hassle Free**
  - Easy to trial, easy to buy and implement
  - Easy to use and work with Replicon
  - Easy to integrate

- **Superior compliance support**
  - Flexibility to meet unique compliance requirements
  - Automation of validations to help enforcement
  - In-house expertise to provide compliance guidance

With the philosophy of providing "hassle free experience" to our customers at the top of our minds, we continuously strive to innovate our products and services to enhance the value our customers receive from using our Replicon applications.

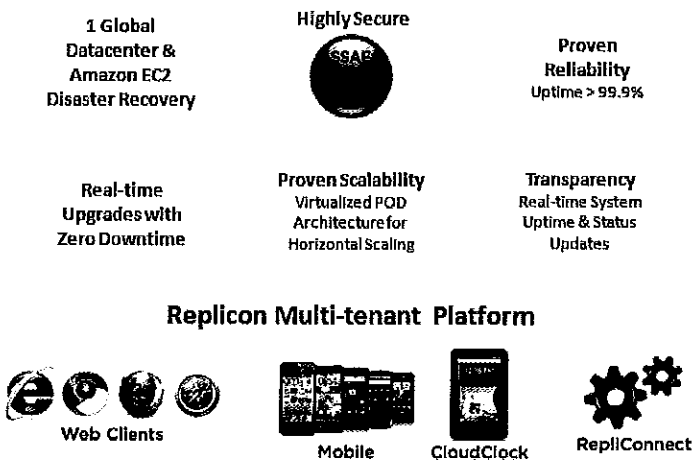
Some of our salient features and differentiators are detailed below.

The Replicon Cloud

We recognize that time data is critical to your business, and our solutions must be fully accessible and secure at all times—no matter where users log in from. We have built a multi-location, fully-redundant cloud environment that is staffed by a global operations team. With 24/7/365 monitoring, world class security, seamless weekly upgrades and no-hassle maintenance, we provide the most reliable, secure service in the industry.

Replicon Builds IT & Network Infrastructure	Replicon Builds and Manages Application Services	Replicon Manages & Monitors Operations Services
✓ Network	✓ Security	✓ 24x7x365
✓ Servers	✓ Integration	✓ Authentication
✓ Database	✓ Customization	✓ High Availability
✓ Web Server	✓ Datamodels	✓ Performance
✓ App Server	✓ Reporting	✓ Monitoring
✓ Datacenter	✓ APIs	✓ Patch Management
✓ Disaster Recovery	✓ Edge Caching	✓ Upgrades
	✓ Continuous Advancement	✓ Backup

We issue releases on a weekly basis, so customers can start using new features right away and see instant results. All upgrades are deployed seamlessly and transparently on our end – no cost, no nightmare. Replicon thoroughly tests all changes to our systems and products in a variety of pre-production labs. These tests ensure that only high quality; well-developed changes make it into the "live" environment, minimizing any negative impact on clients' businesses.



We have built a reliable, robust and secure cloud platform from the ground up, providing you the most reliable, secure service in the industry.

We know it can be difficult to entrust someone else with confidential mission critical data. That is why we have made security our highest priority. We take every precaution to protect our customers from outside threats and other emergencies, safeguarding their data 24x7x365. Salient features of our security and ongoing maintenance services include:

Robust Infrastructure: The Replicon cloud is hosted in world-class Tier 4 data center, serving more than 1.5 million users every day. Our global network is fully redundant, scalable and secure, and is monitored 24x7x365 by our Global Operations team.

Performance: Our Tier 4 data center provides the highest level of performance according to client's geographic location. We also use Akamai's content distribution software to further enhance system performance. As a result, our customers receive optimal web performance from more than 70 countries worldwide.

Security and Compliance: We conduct annual **SSAE 16** audits. Fully-redundant cloud architecture, enterprise firewall technology, SSL encryption and permission-based authentication further enhance the data security. Because of our global infrastructure, we are also able to store data where our customers want to meet certain geographic compliance issues.

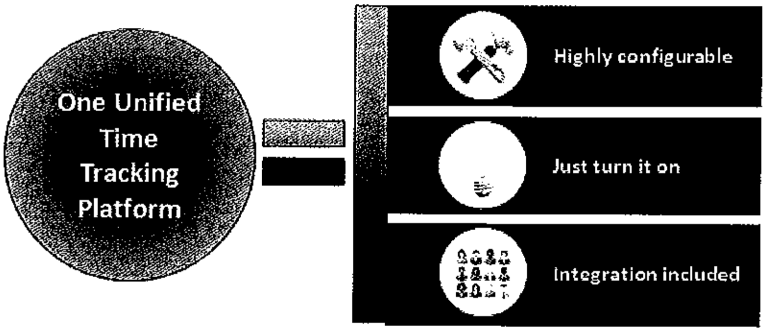
Full Redundancy: We maintain a facility wholly dedicated to global disaster recovery. Our unique architecture has redundancy built into every level, and we utilize powerful load-balancing and clustering technology.

Scalability: Our unique cloud infrastructure is designed to scale up and out seamlessly, ensuring we will be able to support both our customer's growth and ours.

One Platform

With Replicon's unique one platform for all, our customers can be assured of:

- Any time tracking requirement met with NO custom programming
- Immediate access to additional functionality
- Integrates to and from other processes
- Designed for everyone



Rapid Implementation for Faster Time to Value - We understand that the solution needs to get up and running quickly so customers can focus on their core business. We have designed our products to be user-friendly and intuitive, and we constantly work to ensure that every feature is easy to use. Our solutions take only a short time to configure and require little training; organizations can start using the system and see a positive impact within days – not months.

Because our solution is delivered via the cloud, it is highly configurable so it can adapt to meet the client's business processes without the need for expensive custom programming. Custom programming which is common with non-cloud software prolongs the implementation and then needs to get redone anyway at every upgrade. Our team of highly experienced implementation specialists uses an innovative approach to ensure the rollout stays on schedule, on budget, and in-line with customer's business needs.

Expert Training - Replicon recognizes training as an integral part of every successful implementation. Implementation team members will work with key client resources to provide customized training materials for initial roll out as well as ongoing maintenance and communication of new features. These materials can be provided in several different mediums to maximize effectiveness and optimize user adoption. We know, user adoption is directly related to the value of your investment. We will provide effective documentation and training materials to make your implementation a success.

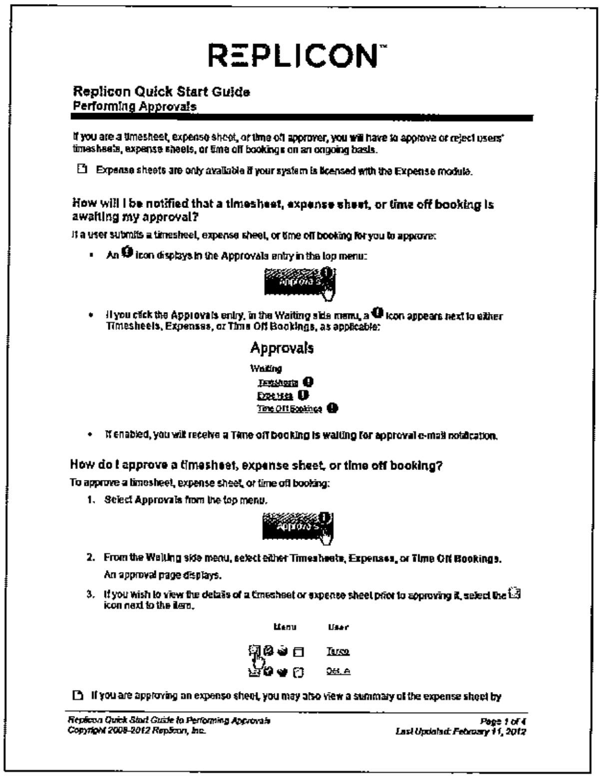
The training platforms available are:

- On-Site Training
- Train-The-Trainer
- Computer Based Training

- Recorded, Reusable, On-Demand Training

Typical training sessions provided are:

- Administrator training (pre configuration) to provide an overview of system
- Train the trainer
- Training session for UAT / pilot users
- Supervisor / End User / Project manager training sessions
- Administrator training post deployment


REPLICON

Replicon Quick Start Guide
Performing Approvals

If you are a timesheet, expense sheet, or time off approver, you will have to approve or reject users' timesheets, expense sheets, or time off bookings on an ongoing basis.

Expense sheets are only available if your system is licensed with the Expense module.

How will I be notified that a timesheet, expense sheet, or time off booking is awaiting my approval?

If a user submits a timesheet, expense sheet, or time off booking for you to approve:

- An icon displays in the Approvals entry in the top menu:
- If you click the Approvals entry, in the Waiting side menu, a icon appears next to either **Timesheets, Expenses, or Time Off Bookings**, as applicable:

Approvals
Waiting
Timesheets
Expenses
Time Off Bookings

- If enabled, you will receive a Time off booking is waiting for approval e-mail notification.

How do I approve a timesheet, expense sheet, or time off booking?

To approve a timesheet, expense sheet, or time off booking:

1. Select **Approvals** from the top menu.
2. From the Waiting side menu, select either **Timesheets, Expenses, or Time Off Bookings**. An approval page displays.
3. If you wish to view the details of a timesheet or expense sheet prior to approving it, select the icon next to the item.

Menu User

If you are approving an expense sheet, you may also view a summary of the expense sheet by

Replicon Quick Start Guide to Performing Approvals *Page 1 of 4*
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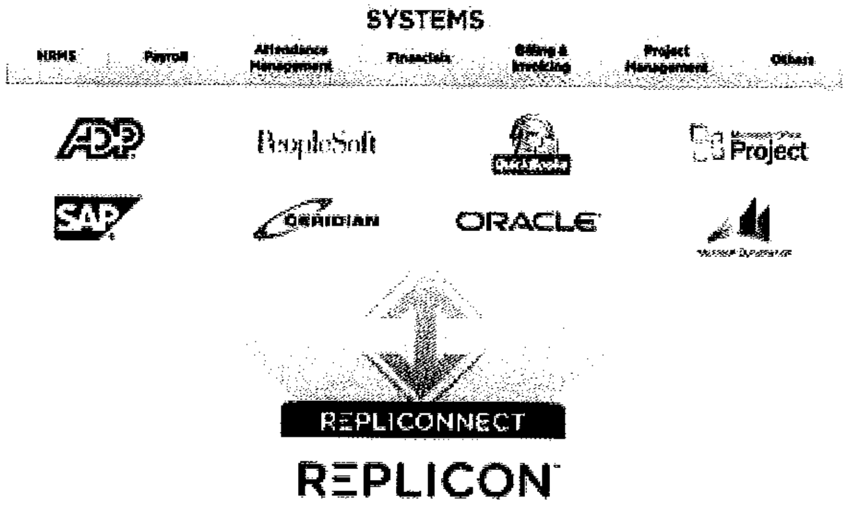
Training sessions include delivery of customized quick start guides and reference documents. These quick start guides are provided in electronic format and as such can be translated to different languages for geographically dispersed rollouts. Training is delivered via WebEx and/or onsite per final training requirements.

Efficient & Robust API Integration - We recognize that our solutions are only a small part of our customer's business environment, and they need to mesh seamlessly with their other software systems.

Our RepliConnect Web Services provide comprehensive and flexible access to customer data, allowing them to integrate to any other product seamlessly. This all-new API allows for robust, efficient integration between Replicon solution and any open third party application, including payroll, billing, portfolio and project management systems.

- Hassle-free set up
- Integrations work bi-directional in real-time
- Works across multiple programming languages
- Customers choose which data to integrate



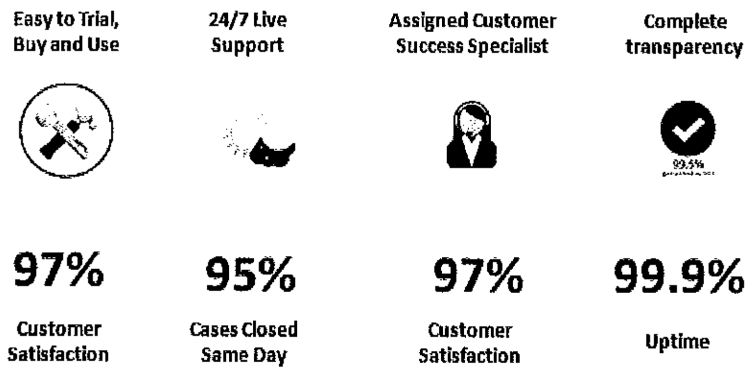
Usability

Replicon is extremely intuitive and easy to use making it a very positive experience for everyone involved. A few of the features and benefits include:

- Data in context
- UI purpose-built for the end user
- Role and process based interface and reporting
- 100% Self service

No hassle

And you can be confident that we'll be there when you need us. Our goal is to provide you with a customer service experience that is superior to what you are used to. Here are some of the things that make us unique.



- We provide 24/7 live customer support so we are available at anytime from anywhere. This is part of our standard service and we don't charge extra or have separate "platinum" tiers. All of our customers get this.
- As a customer, you would be assigned a dedicated Customer Success Specialist who would serve as your single-point of contact to address any of your technical questions.
- And we always give you complete transparency into our availability. Just go to **uptime.replicon.com** at any time to see a history of uptime percentages. We guarantee 99.5% uptime but average over 99.9%. No one else provides this sort of transparency.

"Customer for Life" Model - Customer success = our success, and we are 100% committed to making sure our clients get the most out of our solutions. Because needs change as business grows, we provide our customers with a dedicated Customer Success Specialist to work with, in the long-term, adapting our solutions to meet their evolving requirements.

Superior Compliance Support

Replicon provides a superior level of support to help organizations achieve their compliance needs by leveraging both our product flexibility and our in-house knowledge. Replicon products include a highly customizable rules engine that can be configured to meet any organizational compliance need regardless of country, state, province, or local jurisdiction. An extensive pre-built library is included that addresses most needs but Replicon can also configure unique requirements based on customer needs.

In addition to product capabilities, Replicon counts on in-house staff with extensive compliance expertise to provide guidance regarding a wide range of compliance matters including government regulations, collective bargaining agreements, and labor contracts. Our in-house experts create and maintain a pre-built library of compliance rules and are available to provide guidance to customers during the implementation or at a later point if they have questions pertaining to compliance matters.

In addition to in-house knowledge, Replicon leverages a network of legal firms that advice Replicon on a variety of matters and changes globally. We also work with those firms to provide compliance educational webinars to our customer base at no cost.

Awards & Recognition

Our products and services are backed by our cast iron reputation. Replicon has won several awards and analysts' recognition for our efforts to make day to day activities simpler for our customers, by listening to them and addressing their challenges. Below are just a few of the awards and recognitions bestowed upon us. For a complete list, please visit - http://www.replicon.com/awards-and-recognition

Replicon Wins Gold Stevie® Award for Sales & Customer Service

Stevie Award
2014

Replicon is rated the Top Time Tracking Vendor by TopTenREVIEWS

TopTenREVIEWS
2014, 2013, 2012

Best Customer Satisfaction Program of the Year

Network Products Guide Best 2013 Gold
2013

Replicon Wins Silver Stevie® Award for Sales & Customer Service

Stevie Awards
2013

Replicon named among Canada's top technology companies

Branham 300
2013, 2012, 2011, 2010, 2009

Women of Influence: Lakshmi Raj, Replicon

Silicon Valley Business Journal Women of Influence 2013
2013

Litigation

Please list any past and/or pending litigation or disputes relating to the work described herein that the firm has been involved in within the last five (5) years. List shall include project name, nature of litigation, and outcome of litigation (if resolved).

N/A; there are no past and/or pending litigation or disputes relating to the work described herein that Replicon has been involved in within the last five (5) years.

Licenses

Firm shall submit proof of licensing as may be required by local, state, or federal agencies to perform the required work.

Yes

Proposal Forms

Exceptions or Deviations Form

Replicon is only bidding for the Time and Attendance requirement of this Request for Proposal. Replicon's intention is to integrate with other solutions through our RepliConnect open API.

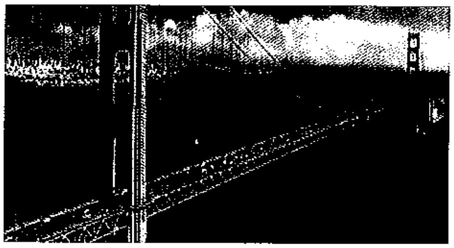
Submitter Certification/Addenda Acknowledgement Form

N/A

IRS W-9 Form

W8BEN form has been provided as Replicon Inc. is a Canadian resident, incorporated in Alberta, Canada.

REPLICON™



Bay Area, United States

1200 Bridge Parkway, Suite 100
Redwood City, CA 94065

TEL	+1 (650) 286-9200
FAX	+1 (650) 508-9229

London, United Kingdom

Replicon Europe LTD
3000 Hillswood Drive, Hillswood Business
Park, Chertsey, KT16 0RS

TEL	+44 20 3514 5511
FAX	+44 19 3289 5501

Sydney, Australia

Replicon Australia Pty Ltd
Level 32, 101 Miller Street
North Sydney, NSW, 2060

TEL	+61 2 8310 4797
FAX	+61 2 8415 9701

Calgary, Canada

910 - 7th Avenue SW, Suite 800
Calgary, Alberta, Canada T2P-3N8

TEL	+1 (403) 262-6519
FAX	+1 (403) 233-8046

Toronto, Canada

48 Yonge Street, Suite 630
Toronto, Ontario, Canada M5E 1G6

TEL	+1 (647) 557-9450
FAX	+1 (416) 363-0759

Bangalore, India

Mantri Commercio - Tower B, 5th Floor,
Marathahalli Outer Ring Road,
Devarabisanahalli, Bellandur Post,
Bangalore - 560103

TEL	+91 80 4013 0444
FAX	+91 80 4013 0445

Engage with Us

https://www.facebook.com/Replicon.inc

https://twitter.com/replicon

http://www.linkedin.com/groups?homeNewMember=&gid=2345857

You Tube http://www.youtube.com/repliconvideos

CONFIDENTIAL
SOLUTION PROPOSAL

Paychex One-Source Solutions

ONE PARTNER. ONE SOLUTION.

MAJOR MARKET SERVICES

Prepared for:

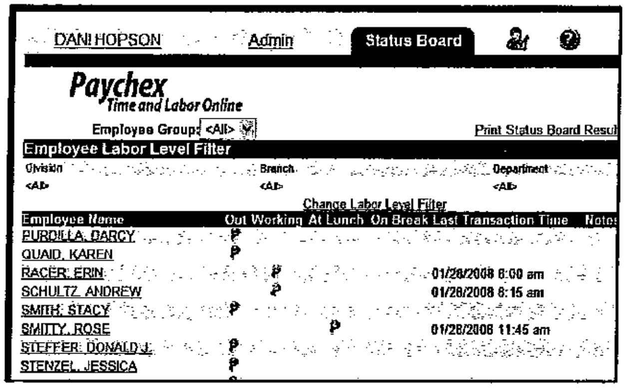
Jefferson County Government

Prepared by:
Jon Chionchio
Robin Richert

Paychex, Inc.
16305 Swingley Ridge Rd Suite 500 Chesterfield, MO 63017
Office: 636 519-0340 Ext 48731 | Fax: 877-866-7659

PAYCHEX®

Paychex Time and Labor Online



Access Anywhere, Anytime

Gives you the flexibility you need.

✓ Access from any internet connection; 24/7

Administrative Access

Reduces hours spent preparing and auditing time

✓ Automate approvals, management and reporting
✓ Auto-Reporting feature w/distribution lists
✓ Improve payroll accuracy and Federal compliance
✓ Share time off balances, requests, scheduling, time card approvals

Increase Cost Controls

Allows you to streamline and manage multiple work flows through e-mail.

✓ Control unplanned or unapproved time through enforcement of payroll time policies
✓ Reduce overtime with "real-time" visibility of which employees are approaching overtime
✓ Accurately tracking hours by work comp class code can potentially save WC premiums

Paychex eServices Paychex Payroll

Hosted Payroll 24/7 Online Access

Combines the control of an in-house system with the benefits of outsourcing

✓ Unlimited History Providing True "Data Ownership"
✓ Exit Strategy = You Own Paychex Preview Software

Primary Features & Advantages

WORKERS' COMPENSATION CHECK DATES 12/05/2008 TO 06/19/2009 04/26/2010
POLARSON II (HR) - PMOS PERIOD BEGIN 12/14/2008 PERIOD END 06/13/2009 PAGE 1

EMPL ID	EMPLOYEE NAME	WORK COMP CODE	ST	GROSS WAGES	OVERTIME PREMIUM	ADJUSTED GROSS	W.C. RATE	PREMIUM AMOUNT	EXP. RATE	ADJUSTED PREMIUM
390	GRELLA, JANA	8810	MO	11232.98	132.10	11100.88	0.5200	57.72	1.0000	57.72
CODE TOTALS		8810	MO - OFFICE	11232.98	132.10	11100.88	0.5200	57.72	1.0000	57.72
10	LEVEK, KATHERINE	8810	NY	6346.13	57.51	6288.62	0.6000	37.73	1.0000	37.73
100	SCHULTZ, ANDREW	8810	NY	6576.53	85.82	6490.71	0.6000	38.94	1.0000	38.94
660	HOUSEN, ANITA	8810	NY	6411.09	47.18	6363.91	0.6000	38.18	1.0000	38.18
670	BROOKS, ANDREW	8810	NY	9414.00	0.00	9414.00	0.6000	56.48	1.0000	56.48
740	WAYSIDE, MELANIE	8810	NY	4183.91	78.62	4105.29	0.6000	24.63	1.0000	24.63
CODE TOTALS		8810	NY - OFFICE/ANALYS	32931.68	269.13	32662.53	0.6000	195.96	1.0000	195.96
CODE TOTALS		8810	- OFFICE/ANALYS	44164.64	401.23	43763.41		253.68		253.68
DEPT	100 TOTALS	6 EMPS		44164.64	401.23	43763.41		253.68		253.68

✓ Payroll Processing With SUI Service
✓ Taxpay (State, Local, Federal Tax Filing)
✓ Payroll Preview (Full Gross-To-Net)
✓ Integrated Custom Report Writer
✓ Library Of Over 115 Standard Reports
✓ Certified & Union Payroll Reporting
✓ General Ledger Interface
✓ Workers Compensation Liability Report
✓ Direct Deposit (Optional CHASE Pay Cards)
✓ Readychex or Check Signing
✓ New Hire Reporting
✓ Wage Garnishment Processing
✓ Check Insertion (Sealed or Unsealed in Windowed Envelopes)
✓ Benefit Accrual Tracking (PTO Balances Printed On Pay Stubs)
✓ Payroll Delivery

PAYCHEX

Paychex eServices Paychex HR Online

Access Anywhere, Anytime

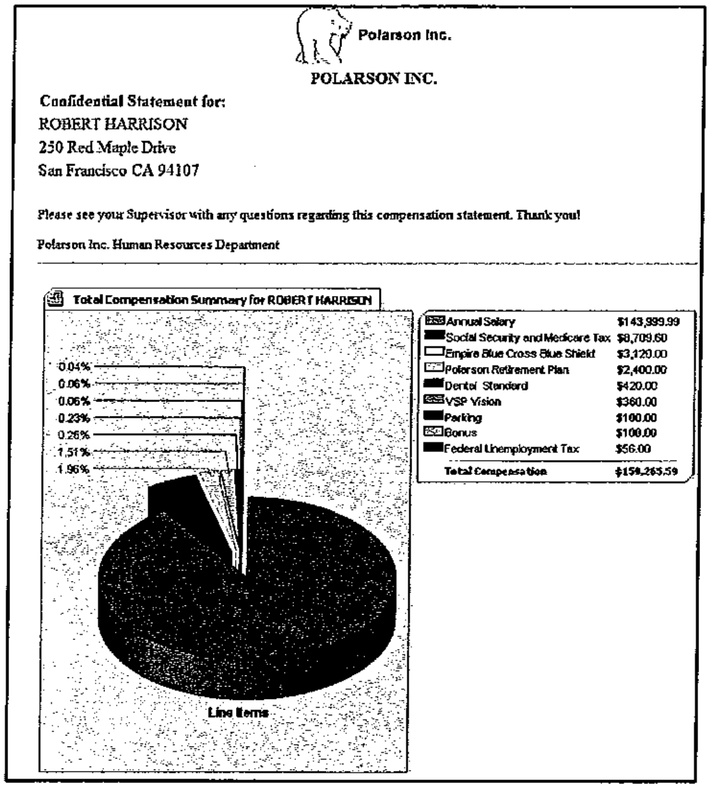
Workforce Management At Your Fingertips

✓ Access from any internet connection; 24 hours per day, 7 days per week

Primary Features & Advantages

Scalable HRIS System With User Defined Roles & Responsibilities

✓ Benefits Management w/Online Open Enrollment
✓ Effective Dating w/Workflow Routed Via Outlook
✓ Total Compensation Reports
✓ Online Performance Review
✓ Single Sign On To Online Pay-Stubs & W2s (4 Year History)
✓ Customizable Employee On-boarding
✓ PTO Requests With Workflow
✓ Employee & Manager Self Service
✓ Customizable Portal
✓ Global Changes
✓ Company & Employee Documents
✓ Automated Reminders
✓ Departmental Phone/E-mail Directory
✓ OSHA Accident Tracking & Reports
✓ Job Descriptions & Postings
✓ Forms Library
✓ Leaves Of Absence
✓ Employment History
✓ User Defined Roles & Responsibilities
✓ Salary/Rate/Position History
✓ Training & Curriculum & Tracking
✓ Employee Handbook Access
✓ Skills/Assets & Event Tracking
✓ Integrated Report Writer w/Built In Library


Polarson Inc.

POLARSON INC.

Confidential Statement for:
ROBERT HARRISON
250 Red Maple Drive
San Francisco CA 94107

Please see your Supervisor with any questions regarding this compensation statement. Thank you!

Polarson Inc. Human Resources Department

Total Compensation Summary for ROBERT HARRISON

Annual Salary	$143,999.99
Social Security and Medicare Tax	$8,709.60
Empire Blue Cross Blue Shield	$3,120.00
Polarson Retirement Plan	$2,400.00
Dental Standard	$420.00
VSP Vision	$360.00
Parking	$100.00
Bonus	$100.00
Federal Unemployment Tax	$56.00
Total Compensation	**$159,265.59**

Paychex One-Source Solutions

Paychex Proposal for Monthly Processing

Monthly Per Processing Fees (based on 700 employees – 90 bi-weekly and 610 monthly)

Payroll Processing includes: *$1,833.11*

- *Web-based One-Source Solutions Portal*
- *Instant Gross-to-Net Calculations and Register Prior to Processing*
- *Taxpay*
- *SUI Support*
- *Benefit Accrual (Time-off Tracking)*
- *Direct Deposit*
- *Check Insertion*
- *Check Signing/Readychex*
- *General Ledger Report/Download*
- *Report Writer*
- *HR Online*
  - *Training Tracking*
  - *Performance Appraisals*
  - *Compliance Reporting (EEO-1, OSHA, FMLA)*
  - *Total Compensation Statements*
  - *Employee Self-Service*
  - *Manager Self-Service*
  - *Document Library*

Garnishment Payment Service *$2.25 per garnishment*
New Hire Reporting *$3.50 per new hire*

Payroll Delivery *$10.50 per*
delivery

Annual Fees

*W-2/1099 processing** *$30 base plus*
$2.88 per
employee

One Time Implementation Fees

Implementation, Customization, & Training *$2250*

- *Data Entry of All Payroll Data*
- *On-Site Payroll Training*
- *Webinar HR Online Training*
- *GL Integration*

**W-2 prices are 50% off for 2014*

Paychex One-Source Solutions

Paychex Proposal for Bi-Weekly Processing

Bi-weekly Per Processing Fees (based on 700 employees all bi-weekly)	
Payroll Processing includes:	*$1,200.08*
Web-based One-Source Solutions Portal	
Instant Gross-to-Net Calculations and Register Prior to Processing	
Taxpay	
SUI Support	
Benefit Accrual (Time-off Tracking)	
Direct Deposit	
Check Insertion	
Check Signing/Readychex	
General Ledger Report/Download	
Report Writer	
HR Online	
Training Tracking	
Performance Appraisals	
Compliance Reporting (EEO-1, OSHA, FMLA)	
Total Compensation Statements	
Employee Self-Service	
Manager Self-Service	
Document Library	
Garnishment Payment Service	*$2.25 per garnishment*
New Hire Reporting	*$3.50 per new hire*
Payroll Delivery	*$10.50 per*
delivery	

Annual Fees	
*W-2/1099 processing**	*$30 base plus $2.88 per employee*

One Time Implementation Fees	
Implementation, Customization, & Training	*$2250*
Data Entry of All Payroll Data	
On-Site Payroll Training	
Webinar HR Online Training	
GL Integration	

**W-2 prices are 50% off for 2014*

Paychex One-Source Solutions

E-Pay Time & Attendance Solution

Monthly Fees	
WalTer T11 Biometric Time Clock	*$89.00/clock*
Biometric Input	
Touchscreen	
BlueForce Active User Subscription user	*$2.75 per active*
Mobile App user	*$1.50 per active*

Clock Purchase Options	
WalTer T11 Biometric Time Clock	*$2395/clock*

One Time Implementation Fees	
One Time Implementation Fees	
Implementation	*$2,500*
Professional Project Manager	
Discover & Requirements Gathering	
Configuration/Set-up of System	
DEC Automated Payroll Integration	
User Acceptance Testing	
Mock Payroll	
1 Day of On-site Training Classes	
4 Webinar Training Classes	
Clock Set-up	

References

Town of Redding, CT
309 employees
Steve Gniadek, Controller
203-938-3616

Savannah Airport Commision
375 employees
John Raubak, Director of Administration and Finance
912-966-7985

Signature Medical Group
857 employees
Robbie Earnhart, Manager Human Resources
314-842-8655

City of East St. Louis, IL
200 employees
Monica Grandberry, Accounting
618-482-6664

Davison Township, MI
75 employees
Karen Miller, Township Clerk
810-653-4156

Paychex One-Source Solutions

Additional Services:

Expense Management Reporting
COBRA Administration
401K Administration
SUI Claims Administration
Comprehensive HR Assistance
Employee Background Screening

SPECIFICATIONS

PROPOSAL DOCUMENTS REQUIRED

The following documents and forms in the following arrangement must accompany each submission:

Cover Page: This is to be used as the first page of the submission. This form must be fully completed and signed by an authorized officer of the firm.

Executive Summary: This part of the response to the RFP should be limited to a brief narrative highlighting the Proposer's qualifications and experience. Typically, this section should not exceed 2-3 pages.

Firm Information/Organization: The Proposer must identify the Account Manager who will be working directly with the County and engaged in managing the work. Information must be included which reference the individual's qualifications and experience in managing similar projects. List relevant projects worked on, dates showing length of time spent on each project, and the specific duties and responsibilities for each project.

Identify the responsibilities of the key individuals, other than the Account Manager, who will be assigned to the proposed contract, and who will have major responsibilities for performance of the services required. Include information that list relevant projects worked on, dates showing length of time spent on each project, and the specific duties and responsibilities for each project.

The County reserves the right to approve or disapprove any change to the successful Proposer's Account Manager. Personnel changes that impact the contract may result in the cancellation of the contract.

Please refer to the attached project team list for this information.

Firm Experience: At a minimum, a vendor should have been in business as a provider for a minimum of ten (10) years. The Proposal shall include at least five (5) references from past or current government entity clients for similar types of payroll services, with a minimum of three (3) references being similar- type governmental agencies.

Information:

- **Client (contact person, address, telephone number, fax number, and**
- **email) Date contract started to date completed**
- **Nature of work for each contract (include all applicable modules/work processes)**

Please refer to the attached reference information.

<u>Project Approach</u>: Proposer shall include a comprehensive narrative section that illustrates Proposer's understanding of the requirements of the project and the project schedule. Proposer shall also include a comprehensive narrative section that sets outs the methodology, strategy, and intended management plan. Proposer must illustrate how the methodology will serve to accomplish the work and meet the County's project schedule. Be specific in addressing the various tasks to be performed and state how they will be carried out.

Paychex is differentiated by the personal attention and commitment we give each one of our clients. Each client has their own designated client service representative for each of the solutions we provide, whom they can call about their account. As a Paychex client, you will have the direct phone number and email for your client service representative as well as their backup's contact's information and manager's contact information.

Paychex will upload all previous payroll information, quarterly returns, tax deposits and filings into the Paychex system on your behalf. Paychex will also reconcile your payroll down to the penny prior to starting the new solution. We will have you review the information for accuracy. Your assigned implementation specialist will handle your payroll implementation. They will initiate the process by hosting a kick-off conference call to address any questions, review the timeline, identify the people involved and their contact information, and collect any additional information.

This personal attention to your account will ensure that all of your questions and concerns are address in a timely and effective manner.

Implementation can proceed as scheduled as long as all required documentation is provided in a timely manner. Please refer to the attached sample implementation timeline for more information.

<u>Cost Proposal</u>: The Cost Proposal must provide a detailed fee schedule including itemized services including (but should not be limited to) the following:

- **Monthly rates for regularly scheduled activities and help desk support.**
- **Labor costs, administrative costs, equipment and materials, and sub-consultant or consultant team costs.**
- **County staff training and implementation costs.**
- **A fee schedule for emergency and/or after-hours services calls is also required.**
- **Cost proposal must refer/reference specific Scope of Work items.**
- **Specify price structure breakdown (e.g., 1-50 employees, 51-100 employees, 101-200 employees, etc.) as well as the cost per employee.**
- **If a specific requested services, function, or option is not offered/available please indicate. Indicate a frequency of cost (e.g., per payroll process, monthly, annually, as required) Provide any one-time costs or costs that are not based on the number of employees.**
- **Include any general comments on pricing, or different levels of service.**
- **List licensing fees (per workstation/location) for product software, if applicable. List charges for "special payroll reports" created by the vendor, if**

applicable.

It is expected that all Proposers responding to this RFP will offer government or comparable most favorable rates. Any and all discount offers must be clearly delineated.

Cost proposal shall list each module/function separately and should include all purchase and implementation costs. The County may choose to implement all modules, one module, or any combination thereof. While the Proposer may choose to offer additional discounts or cost savings for the initial purchase of all modules/functions combined, the County reserves the right to purchase modules/functions individually. In addition, all prices must be firm and fixed for at least one (1) year following the notice of award. If the purchase/implementation of a module/function occurs after such period of time, Proposer shall indicate the manner in which future pricing is calculated and/or price increases are applied. The separate modules/functions are:

- **Human Resources Information Systems (HRIS)**
- **Payroll Processing**
- **Time and Attendance**

Also, specify the annual increase for each of the modules listed above for the next 3 years.

Please refer to the separate pricing proposal.

Vendor Questionnaire: Answers to questionnaire will be used in the County's evaluation of proposal.

Firm's Current Workload and Schedule: Provide information supporting firm's ability to perform in a timely fashion. Present workload of key personnel assigned to this project. Indicate that the personnel listed in the submittal shall be available for and assigned to the County based on illustrated workload.

Indicate firm's ability to meet budget and schedule. It will be important to limit response to similar projects based on current and near-future workload.

Implementation can proceed as scheduled as long as all required documentation is provided in a timely manner. Please refer to the attached sample implementation timeline.

Sub-consultants/Subcontractors: Proposer shall submit a list of sub-consultants and subcontractors. No substitutions shall be made without prior written approval by the County.

Paychex does not provide a list of subcontractors.

Intangibles: Describe any significant or unique accomplishments or awards for work performed for similar agencies. Provide any additional information which may be relevant to the evaluation of your submission relative to the County's project.

- Among "America's Most Admired Companies" – *Fortune* magazine
- Seven consecutive Alexander Hamilton Awards for excellence in treasury and financial management – *Treasury & Risk* magazine (November 2012)
- Preferred payroll and retirement services provider for the American Institute of Certified Public Accountants (AICPA)
- Top 125 training organizations in the world (13th straight year) – *Training* magazine
- One of the "World's Most Ethical Companies" for 2014 – The Ethisphere® Institute
- One of the "Best Investor Relations Companies" – *Institutional Investor* magazine
- *Computerworld*'s "100 Best Places to Work in IT" – nine consecutive years
- Ranks as the largest 401(k) recordkeeper by number of plans for the third year in a row – *Plansponsor* magazine
- Number one among companies that manage defined contribution recordkeeping assets – 2012 survey by *Pensions & Investments* (P&I) magazine
- Paychex Insurance Agency, a wholly owned subsidiary of Paychex, Inc., ranks number 25 on *Business Insurance* magazine's 2013 list of the Top 100 Brokers of U.S. Business.
- Brandon Hall Group bronze award for excellence in the Best Advance in Talent Acquisition Technology for myStaffingPro, the Paychex software-as-a-service applicant tracking suite

Litigation: Please list any past and/or pending litigation or disputes relating to the work described herein that the firm has been involved in within the last five (5) years. List shall include project name, nature of litigation, and outcome of litigation (if resolved).

Paychex is subject to various claims and legal matters that arise in the normal course of our business. These include disputes or potential disputes related to breach of contract, breach of fiduciary duty, employment-related claims, tax claims, and other matters. Our management currently believes that resolution of outstanding legal matters will not have a material adverse effect on our financial position or results of operations.

Licenses: Firm shall submit proof of licensing as may be required by local, state, or federal agencies to perform the required work.

Paychex is licensed to work in the state of Missouri.

Proposal Forms:

- **Exceptions or Deviations Form**
- **Submitter Certification/Addenda Acknowledgement**
- **Form IRS W-9 Form**

EXAMINATION OF PROPOSAL DOCUMENTS

Each vendor shall carefully examine the Specifications and other applicable documents, and inform himself/herself thoroughly regarding any and all conditions and requirements that may in any manner affect cost, progress or performance of the work to be performed under the Contract. Ignorance on the part of the Contractor will in no way relieve him/her of the obligations and responsibilities assumed under the Contract.

Should a vendor find discrepancies or ambiguities in, or omissions from the Specifications, or should he/she be in doubt as to their meaning, he/she shall at once notify the County, in writing by email to dcourtway@jeffcomo.org.

CHANGES/MODIFICATIONS

The county reserves the right to order changes in the scope of work and resulting contract. The successful Proposer has the right to request an equitable price adjustment in cases where modification to the contract under the authority of this clause will result in increased costs to the contractor. Price adjustments will be based on the unit prices proposed by the Contractor in response to this solicitation. Any contract resulting from this solicitation may be modified upon written and mutual consent of both parties.

VENDOR QUESTIONNAIRE

Proposer must include in response to questions complete information about Proposer's company and its ability to perform the requested services as described in the Scope of Work.

General Information

1) **Basic corporate information and history**

   Founded in 1971, Paychex is a publicly traded $2+ billion corporation with zero long-term debt under the guidance of an outside Board of Directors and senior management staff. A leading provider of payroll, human resources, and benefits outsourcing solutions for America's businesses, Paychex serves approximately 570,000 businesses nationwide.

   Recognized as a top national provider of business solutions, Paychex is differentiated by the personal attention and commitment we give our clients, including dedicated payroll specialists assigned to each client. By listening to you, and understanding your challenges, we can provide the right products and services to meet your organizational goals — from hire to retire.

   The Paychex payroll product, One-Source Payroll, is our core offering, which was developed by Paychex. Other Paychex offerings include General Ledger Interfacing, HR & Benefits, Onsite Support, Section 125 Plans, Flexible Spending Accounts, Premium Only Plans, Employee Screening Services, Employee Handbooks, Custom Report Writing, Employee Pay Options, State Unemployment Insurance Service, Tax Credit Services, Garnishment Payment Service, Workers' Compensation Insurance and Administration, COBRA Administration, Expense Manager, Time & Labor Management, Employee and Manager Self-Service, HRMS, Applicant Tracking & Onboarding, Retirement Plan Services, and Online Benefit Administration.

2) **Financial Information**

   (a) Can the company deliver without risk of bankruptcy?

   Yes, Paychex is a publicly traded $2+ billion corporation with zero long-term debt under the guidance of an outside Board of Directors and senior management staff.

   (b) Is the company likely to merge or be acquired in the short term?

   There are no pending agreements to merge or sell our organization.

   (c) A copy of the most recent audit and financial statement should be attached.

   Please visit http://investor.paychex.com/ for our financial information.

3) **Technical capability**

Our solutions offer numerous technological advantages that many of our competitors' do not. With Paychex, you'll enjoy:

- A single, SaaS-based platform
- Single, secure sign-on to all online services
- A customizable user experience
- Payroll data consolidated in an online report center
- Permission-based employee access to online payroll data

Please refer to the attached technical requirements for more information.

4) **Estimated completion period for this project**

Please refer to the attached sample implementation timeline.

5) **Has your organization recently received any awards?**

- Among "America's Most Admired Companies" – *Fortune* magazine
- Seven consecutive Alexander Hamilton Awards for excellence in treasury and financial management – *Treasury & Risk* magazine (November 2012)
- Preferred payroll and retirement services provider for the American Institute of Certified Public Accountants (AICPA)
- Top 125 training organizations in the world (13th straight year) – *Training* magazine
- One of the "World's Most Ethical Companies" for 2014 – The Ethisphere® Institute
- One of the "Best Investor Relations Companies" – *Institutional Investor* magazine
- *Computerworld*'s "100 Best Places to Work in IT" – nine consecutive years
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- Brandon Hall Group bronze award for excellence in the Best Advance in Talent Acquisition Technology for myStaffingPro, the Paychex software-as-a-service applicant tracking suite

6) **How do you distinguish yourself from the competition?**

Paychex is differentiated by the personal attention and commitment we give each one of our clients. Each client has their own designated client service representative for each of the solutions we provide, whom they can call about their account. As a Paychex client, you will have the direct phone number and email for your client service representative as well as phone and email information for your representative's assigned backup and manager.

By listening to you, and understanding your challenges, we can provide the right services and products to meet your business needs. We believe in partnering with our clients to help free them to do what they do best – run their businesses.

We are the experts in the areas of Time collection, Healthcare Reform, Payroll, Tax Filing and HR service needs. Your tax filling will be accurate and on time – we offer our electronic Taxpay® service to ensure you won't miss any tax filings, including federal, state and local tax filing and deposits. Paychex has been recognized by the Department of the Treasury, noting our 99.7% success rate.

7) **What is your average client size?**

Our clients employ from 1 to 10,000 individuals. The average client has between 100-200 employees.

8) **How many of your clients are government entities?**

This information is confidential.

9) **Describe any formal quality programs you have in place.**

Our formal quality program is based on Lean Six Sigma. We have more than 30 trained and certified Green and Black Belt Lean Six Sigma practitioners deployed across the company. One of our company goals is to drive continuous improvement in all of our processes; the underlying methodology we use to help teams drive toward that goal is Lean Six Sigma.

10) **Do you have a support office within 30 miles of St. Louis, Missouri? If not, list the closest support office.**

Your account will be supported out of our St. Louis office, which is located at:

16305 Swingley Ridge Road
Suite 500
Chesterfield, MO 63017

Solution Overview

1) **What services do you offer?**

The Paychex payroll product, One-Source Payroll, is our core offering, which was developed by Paychex. Other Paychex offerings include General Ledger Interfacing, HR & Benefits, Onsite Support, Section 125 Plans, Flexible Spending Accounts, Premium Only Plans, Employee Screening Services, Employee Handbooks, Custom Report Writing, Employee Pay Options, State Unemployment Insurance Service, Tax Credit Services, Garnishment Payment Service, Workers' Compensation Insurance and Administration, COBRA Administration, Expense Manager, Time & Labor Management, Employee and Manager Self-Service, HRMS, Applicant Tracking & Onboarding, Retirement Plan Services, and Online Benefit Administration.

2) **Describe key accomplishments or industry firsts.**

Please refer to our list of awards. For more information about Paychex, please visit http://investor.paychex.com/annual-report/2013/HTML2/default-twopage.htm to review our annual report.

3) **Does your organization provide payroll services locally, nationally, and/or internationally?**

We provide payroll services across the U.S., Germany, and Brazil.

4) **Describe three (3) recent quality initiatives. What were the results?**

A Kaizen at the newest Rochester-based consolidated print center was conducted. The purpose of the improvement event was to align the payroll print operation in the center with performance and productivity measures standards set for organization-wide print and fulfillment centers. The Kaizen team focused on identifying and removing waste to achieve production flow improvements that would provide a predictable, repeatable process capable of yielding targeted "lights out" time (schedule attainment), and fulfillment specialists productivity standards (checks packed per minute). The team successfully achieved and has maintained a 56% improvement in obtaining their "lights out" target, and a 20% increase in fulfillment productivity.

A formal Lean Six Sigma Black Belt project was kicked off in the Paychex Chicago branch focused on a paperless effort. The team mapped the current process in Chicago and then designed their future paperless state. In moving from paper to paperless, the project reduced the time to process the information by 33% while increasing the accuracy by 13.2%. At the completion of the three-month control phase in Chicago, the enterprise productivity team will roll out this standard to all branch offices.

Paychex has nine field operation regions. Training has been ongoing for leadership teams and high-potential employees in a standard problem identification and resolution methodology. Based on the Plan-Do-Check-Act (PDCA) model, and using the lean A3 problem-solving template, employees are taught basic quality tools and then identify an area of opportunity in their branch office or across the region. Teams are chartered to create data-rich problem statements, articulate the business need, identify root cause and then ultimately implement their countermeasures and standardize the improvements. Results have been exceptional.

5) **Describe your organizations research and development capabilities.**

Paychex continually monitors technology advances and business trends to enhance our products for the benefit of our clients. We are paving the way in our industry through our ability to offer an "end to end" solution to clients to automate the workforce management process, from hire to retire. We are a game changer in the industry because we listen to our clients, and invest a substantial portion of money in research and development, exhaustively testing new solutions and their impact before rolling them out to our clients.

As Paychex moves into the future, we are working toward having the most integrated, comprehensive solution in the market. We are moving forward with mobile technology, which allows employees to check in one place and manage work in another, whether it be 401(k) services, payroll, benefits, or time-off requests, Paychex will provide the means to handle it all. One-Source Solutions will provide that seamless service – and we continue to roll out new services during the next 6-18 months.

Visit http://investor.paychex.com/annual-report/2013/HTML2/default-twopage.htm for additional complete information.

6) Describe how you are investing in your current and future product lines.

Paychex is committed to providing comprehensive client solutions by continuously monitoring the payroll and human resources landscape. We aim to understand the challenges that affect businesses across the nation, and by listening to you, we can provide the right services and products to meet your business needs.

Today, Paychex offers an ever-growing variety of payroll and human resource products and services that help clients do what they do best — run their businesses. From calculating payroll and filing tax payments to administering retirement plans and workers' compensation, Paychex gives its clients relief from administrative hassles so they can focus on the bottom line. Please visit http://investor.paychex.com/ to learn more about our ongoing growth strategy.

As Paychex moves into the future, we are focused on offering the most integrated, comprehensive solution in the market. We are moving forward with mobile technology, which allows employees to check in one place and manage work in another, whether it be 401(k) services, payroll, benefits, or time-off requests, Paychex will provide the means to handle it all as we continue to roll out new services during the next 6-18 months.

7) For the past three (3) years, what was your investment in product development?

Over the past three years Paychex has invested millions of dollars in our technology and infrastructure ensuring we provide the most updated, secure, and technological advanced systems in place for Healthcare Reform, Payroll, Tax Filing and HR. We continue to update our solutions with mobility options, to allow you access your information in the most convenient manner.

Paychex has heavily invested in communicating and preparing our clients so they know what to expect with Health Care Reform. We will provide the Jefferson County with the tools to:

- automatically calculate applicable Large Employer status by entity, including an alert if an entity is approaching or has exceeded 50 Full-Time or FTE employee threshold. It also allows look-back and future projections.
- monitor employees approaching 30 hours.
- test and model by choosing the specific measurement, administrative and stability periods.

We have knowledgeable agents, access to legislative and regulatory specialists in Washington, D.C., and expert, in-house sources of legal and compliance guidance.

Another area of strong research and development is security. Protecting our clients' personal data is our highest priority, and we invest a large amount of resources and time to ensure your confidential information is safe – and stays that way.

Our technology is constantly evolving. Over the past several years we have acquired several different services to enhance our offerings to our clients, examples include:

- Applicant Tracking & Recruiting
- Travel & Expense Administration

Our current services are constantly evolving based on business trends, regulatory changes and client suggestions, ensuring we provide the best technology and service in the industry.

Paychex is paving the way in our industry by offering an "end-to-end" solution for our clients to automate the workforce management process, from hire to retire.

Payroll

1) **For pre-processing activities, does the system provide pre-edit reports based on user-defined parameters for gross-to-net pay calculations?**

   Yes, the One-Source Payroll Solution can provide pre-edit reports based on user-defined parameters for gross-to-net pay calculations.

2) **Describe the audit process for each payroll.**

   Paychex offers our clients the ability to run a variety of pre-and post-payroll audit reports. Audit reports and features available include, but are not limited to:

   1. Payroll Register Prior to Processing Report, which details all employee's gross-to-net earnings, including employee and employer taxes
   2. Report to Identify Active Employees Not Receiving Payment, Inactive Employees Receiving Payment
   3. Threshold Alerts for Hours / Earnings

   While we rely on the client to perform the complete audit prior to processing payroll, we do have additional processes in place that identify errors that the client may have overlooked. If an error is discovered, the dedicated client service representative provides immediate verbal notification prior to completing the payroll processing.

3) **What processes are in place to make corrections to payroll errors?**

   Most critical processes such as payroll processing have back-out and roll-back features should the process not complete its execution. Utilities exist as well to run against corrupt data and index files.

Payroll General

1) **Does the system support an online "what if" with update capability?**

   The payroll solution handles "what if" check processing based on user-chosen scenarios.

2) **How many payroll checks did you process last year?**

   Paychex produces approximately 4.2 million checks per week.

3) **What tax updates, if any, are provided and how are these updates received?**

   The Paychex Compliance Risk Management department monitors legislative and regulatory developments that may impact Paychex products and services. If modifications to systems are needed, processes are in place to create those changes.

   A formal Change Management Process governs all changes to the production application infrastructure. This process covers review and approval of project-size initiatives as well as minor changes like enhancements, infrastructure changes, bug fixes, and regulatory changes. All significant modifications to the application infrastructure are managed within a project using a defined project lifecycle.

   Tax updates are communicated to our clients through a variety of methods including online, message board, and hard copy. Paychex will complete all maintenance and updates.

4) **Describe your general ledger process.**

The One-Source Payroll Solution can incorporate processed data into your general ledger system to, for example, accommodate labor distribution reporting for employees who work in more than one cost center. The One-Source Payroll Solution can create a .csv or .txt file to export GL information based on the chart of accounts set up in the system for payroll-related items. Since each client uses GL software differently, an analysis of the export needed should be conducted. Allocation by location is available for all earnings, deductions, and taxes processed through payroll. This can be allocated based on the organization structure setup of the departments.

5) **Does the application allow for the allocation of costs to any level of detail?**

The system is extremely flexible and can allocate earnings, deductions, and taxes processed through payroll.

6) **How does the payroll application handle multiple General Ledger account numbers for the same employee?**

Yes, the application can handle multiple GL account numbers for the same employee.

7) **Can customers view W-2 information throughout the year?**

Yes, clients and employees can view W-2 information throughout the year through the self-service solution.

8) **Is there start and stop dates for deductions?**

Yes, the solution supports start and stop dates for deductions, and users can make company mass changes that will trickle down to the employee level.

9) **Does the system have the ability to set up deductions with appropriate future effective date?**

Yes, with payroll, the user can set up deductions with appropriate future effective dates.

10) **Can batch input screens for hours and earnings be customized or user defined?**

Yes, batch input screens can be customized or user-defined.

11) **Can mass increases be generated?**

Yes, mass increases can be generated.

Time & Attendance

Paychex has partnered with EPAY Systems, Inc., to provide a time and attendance solution. Please refer to the attached EPAY proposal for more information.

1) **Does the system allow direct entry of employee time over the Internet using a standard Web browser through the use of smartphones and tablets? Is it restricted by the use of GP?**

Blueforce MobilePunch is a native-developed application which quickly transforms an iPhone®, Android®, smartphone, iPad® or tablet into a portable, handheld time clock. MobilePunch leverages GPS technology to capture exact coordinates, so you know exactly where your employees are punching in and out from. The data is then automatically sent to the Blueforce™ system.

2) **Does the system allow for input of schedules?**

Yes, through Blueforce, you can create and manage site schedules and assign employees based on their availability, qualifications, and the job site's shift requirements. You can also upload your own schedules into the system. With our scheduling tool, you can also require managers to approve time when an employee is early or late. You can also view an employee's attendance and compare it to the schedule they were assigned. This allows you to have a hands-on approach to your schedules and manage your employee's attendance with ease.

3) **Does the system allow for accruals of a typical PTO?**

In Blueforce, we can pull the PTO accrual amounts from Paychex and upload them into our system to track and manage. Additionally, employees can view their PTO balances in their WebPunch accounts and the time clocks. Managers can also view, approve and edit PTO in our system.

4) **Please describe in detail the management hierarchy/levels permitted to review/edit/sign off on time and attendance.**

Blueforce uses role-based security that allows you to customize management hierarchy levels. Blueforce comes with standard pre-defined roles (E.g. System Admin, Payroll Admin, Web Manager, Supervisor, Employee). In addition, you will work hand-in-hand with your project manager to setup as many custom-defined user roles as required. For example:

- Restrictions can be set up to not allow employees to see other employee time sheets.
- Supervisors can be limited to only see the employees that directly report to him/her.
- There are permission levels for payroll and other personnel that make it possible to restrict certain personnel from seeing only certain timesheets. You can completely define the restrictions per person.

5) **Is the system capable of producing a file of hours worked by job function with a pay rate by job function to interface in Project Cost Account system?**

Yes, through Blueforce you can produce a file of hours worked by job function with a pay rate by job function, as well. This is one of the many reports you can produce. All of our reports are exportable to your desired format. Additionally, you can work with your project manager to set up alerts to let you know if a project is going over budget, workers are exceeding their budgeted hours, or projects are exceeding their budgeted hours. Alerts will be sent to designated email addresses and/or sent via text messages to designated numbers.

Year End

1) **Describe the vendor/client responsibilities for the year-end and/or year begin process.**

The client is responsible for having correct employee information in the system at year-end and notifying Paychex that the final payroll has been run. Paychex is responsible for all year-end payroll tax filings. As Paychex does not purge information at year-end, there are no specific responsibilities for the client to decide what information to save. When a new year begins, all active employees are automatically moved to the new calendar year. Clients may also remove any inactive employees.

2) **Are year-end services provided?**

Paychex provides year-end services and will file all payroll taxes and process and file your Forms W-2 and 1099 on your behalf. You would be responsible to maintain accurate employee information in the system, make the information available to Paychex at year-end, and notify Paychex that the final payroll has run. As Paychex does not purge information at year-end, you would have no responsibilities for deciding which information is necessary to save.

3) **Are garnishment and tax levy payments automatically generated to the payee?**

Garnishments are automatically generated to the payee. Through the Garnishment Payment Service, the client provides Paychex with a garnishment order for each employee for whom wages are to be garnished. Paychex holds garnished wages in a separate account established by Paychex until such time as the amounts are due. Clients remain responsible for the correct calculation of the amount to garnish from its employees' wages.

4) **Does the system maintain all federal and state regulation for garnishment processing?**

The Paychex Compliance Risk Management department monitors legislative and regulatory developments that may impact Paychex products and services. If modifications to systems are needed, processes are in place to create those changes. However, the system does not automatically maintain all federal and state regulations specifically for garnishment processing.

5) **How do you meet the January 31 deadline for distributing W-2's?**

Paychex provides hard copy employee Forms W-2 to clients in good standing by mid-January for them to distribute to employees by January 31.

6) **How does your system handle manual checks?**

The client uses the payroll application to calculate a manual check and print onsite. The information is automatically included with the next payroll. Clients have real time access to tax tables to print manual gross-to-net and net-to-gross checks.

7) **Can the user sort reports by name, classification, gender, and ethnicity?**

Yes, users can sort reports by name, classification, gender, and ethnicity.

Tax

1) **Is there PC/online access to current and historical tax information?**

Yes, there is PC/online access to current and historical tax information.

2) **What is your process of tracking amendment and inquiry response time?**

Your client service representative can help you with tax issues. They will investigate and determine the necessary steps to take to resolve the issue. If the situation was the result of a Paychex error, we will work with our Penalty Abatement department to resolve the issue and remove any penalties assessed.

If it is determined that the client is responsible for the tax error, we would suggest avenues to you to resolve the issue; however, Paychex would not be responsible for any penalty or interest assessed by an agency as a result of a client error.

3) **How do you distinguish yourself from the competition in the area of tax processing?**

Paychex will handle all federal, state and local tax filings and deposits, including those needed for Act 32 and LST. We deduct tax funds on payroll check dates, with the ability to withdraw from multiple bank accounts, so it's easier to control your budget and predict your finances. The service also includes automatic enrollment in the Electronic Federal Tax Payment System (EFTPS), which meets IRS requirements for businesses that must file Forms 940, 941, 943, and 944 electronically.

Paychex has been recognized by the Department of Treasury for 99.7% accuracy. In addition, we are the only preferred payroll vendor of the American Institute of CPA's (AICPA) and Pennsylvania Institute of CPA's (PICPA).

Paychex Compliance Risk Management department monitors legislative and regulatory developments that may impact Paychex products and services, and ensures that systems reflect appropriate changes and clients are notified as needed. Your client representative can also assist with any issues that arise with your tax deposits, and help to resolve issues with the agency as appropriate.

4) **How do you keep clients informed of what is going on with the various tax jurisdictions?**

The Paychex Compliance Risk Management department monitors legislative and regulatory developments that may impact Paychex products and services. Tax updates are communicated to our clients through a variety of methods including online, message board, and hard copy. If modifications to systems are needed, processes are in place to create those changes.

A formal Change Management Process governs all changes to the production application infrastructure. This process covers review and approval of project-size initiatives as well as minor changes like enhancements, infrastructure changes, bug fixes, and regulatory changes. All significant modifications to the application infrastructure are managed within a project using a defined project lifecycle.

You don't have to worry about making any changes – Paychex will do that for you. We complete all maintenance and updates. After the changes are complete, you will find everything ready for you.

5) **Will we have a dedicated Customer Support Representative specifically to handle Tax issues?**

Your client service representative assigned to your account will be your first point of contact for any questions about payroll and tax matters.

6) **What are the core competencies for Customer Support Representatives in the Tax area?**

Paychex client service representatives not only provide personal service for payroll support, but are also the individuals who handle tax filing, notifications, and support.

7) **What is the average length of time a client retains the same Tax support representative?**

Clients retain the same client service representative for the life of their account in most cases.

8) **How are adjustments handled?**

Once your client service representative has been notified, they will work with you to resolve any adjustments needed by submitting an amended return, requesting a refund, etc. Paychex also has a dedicated department, our Penalty Abatement Center, which can assist with tax issues that occur outside the client's control.

9) What type of tax reports are generated each pay period?

Standard reports include Payroll Register, Wage Garnishment, Payroll Audit, Workers' Compensation Report, Year-to-Date Report, Payroll Tax Report, State Deposit Report, and many others. Your designated client service representative can assist you with setup of reports. You will also receive copies of your tax forms, including your Forms 940 and 941.

10) Will you provide copies of all tax filings?

Yes, Paychex provides actual copies of all tax filings.

11) What are three (3) frequent reason payroll customers select your company over your competition?

Paychex has helped millions of business owners and managers focus on what they do best – run their companies. Today, our payroll, human resources, and benefits outsourcing solutions continue to meet the needs of any size organization, from the corner store to large groups with complex requirements.

Our solutions offer numerous technological advantages that many of our competitors' do not. With Paychex, you'll enjoy:

- A single, SaaS-based platform
- Single, secure sign-on to all online services
- A customizable user experience
- Payroll data consolidated in an online report center
- Permission-based employee access to online payroll data

Paychex is the only publicly traded payroll company to provide a truly integrated and complete pre-hire to post-termination solution. Our solution allows you to add and remove additional features as needed without interruption of your core payroll/ HRIS services.

Paychex is also differentiated by the personal attention and commitment we give our clients. By listening to you, and understanding your challenges, we can provide the right products and services to meet your business goals.

Paychex offers comprehensive services, from hire to retire, including payroll processing, payroll tax administration, and employee pay services, such as direct deposit, check signing, and Readychex®. Human resource services include 401(k) plan recordkeeping, section 125 plans, a professional employer organization, time and attendance solutions, and many other administrative services for business. Paychex offers a benefits administration application, BeneTrac, to help manage benefits, and our Paychex Recruiting and Applicant Tracking Solution to assist our clients with recruiting and hiring. A variety of business insurance products, including group health and workers' compensation, are made available through Paychex Insurance Agency, Inc. Paychex also offers ExpenseWire®, an expense management web solution.

12) What is your process for quality control?

Our formal quality program is based on Lean Six Sigma. We have more than 30 trained and certified Green and Black Belt Lean Six Sigma practitioners deployed across the company. One of our company goals is to drive continuous improvement in all of our processes; the underlying methodology we use to help teams drive toward that goal is Lean Six Sigma.

13) Can a year be held "open" while continuing to process the new year's taxes?

Yes, a year can be held open while continuing to process the new year's taxes.

Human Resources

1) Describe your company's commitment to the product and development plans over the next 3-5 years.

Paychex has been around for over 43 years, and our solutions have proactively helped our many clients reduce liability by ensuring their businesses are in line with the ever-changing regulatory and compliance landscape. Paychex has been proactive in developing our own integrated technology and consulting services to meet those demands. Paychex stays ahead of the curve to be a leader in the industry based on having a strong positive relationship to the IRS and also maintaining strategic relationships with regulatory industries to help our clients.

Another way that Paychex is paving the way in our industry is our ability to offer an "end to end" solution to clients to automate the workforce management process, from hire to retire. We are a game changer in the industry because we listen to our clients, and invest a substantial portion of money in research and development, exhaustively testing new solutions and their impact before rolling them out to our clients.

As Paychex moves into the future, we are working toward having the most integrated, comprehensive solution in the market. We are moving forward with mobile technology, which allows employees to check in one place and manage work in another, whether it be 401(k) services, payroll, benefits, or time-off requests, Paychex will provide the means to handle it all. One-Source Solutions will provide that seamless service – and we continue to roll out new services during the next 6-18 months.

Visit http://investor.paychex.com/annual-report/2013/HTML2/default-twopage.htm for more complete information.

2) Was your product originally developed by your organization?

Yes, the One-Source Solutions payroll product was developed by Paychex.

3) What major enhancements to your system have you planned for the next three (3) years?

Paychex will deliver products with a seamless look, feel, and flexibility. To this end, Paychex continues to look forward to providing cutting edge mobile technology, and delivering products that provide business services from hire to retire for our clients. Please see section M for more information.

Visit http://investor.paychex.com/annual-report/2013/HTML2/default-twopage.htm for more complete information.

4) **Does the system track safety and worker's compensation information?**

Yes, the system tracks workers' compensation information and maintains OSHA logs. OSHA accident and illness tracking can be completed by the client within HR Online. As the client enters accident information, the system enables a client to view and print OSHA forms 300, 300A, and 301.

5) **Does the system include succession planning?**

Yes, the One-Source solution features a performance management module for employee development and succession planning. This can be customized to support your existing needs.

Self and manager assessments are available. Through the solution, managers can respond to, and comment on, self and peer assessments; also, users can create and manage performance review templates and competencies. Managers can update employee-submitted objectives. The system can monitor mid-year review completion status across the organization as well, and will update objectives continually as needed. The system can send reminder notices to employees and managers prior to deadlines. The solution can run reports based on performance reviews so they can analyze potential gaps in their talent. In addition, they can track certifications, licenses, skills, and education, which can be used as reporting tools to analyze gaps in knowledge that might be needed for newly created or upcoming positions that will be vacated.

6) **Describe job and organizational hierarchy.**

User access may be tailored as a group level or individual level to meet your needs. Your administrator would grant/revoke the appropriate access based on your situational need.

7) **What compensation management functions does the system support?**

The solution does not contain a specific compensation management feature; however, reports can be built to access current data to make compensation decisions.

8) **Can the solution prohibit setting up an employee if a position does not appear as "vacant" in position control?**

This function is not currently offered in our One-Source Solution.

9) **Does the system support employees with multiple positions and departments?**

Yes, the solution can support employees with multiple positions and departments.

Benefits

1) **Does the payroll system integrate with benefits?**

Yes. One-Source HR interfaces with payroll via an xml-based application. For desktop users, the application is installed locally on the user's machine. For hosted clients, the application launches through Citrix.

2) **Can benefit plans be set up so only a specific group of employees are eligible for them?**

Yes, benefit plans can be set up so only a specific group of employees are eligible for them.

3) **Can benefit cost changes be future dated for a future year within the current year?**

Yes, benefit cost changes can be future dated for a future year within the current year.

4) **Are premiums automatically updated for age and salary benefit calculations?**

Premiums can be automatically updated for age-related plans; however, premiums are not automatically updated for salary changes.

5) **Are insurance amounts automatically adjusted with a salary increase?**

No, premiums are not automatically adjusted for salary changes.

6) **Can you automatically enroll a certain group of people in a benefit plan?**

Yes, you can automatically enroll a certain group of people in a benefit plan.

7) **Do Employee Benefit Statements include the company's cost of benefits?**

Employees have access to a benefits summary screen showing their elections and employee and employer costs.

8) **Do you offer online benefit enrollment?**

Yes, the benefits administration and online open enrollment processes are facilitated through the One-Source Solutions benefits system. Integrated with payroll, this benefit functionality provides a portal that allows real-time access to benefits data 24/7 for administrators and employees. Employees can select their benefits and manage their selections through the portal.

9) **Does the system have the ability to handle calendar/fiscal benefit plans?**

Yes, the system can handle calendar/fiscal benefit plans.

10) **Does the system calculate arrears on employee benefits while on disability?**

No, the system does not calculate arrears on benefits while an employee is on disability.

11) **Does the system include benefit premium reports?**

Yes, One-Source HR does include benefit premium reports.

12) **What is the benefits enrollment process?**

Employees can enroll online for benefits, and the system can handle calendar/fiscal benefit plans. One-Source HR also includes benefit premium reports. Enrollment applications can be submitted via the web, fax, or email. All benefit election changes update payroll deductions. You have the option of attaching deduction codes to plans that enable employee deductions to feed to One-Source Payroll, or leaving the codes off, which would necessitate that One-Source Payroll be updated manually.

Employees have a dedicated website for benefits enrollment for 401(k) and Section 125 for enrollment and data viewing, which provides easy directions. On the self-service portal, employees can view their data and make updates as needed.

Paychex.com provides administrators with online tools and learning sections with tips, reports, and answers to questions that can foster a smooth enrollment process for your company and its employees.

13) **Will benefit election changes update payroll deductions?**

Yes, benefit election changes update payroll deductions.

Compensation

1) **Are new hourly rates automatically calculated when salary increases are made?**

   Yes, new hourly rates are calculated automatically.

2) **Can employee earnings be split between multiple departments on an on-going basis?**

   Yes, employee earnings can be split between multiple departments on an ongoing basis.

3) **Describe multiple compensation programs by employee type, geography, and other factors.**

   The solution does not contain a specific compensation management feature; however, reports can be built to access current data to make compensation decisions.

4) **What compensation management functions does the system support?**

   Please see refer to the previous response.

5) **What is the salary administration functionality or capability of your product?**

   Users can enter new salary information at any time and apply salary changes globally. Once a new salary is entered, it is effective immediately.

6) **Can a mass increase be given to a specified subset of employees by location?**

   Yes, mass increases can be generated.

7) **Does the system provide an on-line view of the employee's total compensation package?**

   Yes, an online view of the employee's total compensation package is provided.

Customization

1) **Who has responsibility for maintaining customization changes?**

   The client maintains employee customization changes.

2) **Will our customizations be overwritten in an upgrade?**

   No, customizations are not overwritten in an upgrade.

History/Record Keeping

1) **Will the system maintain unlimited history for each employee?**

   Because clients have access to their historical information at any time, they can view unlimited payroll history for each employee.

2) **Are on-line help screens available for all screens and processes?**

   Yes, online help screens are available to assist users.

3) **Can corrections be made to historical, current, and future records?**

   Yes, corrections can be made to historical, current, and future records.

4) **Can search definitions be stored?**

   Yes, search definitions can be stored.

5) **Can the system accommodate effective dating for future or past dates?**

Yes, the solution can accommodate effective dating for future or past dates.

6) **Can the system process multiple transactions for an employee with the same effective date?**

Yes, payroll can accommodate multiple cost centers and expense categories for a single employee in a single pay period.

7) **Can the system store scanned documents or picture images?**

Yes, this is a standard feature in One-Source HR.

8) **Can your system setup non-employees or those who are non-paid?**

Yes, non- employee information can be tracked within the One-Source HR Solution and made available to view within the self-service module.

9) **Define the type of date available on your system for inactive employees.**

The data maintained for inactive employees is the same as for active employees. You can retrieve payroll and personal information for both as needed. It is not purged from the system.

10) **Describe how your solution supports workflow and electronic approvals.**

Through the Paychex HR solution, electronic approvals for PTO, benefits, and direct deposit are available. In addition, the HR solution allows electronic signatures to be captured for employee handbooks and performance reviews. This functionality enables clients to track and monitor the acknowledgement of a company handbook and/or performance review for both new and existing employees.

The administrator can create review/approval requirements if necessary. Employees approve their timesheets, and the next level supervisor or manager is notified and requested to approve them.

11) **Describe HR/PR product's simulation/what-if capabilities provided with the package.**

Paychex offers a self-service solution that integrates with the HR and payroll applications in real time. With self-service capabilities, you can decentralize many HR tasks: for example, viewing and printing check stubs and Forms W-2, conducting what-if scenarios, and updating demographic data. This feature is completely customizable and can be configured to allow as much or as little self-service functionality as you like.

Employees can:

- view pay stubs within the system.
- check vacation and leave balances.
- manage dependent data for benefit tracking.
- view their master file information via access granted by the client administrator.
- change their Form W-4.
- complete what-if scenarios or calculate their checks.
- manage direct deposit data.

12) **Does the system have data archiving capabilities for inactive employees?**

Yes, the system has data archiving capabilities for inactive employees.

13) **Does the system provide flexibility in establishing organizational and payroll hierarchies?**

Yes, the HR solution provides flexibility in establishing organizational and payroll hierarchies.

14) **Does your system have the ability to roll back to a specific date in time?**

Yes, the solution can be rolled back to a specific date in time.

15) **How long does the system maintain pay history for current and former employees?**

Clients have immediate access to two years of data in the system. History beyond two years would not be immediately available unless the account is flagged in Company Entry in the payroll system to prevent the history being archived. If flagged, the branch knows not to retain those records, since the records are actively still in use.

If a client needs information beyond the two years and their records have been archived, they can have those records retrieved through current archive processes; they will need to contact their local branch for assistance.

Forms W-2 will be available for four years, paystubs will be available on a rolling 18-month cycle, and reports will be available in the system for two years unless flagged for more.

16) **How many years of pay history can the employee readily access?**

Please refer to the previous answer.

Application Security

1) **Describe the overall security scheme.**

The Paychex Information Protection Program follows an industry-recognized security policy framework: the Code of Practice for Information Security Management (ISO/IEC 27002:2005) from the International Standards Organization (ISO). Our security policy and standards, which have been ratified and are enforced by executive management, are built upon the 13 policy sections within the ISO-27002 framework.

The following are employed to secure Paychex client services:

- multi-layered firewall technologies
- real time monitoring for suspicious or unusual activity
- secured transmission of communications using SSL 128-bit encryption
- comprehensive access controls
- logical patch management procedures and processes
- regular vulnerability assessments
- third-party penetration testing

Paychex maintains a policy of password standards and requires adherence to those standards. Logging of activity is monitored regularly. Proactive and detective monitoring of system audit logs and alert notices directs the use of Paychex systems in accordance with published policies.

Paychex uses technological means such as backup files, virus detection and prevention, firewalls, and other computer hardware and software to protect against unauthorized access or alteration to customer data.

We encrypt sensitive information that is transmitted over the Internet. Paychex limits employee access to customer information to those who have a business reason to know through formal approval processes, access controls, and internal auditing. We use advanced technologies for the backup and recovery of customer information.

2) **Is access to specific functions, files, and data elements restricted based on user profile or workstation ID?**

Roles and responsibilities are defined by data owners; roles are predetermined based on the job function of the employee. Employees are given only the access needed to perform their jobs.

3) **How can you prevent users from viewing and/or editing data at the field level?**

Employees have limited access to the database, which is controlled by user IDs and passwords and assigned security rights.

4) **Can the administrative user control security or is it reliant on the vendor?**

The administrator defines security parameters. Multiple levels of security are assigned for internal staff, intermediaries, and corporate staff according to their approved security rights.

5) **How do you handle groups of users with the same security profile?**

Security rules can be set by your security administrator.

6) **Describe what happens when the system is accessed by someone without rights.**

Paychex has established policies and procedures to comply in a timely fashion with applicable legal requirements related to privacy, data security, and notification. Please refer to the attached security whitepaper for more information.

7) **What password authentication controls are utilized?**

We have a formal access control policy for role-based access to resources that requires unique user IDs and passwords for all individuals. Generic account requests must be approved by the Security Review Board and are approved only if they meet all security criteria. The sharing of IDs is strictly prohibited. We require that passwords be changed upon initial login. The policy also requires subsequent passwords to be changed at regularly scheduled intervals (e.g., every 90 days). We have a policy of password standards and require adherence to those standards. Logging of activity is monitored regularly. Proactive and detective monitoring of system audit logs and alert notices directs the use of Paychex systems in accordance with published policies.

Reporting

1) **Does the system provide an integrated ad hoc report writing tool?**

Yes, we provide an ad hoc reporting tool. There are several client-friendly features in the new Report Writer tool:

- Reports can be created for clients requesting complex, ad hoc reporting needs, or clients with a need to run specific reports on a weekly or monthly basis.
- Users can create, modify, and run custom designed reports.
- Custom reports can be shared with other reporting users in the company.
- Reports can be saved in a variety of file formats (PDF, XLS, tab-delimited, and CSV).
- Pre-defined Paychex templates provide additional reporting capabilities. Templates can be run as defined or customized and saved as new templates.

- Paychex Samples folder contains sample reports with tutorials describing how to use the basic functionality to customize reports and use the software.
- Intuitive subject areas contain the data elements and descriptions needed to create and maintain custom reports.

2) **Does the system allow generation of reports on all fields that exist in the data dictionary?**

   Yes, the solution provides for generation of reports on all fields that exist in the data dictionary.

3) **Does the system provide flexibility for defining selection criteria, data ranges, sorting and grouping options, and report output, enabling users to tailor information to their specific needs?**

   Yes, the solution is flexible in defining selection criteria, data ranges, sorting and grouping options, and report output, enabling users to tailor information to their specific needs.

4) **Does the system provide both historical and point-in-time reporting capabilities?**

   Yes, the system provides point-in-time reporting capabilities.

5) **Discuss how a non-technical user can obtain reports from the system without assistance.**

   Your account administrator would need to configure access for users to access information.

6) **Does the system have the ability to handle consolidated reporting across companies/organizations?**

   Yes, the solution can handle consolidated reporting across companies and organizations.

7) **Does the system have the ability to handle consolidated reporting across payroll and HR data?**

   Yes, the solution can handle consolidated reporting across payroll and HR data.

8) **Does the system have the ability to product headcount reports using a user-defined FTE formula?**

   By using export functionality, the Paychex solution can export any information needed and set a formula for an FTE, but not a headcount report. Depending on the setup, employees can be grouped by FT/PT.

9) **Does the system provide standard report capabilities?**

   Yes, the solution provides more than 70 standard reports.

10) **Does the system provide the ability to schedule standard reports?**

    Yes, the system provides the ability to schedule standard reports.

11) **Does the system provide the ability to set up and run batch reports?**

    Yes, the system provides the ability to set up and run batch reports.

12) **Explain how your system maintains OSHA logs. Describe the production of the OSHA log report.**

    The system maintains OSHA logs. OSHA accident and illness tracking can be completed by the client within HR Online. As the client enters accident information, the system enables a client to view and print OSHA forms 300, 300A, and 301.

13) Does your system create dynamic organizational charts?

Reporting capabilities support some formatting, but complex formatting such as graphs, charts, etc., requires an export.

14) Can queries be saved "globally" as well as "personally" so that users are non-inundated with a barrage of queries in the drop down list?

Yes, queries can be saved globally as well as personally.

15) Can the user sort reports by name, classification, gender, and ethnicity?

Yes, users can sort reports by name, classification, gender, and ethnicity.

16) Does the reporting tool have charting capabilities? Please explain.

Reporting capabilities support some formatting, but complex formatting such as graphs, charts, etc., requires an export.

Compliance Reporting

1) Are standard reports available for OSHA, EEO, and ACA requirements?

Compliance standard reports are available for OSHA accident and illness reporting and the EEO-1 report. There is no additional employee setup required once the information is entered into the system.

2) Is there any special employee setup required to print government compliance reports?

Our One-Source Payroll and HR Solutions contain data that you can compile to complete various required reports. You would enter the data as needed to customize.

Technical Overview

1) Describe the integration between your HR/Payroll solution and other systems and applications such as GL, recruiting or time and attendance. What types of interfaces are involved?

The One-Source environment allows users to log in using one User ID and Password for all products linked to the portal. Data Sync Integration provides automatic synchronization of changes made in One-Source Payroll, HR, and Time and Attendance Solutions. Data Sync Integration provides for the synchronization of all fields shared between the applications without intervention by the client user.

Hosted Services

1) Who provides your internet access? At what level of service?

Our internet service is provided by an industry leader in communication services.

2) Is site hosting internally or externally managed?

Hosting is internally managed.

3) Where is your data center or hosting facility located?

Our data center is located in Rochester, NY.

4) Describe your software development lifecycle for ASP.

Please refer to the attached security whitepaper.

5) Describe the data security/accessibility of your hosted services center. Do you utilize SSL technology?

The following security measures are employed to secure Paychex client services:

- Multi-layered firewall technologies
- Real-time monitoring for suspicious or unusual activity
- Secured transmission of communications using SSL128-bit encryption
- Comprehensive access controls
- Logical patch management procedures and processes
- Regular vulnerability assessments
- Third-party penetration testing

Paychex uses technological means such as backup files, virus detection and prevention, firewalls, and other computer hardware and software to protect against unauthorized access or alteration to customer data. We encrypt sensitive information that is transmitted over the Internet. We limit employee access on a "need to know" basis through formal approval processes, access controls, and internal auditing. We use advanced technologies for the backup and recovery of customer information.

The Paychex Information Protection Program follows an industry-recognized security policy framework, Code of Practice for Information Security Management (ISO/IEC 27002:2005), from the International Standards Organization (ISO). Our security policy and standards, which have been ratified and are enforced by executive management, are built upon the 13 policy sections within the ISO-27002 framework.

Yes, we use 128-bit SSL encryption to secure connections. Paychex utilizes the Secured Socket Layer (SSL) Protocol when sending or receiving files via an Internet connection. In addition, downloaded files utilize an additional layer of encryption enforced by the application that ensures only the client can utilize the completed payroll. The client creates a unique encryption key at their site which is used to automatically decrypt the payroll files each time they are received.

Access to client data is segregated across client accounts. Access is limited to the associates working on specific accounts; other associates' access is denied, prohibiting them from having access to the Personally Identifiable Information (PII) within those accounts.

6) What is the migration process in upgrading to new versions and how does the upgrade process affect customization?

There are designated support windows for database/system upgrades. An outage may or may not be required during this time, but any planned outage would be communicated in advance to all affected clients. The upgrade process does not affect customization.

7) What is the standard rule base for incoming/outgoing traffic enforced by the Firewall?

Firewall rules are open only for traffic that is required to pass.

8) What password authentication controls are utilized?

We have a formal access control policy for role-based access to resources that requires unique user IDs and passwords for all individuals. Generic account requests must be approved by the Security Review Board and are approved only if they meet all security criteria. The sharing of IDs is strictly prohibited.

We require that passwords be changed upon initial login. The policy also requires subsequent passwords to be changed at regularly scheduled intervals (e.g., every 90 days). We have a policy of password standards and require adherence to those standards. Logging of activity is monitored regularly. Proactive and detective monitoring of system audit logs and alert notices directs the use of Paychex systems in accordance with published policies.

9) **What Virus detection/scanning mechanisms are in place?**

We use technological means such as backup files, virus detection and prevention, firewalls, and other computer hardware and software to protect against unauthorized access or alteration to customer data. We encrypt sensitive information that is transmitted over the Internet. We limit employee access to customer information to those who have a business reason to know through formal approval processes, access controls, and internal auditing. We use advanced technologies for the backup and recovery of customer information.

10) **Do you have an off-site backup facility? If so, where is it located?**

Please refer to the attached security whitepaper.

Service & Support

1) **What is your customer service model?**

Our clients are assigned a dedicated client service representative; this person acts as a single, consistent first point of contact for any day-to-day questions or concerns. The individual will be familiar with your business needs and will work to ensure the quality and consistency of your service experience.

2) **How many payroll clients and individuals do you serve?**

We have over 55,000 clients using our major market services and process approximately 4.2 million payroll checks per week.

3) **What is your payroll customer retention rate?**

This information is confidential.

4) **What is the average tenure of your payroll customers?**

This information is confidential.

5) **Do you use your Web site as a mechanism to provide support to your clients?**

Yes, our website does have resource and support tools for client use.

6) **Describe your procedure for escalating support issues.**

If issues arise that are not resolved with the client's specialist, or require additional intervention, an ongoing communication plan will be arranged with the client and the Paychex team. In addition, a working document is prepared summarizing any issues and a due date for resolution.

Our customer service philosophy is to always correct any issues as soon as possible. All service and operations managers are held accountable for the service level of each product and the associated customer's overall satisfaction. Technical support is offered through a variety of methods, such as by phone, message board, knowledge base, and web solutions.

If issues arise that are not resolved with the representative, or require additional intervention, an ongoing communication plan will be arranged between you and the Paychex team. In addition, a working document is prepared summarizing any issues and a due date for resolution. Your designated client service representative will escalate the issue to the appropriate person as needed

7) **Will we be assigned a single, dedicated Service Representative, or is it a Call Center with different representatives answering our questions?**

Our clients are assigned a dedicated client service representative; this person acts as a single, consistent first point of contact for any day-to-day questions or concerns.

Implementation

1) **Does the system allow for the importing of initial payroll data?**

Paychex will upload all previous payroll information, quarterly returns, tax deposits and filings into the Paychex system on your behalf. Paychex will also reconcile your payroll down to the penny prior to starting the new solution. We will have you review the information for accuracy. Your assigned implementation specialist will handle your payroll implementation. They will initiate the process by hosting a kick-off conference call to address any questions, review the timeline, identify the people involved and their contact information, and collect any additional information.

2) **Please explain your project management implementation process.**

During implementation, you will have a highly trained implementation coordinator who manages every aspect of the conversion process. The implementation team also includes specialized implementation personnel for each product module selected, in addition to supervisory, technical support, and data entry personnel as needed.

Implementation for payroll is managed by an assigned implementation specialist (IS). Onsite training at your location, on your database, is completed by the payroll implementation team. Paychex assigns the IS to individualize and organize your implementation experience to provide the best accuracy and client service experience. Your assigned IS will also coordinate the implementation of any other services, such as One-Source Time and Labor and HR Solutions, along with your assigned product specialists.

3) **Please provide a sample payroll implementation project plan.**

Please see the attached sample implementation timeline.

Training

1) **What types of payroll training do you offer customers?**

Client training is a vital component of a successful implementation and your comfort level in using Paychex payroll and related products and services; therefore, Paychex is continually developing client training materials and facilitator tools to support our clients. Paychex delivers formal training to clients at the nearest Paychex location or at the client's place of business. Training styles include classroom setting, one-on-one instruction, and online modules for some solutions. Your dedicated account specialist can assist with training, and user manuals are provided as well. Your trainer will provide personal instruction and training for payroll using your actual data.

2) **What training materials do you provide?**

One-Source Solution help screens, WebEx sessions, and online modules are available. An instructional manual is provided as well. Following implementation you will be assigned a dedicated client service representative who can also assist with ongoing training.

3) **What training options are available above and beyond basic payroll training?**

In addition the training options listed above, we also offer a combination of onsite training, personalized WebEx training, and pre-recorded WebEx sessions. Electronic and hard-copy training materials and job aids are available. There are also extensive training and help features built into the various product modules.

Paychex provides continuing training on enhancements to our service solutions as well as training seminars on a variety of topics. We work with each client to provide the optimal training.

Billing

1) **Do you support 3rd party billing?**

We would need more information fully answer this question.

2) **Describe your bill cycle and what is included in that billing cycle?**

Electronic Invoice Payment (EIP) is the electronic transfer of a client's Paychex fees from the client's bank account into a Paychex payment account. The service is offered at no charge to all Paychex clients. EIP simplifies the payment process by saving both time and money for the client. It eliminates the time spent to write and mail a check for payment and ensures the timely payment of a client's invoice. EIP must be drawn from a checking account.

PARTS

SCOPE OF SERVICES

Scope of Work

The County of Jefferson Missouri seeks the services of a qualified Payroll/HR Services provider with expertise in outsourced payroll processing and related payroll services to successfully provide these services to meet the payroll, human resource and general ledger needs of the County in the most cost-effective and efficient manner possible. Qualified firms wishing to respond to RFP Payroll/HR Services, must provide all equipment and materials described in this document, whether directly or through sub-contractors/sub-consultants. This does not, however, limit the use of sub-contractors or sub-consultants.

The selected vendor will contract with and be paid by the "County" IT vendor, REJIS. The selected vendor shall have passed the IRS Assurance Testing System (ATS) and/or Business Acceptance Testing System (BATS) requirements for Software Developers, Reporting Agents and Transmitters of electronic business returns to the IRS.

Time is of the essence in the implementation of the County's payroll services software/solution. It is anticipated that the solution will be completely installed, integrated with the County's Mitchell Humphrey Financial software, and County staff trained by July 1, 2014. Proposer shall demonstrate in the response to the RFP that this timeline can be met or exceeded.

HUMAN RESOURCE INFORMATION SYSTEMS

General Information

Seamless integration between Payroll, General Ledger, and Human Resources data
Capacity to handle status changes for a minimum of 700 employees, both regular and seasonal/temporary
Full-time, part-time
Public safety (Police)
Successfully handle varied "standard" hours (PT, 80, 2080, 2912)
Bargaining Unit
Multiple types of accruals (annual, fiscal year, monthly) for varied benefits Easy, intuitive navigation

Employee Access

View online paystubs and W-2s
Select their benefits options through open enrollment
New Hire entry of own data, i.e., personal data, beneficiary, emergency contact, Equal Employment Opportunity (EEO) race and ethnicity classifications, etc.

Management of employee's own personal information
Provide for ability for current employees to apply for positions
electronically Sign up for training with a supervisory approval step
Access to Company Intranet-forms, handbooks, etc.

Supervisory

Access employee records
Receive notifications of various events that impact employees (performance review dates)
Create, run, and access various employee and departmental reports
Review and approve employee timesheets

Benefits Administration

Ability to upload files to benefit vendor systems for new hires, terminations, changes
Administering employees benefits and conducting open enrollment
Produce census reports
Customizable reports for census, self-billing
Must seamlessly integrate with the Payroll System such that election changes update
Payroll deductions

Benefit plans

- Checks/balances that prohibit employees from making unauthorized changes
- Customizable for open enrollment & employee changes
- Automatic premium updates for age and salary benefit calculations
- Adjustment of insurance amounts when a salary
- increases/decreases Group uploads for enrollments
- Ability to handle calendar/fiscal/anniversary based benefit plans
- COBRA Tracking/Billing
- FMLA Tracking

Employee Benefit Statements

- Include both employee and employer costs for all applicable benefits
- Customizable

Online Benefit Enrollment

Reporting

- Benefit premium
- reports HIPAA
  reporting

Training/Education

Schedule and manage diverse training-required, general new hire orientation Keep track of the participants

Audit required certifications/licenses/degrees

Performance

Set up reminders for upcoming or past-due performance reviews Create employee performance reviews templates

Allow employees to view their performance review history

Tracking and reporting for employee performance issues/disciplinary actions

Recruitment/Selection

Tracking from applicant to hire, including sourcing info, hire costs, etc. Allow for separate classes: Internships, Volunteers

Position Control/Budgeting

Manage salaries, pay grades

Entry and tracking of all status changes: new hires, terminations, leaves, promotions, transfers and more

Production of organizational chart/hierarchy

Compensation planning tools

Position control such that system prohibits an employee hire/transfer if a position does not appear as "vacant"

Position allocation function

Compensation

Tracking employee salary and status changes over time

Analytical reports for budget and compensation studies and analysis Ability to enter and track Supplemental Pay

Report showing full cost of pay and benefits

General Administration

Configurable security levels for employee/manager/senior management access

Monitoring key information for compliance reporting, such as EEO-1, workers compensation, workplace accidents, and OSHA forms

Viewing and reprinting employee pay stubs and W-2s

Managing security and user access to your company's critical HR data

Workflow Management: Easily track workflow processes online

Email alerts/notifications when an approval is needed or if a change has been made

Audit trails

Asset management of assigned tools/equipment I-9 tracking

Safety Risk

Tracking of safety and worker's compensation information

History/Record Keeping

Unlimited history for each employee

On-line help screens available for all screens and processes

Corrections be made to historical, current, and future records

Effective accommodation of effective dating for future or past dates

Effective processing of multiple transactions for an employee when transactions all have the same effective date

System storage of scanned documents or picture images

System setup of non-employees or those who are non-paid (Board Supervisors, Interns, Volunteers)

Data archiving capabilities for inactive/terminated employees

Reporting

Provision of an integrated, user friendly, ad hoc report writing tool

Easy report generation from all fields available from all systems (payroll, HR, GL)

Flexibility for user to define selection criteria, data ranges, sorting and grouping options, and report output, so as to allow customizable reporting

Provision of both "point-in-time" as well as historical reporting capabilities Ability to handle consolidated reporting across governments/organizations

Ability to schedule standard reports

Ability to save queries both "globally" as well as "personally" so that users are not inundated with a barrage of queries in the drop down list

EEO-1

Any other governmental mandated reports

OSHA

Ability to print single employee records

Workers Comp

Customer Service/Training

Provide a dedicated customer service representative and a designated back-up On-site training for supervisors and employees on the time and attendance module, at least 2 different class cycles of same training for staff of over 30 employees.

Classes must be on at least four separate days, including three consecutive.

- **Two on-site training sessions on time and attendance module each year for refresher training**

On-site training for HR and Finance Department staff (at least 16 hours) on management and use of software

User tools for employees, managers and HR staff

In person and online training materials provided for separate levels of usage, i.e., employee, manager system user

PAYROLL PROCESSING

Employee Categories

Provide a time and labor recording system consistent with FLSA that can accurately account for the following employees categories:

General employees non-exempt from the overtime rules in FLSA that requires payment of overtime worked in excess of 40 hours in a seven-day work week

General employees exempt from the FLSA overtime rules

General employees may be also categorized as:

- Permanent or temporary
- Full-time or part-time

Public Safety employees:

- Police officers

General Processing

Ability to successfully run a short bridge pay period between prior cutoff and our intended new pay schedule

Ability to process mass changes of variable amounts (such as charitable deductions, merit payments, ect.)

Ability for employees to update electronically W-4 forms, direct deposit elections, ect.

Ability to perform year-end corrections/adjustments as needed up to cut-off time for year-end W-2 generation

Ability to make one-time, recurring or term (specified number of pay periods) benefit deductions

Ability to allocate pay & hours of an employee between departments

Automated deduction payments for insurance, retirement, workers comp and other payments by County

Ability to provide for disaster recovery, both for the vendor site and our site Must be on-site to process the first monthly and first bi-monthly payroll processing

Payroll Record Keeping

System must create a "permanent" record for each employee that will include information that does not change from pay period to pay period. The update of this record must be limited and password protected. Each employee will be assigned an employee number that will remain unchanged while employed by the County.

The number must be at least capable of 5 digits (99,999 discrete numbers).

At minimum the permanent file will include items such as personal information (i.e., name, SSN, address, telephone number, emergency contact), and also payroll elections related to withholding (W-4), allotments, deductions and the like.
It should be index-able by name, employee number and other criteria as defined by the County.

Payroll Processing
Successful respondent must provide the following services:

- **The payroll company must accurately and timely process monthly and 26 (or 27) bi-weekly payrolls based on timeframe to be designated by the County**
- **The company must be able to be able to seamlessly accept payroll information from County by time to be designated by County, and deliver earnings and leave statements and checks within 2 days or lessDirect deposits must be posted to bank accounts or pay cards pay date**
- **Payroll Company must provide completed W-2 forms to County for distribution no later than second pay date in January**
- **Prepare the quarterly/annual forms and submit to the federal, state, and local agencies by required deadline**
- **Remit all payroll taxes to federal, state, and local agencies on bi-weekly basis within prescribed time frames**
- **Prepare all required reports to calculate Lagers/CERF Retirement System payments by required deadlines**
- **Capable of preparing special checks or accept manual checks for error correction purposes**
- **Prepare and process required payroll interface to County's Mitchell Humphrey financial system to provide for automated posting of accounting expense data**
- **Prepare and remit garnishments and tax levies as required as part of each payroll cycle**

Payroll Reporting
Prepare payroll reports and provide to the County the following as a minimum:

- **Federal, state, and local agencies forms filing**
- **Leave and earnings report for each employee each pay period**
- **Summary and detail leave report by department**
- **Summary and detail earnings report by department**
- **Summary and detail deduction reports by department as required inquiry reports**
- **Lagers/CERF reports**
- **Special reports/projects requested by County staff**
- **Reports must be capable of being downloaded to Excel. Provision of reports in electronic storage format required.**

Time Categories

- **Non-paid leave**
- **Hours worked Paid LeaveVacation leave**
- **Sick leave**
- **FMLA leave**
- **Holiday leave**
- **Bereavement Jury Duty**
- **Comp Time**
- **MilitaryLeave of absence**
- **FMLA leave**
- **LWOP**

Accruals
System must be able to handle multiple varieties of accruals which include but not limited to; comp time, sick leave, annual leave.

Holidays
We currently provide the following holidays to our employees. The system must account for them, as well as be able to add, or delete, holidays as needed.

New Year's Day
Martin Luther
King Day
Lincoln's
Birthday
President's Day
Truman's
Birthday
Memorial Day
Independence
Day Labor Day
Columbus Day
Veteran's Day
Thanksgiving
Day
Friday after Thanksgiving Day
Christmas Day

Implementation
Data conversion of payroll files from County's files:

Timeline for conversion and implementation of new system must be provided List of vendor team that will be assigned to this task, including the designated project manager

To include assistance in setting up payroll record for each existing employee To include on site assistance during the testing of the pseudo-production run for both Bi-monthly and Monthly periods

TIME AND ATTENDANCE

An electronic time and attendance module must be provided that will allow the daily posting of time by each employee and the certification of correctness by a member of the supervisory chain of command. This includes all categories of work time and leave time as specified by the County and current MOU. The ability to assign employee work schedules through this system is preferable. This module must be separately quoted on the response as an optional item separate from the remainder of the response.

Employee/Supervisor Accessibility:

The electronic time and attendance system must be accessible via PCs, both home and office. There must be an access system at remote sites that may not have a computer.

General

Multiple data entry/collection options

Employee Scheduling:

- **Create, view or change employee's schedules**
- **Supervisors can create schedules that employees can view by month, week, or day**

Time Card Management:

- **Data can be reviewed and edited for tracking purposes**

Reporting Capabilities:

- **Combination of "canned" and user-generated reports**
- **Ease of report writing**

Manager/Employee Self Service:

- **Managers: approve requests, enter sick, holiday, jury duty, or other non-work time comparative between approved vs. pending requests, management approval hierarchies for review/edit/sign off on time and attendance**
- **Employees: enter, review, transfer, and submit time sheets & PTO requests balances both on paychecks as well as system access**

Exception Handling:

- **Input of a typical schedules, i.e. officers 12 hours on/12 hours off**
- **Accruals of a typical PTO**

Reports:

- **View a wide range or standard reports or generate custom**
- **reports Reports of balances for employee/division/department**

Customize Rules and Accruals:

- **Specify our own overtime, rounding, lunch and holiday rules**
- **Automate complex rules for accumulating vacation, sick time and other types of benefit accruals**

Labor Distribution: Allocate time to different departments/locations

Leave Management: Automate the administration of paid time off

Sample Implementation Timeline

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One-Source Payroll Solution Conversion Timeline

(3-4 week implementations – Process begins after data is submitted)

At Paychex, client care starts with your Paychex sales representative, who has identified all your needs in regard to your organizational goals and the solutions Paychex can provide to meet them.

Week 1

Sales Representative – The sales representative also coordinates the initial stages of your conversion and introduces you to your account management team. Your sales representative will help you gather all of the necessary information to start the conversion process. They will submit this information to the account specialist to set up the software and load your new information in the Paychex system. This process should be completed in approximately 48 hours. Once all your data has been submitted, you will receive a welcome call and/or email from your account management team letting you know your paperwork has been accepted.

Weeks 2-4

Implementation Specialist (IS) – The IS is a resource who is well-trained in One-Source Payroll, with a special emphasis on new account setups. The IS will work with you to ensure that your company's setup requirements and information, as well as your reporting requirements, are accurately built into the architecture of the software.

- **Import.** Paychex will build your company setup information into One-Source Payroll and will conduct a conversion process to import your employee data via an electronic file.
- **Audit.** Year-to-date and/or quarter-to-date totals are then entered. Paychex will perform an audit on your totals to ensure that they reconcile with the tax liabilities and deposits reported on prior quarter tax returns and reports provided by you. This audit will date back to your first payroll of the calendar year and, consequent to this, Paychex will handle all year-end tax work including employee Forms W-2 and independent contractor Forms 1099. This audit also ensures the accuracy of year-end documents.

It will take the implementation specialist 15 business days to set up the system. They will call you within 72 hours of your sales representative submitting them complete information for your conversion. They will arrange a day within the 15-day period to train you how to use the One-Source Payroll Solution.

Technical Support Specialist (TSS) – Working directly with your IT representative and the IS, the primary function of the TSS is to install and configure the One-Source Payroll Solution on your PC, Local Area Network, or Wide Area Network. The TSS will test the communication software as it relates to your transmission and download functions. The TSS is also available for ongoing technical support and troubleshooting, if needed.

Client Trainer – The client trainer is responsible for training your staff on the capabilities and functionality of the One-Source Payroll Solution. This individual offers you the option of the training to be conducted at your facility or at the local Paychex office.

After 2-3 Payroll Processing Cycles – Client Service Representative (CSR) - Once you have completed the implementation phase and you are successfully using One-Source Payroll, a dedicated CSR will be assigned to your account to support you with day-to-day user questions and any service-related inquiries related to the One-Source Payroll Solution.

One-Source HR Conversion Timeline

(2-4 week implementation - Process begins on or after second payroll)

Week 1

The One-Source **HR Implementation Coordinator** (IC) - will facilitate your setup on One-Source HR. The IC will link the One-Source Payroll software with One-Source HR so that the bi-directional flow of data can begin. This piece of software is called the update agent.

Week 2-4 (After the update agent is installed)

One-Source HR Advisor (HROA) – The One Source HROA will help you set up the One-Source HR solution to your preferences and roll out the features and functionality based on your preferred timeline. (Rollout as soon as you desire.)

This contact is your dedicated representative for ongoing service and support. In addition to answering questions and educating you on the optimal use of One-Source HR for your specific needs, they will contact you on a regular basis to make sure everything is running smoothly.

As needed – One-Source HR Technical Support Specialist (TSS) – The TSS staff possesses a very high level of technical skill and knowledge and works in concert with your HROA to ensure an excellent One-Source HR experience. The TSS staff is comprised of advanced One-Source HR application experts and network experts, who can work together with your IT staff to make certain that One-Source HR performs optimally within your company's IT infrastructure.

Week 2-4 – One-Source HR Trainers – The One-Source HR training staff is dedicated to advancing your mastery of the One-Source HR application, by delivering instruction ranging from introductory new client training sessions to more targeted and specific training on individual functional topics.

We look forward to a mutually rewarding partnership with your organization!
Thank you for considering Paychex!

References

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Payroll • HR • Retirement • Insurance

Client References

Town of Redding, Connecticut
Steve Gniadek, Controller
203-938-3616
309 employees

Savannah Airport Commission
John Raubak, Director of Administration and Finance
912-966-7985
375 employees

Signature Medical Group
Robbie Earnhart, Human Resources Manager
314-842-8655
857 employees

City of East St. Louis, Illinois
Monica Grandberry, Accounting
618-482-6664
200 employees

Davison Township
Karen Miller, Township Clerk
810-653-4156
75 employees

Technical Requirements

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One-Source Technical Requirements

For One-Source Payroll	
Operating System	Microsoft® Windows® XP or higher
Memory	512 MB RAM (1GB recommended 64 MB of video RAM
Monitor	Citrix® Web Plug In, 12 or higher, from Citrix® (for Preview® Payroll only) Adobe® Flash® Player 10 or higher Adobe® Reader®
Monitor	Monitor 256 color / 1280x1024 resolution or use the browser in "full screen" mode. Note: Multiple monitors are not supported.
Supported Browser	A persistent connection - in networked systems, the creation of a sustained connection that allows the exchange of streams of data instead of multiple connections that open and close for individual exchanges of data.
Supported Browser	Microsoft® Internet Explorer® 7.0 or higher (32-bit) and Firefox® 2 & 3 Note: Paychex does not support beta versions of browsers. Safari® is not supported.
Cookies	**Your browser must be set to allow cookies.**
Pop-Up Blocker	Set your pop-up blocker to allow pop-ups from *.paychex.com and from www.eenroller.net.
Internet Service	ISP or online service that allows the use of the listed browser.
For One-Source HR	
Processor	Intel® Pentium® 100 MHz or equivalent
Operating System	Microsoft® Windows® 2000/XP
Memory	32MB RAM
Monitor	256 color / 800x600 resolution
Internet Connection	28.8K modem (56K recommended), cable access or DSL
Supported Browser	Microsoft® Internet Explorer® 6.0 or higher. Paychex does not support beta versions of browsers.
Cookies	Your browser must be set to allow cookies.
Pop-Up Blocker	Set your pop-up blocker to allow pop-ups from Paychex Online.
Internet Service	ISP or online service that allows the use of the listed browser.

Security Whitepaper

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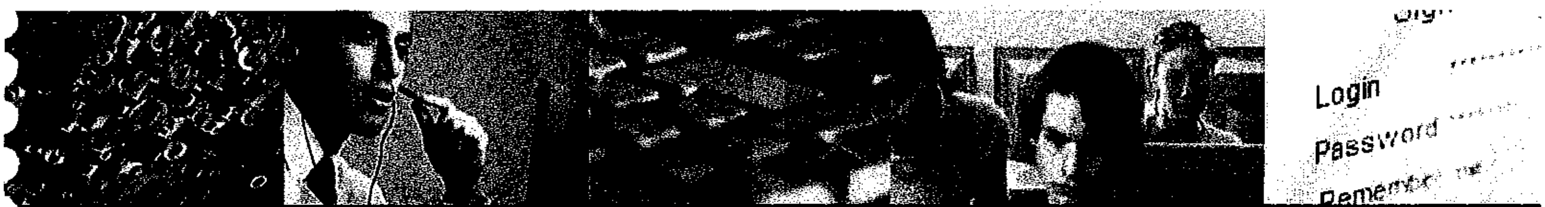


Paychex Security: Policies and Procedures

PAYCHEX®

A leading provider of payroll and human resource solutions for small- to medium-sized businesses, Paychex takes the security of data very seriously. We are committed to protecting the confidentiality, integrity, and availability of data for our clients, their employees, and our partners. We apply best practices in information security, proven technology, and effective policies and procedures and maintain a comprehensive program to monitor and safeguard information from unauthorized access or destruction. This paper describes the **Paychex Information Protection Program.**

The Paychex Information Protection Program follows an industry-recognized security policy framework, *Code of Practice for Information Security Management (ISO/IEC 27002:2005)*, from the International Standards Organization (ISO). Our security policy and standards, which have been ratified and are enforced by executive management, are built upon the 13 policy sections within the ISO-27002 framework.

The Paychex Enterprise Data Security organization includes seven groups, each focused on information protection and uniquely assigned an aspect of the Information Protection Program:

1. **Risk Management**
   - monitor external regulatory changes
   - modify security policy and standards to reflect significant regulatory changes
   - maintain a risk assessment capability for significant infrastructure changes and new technologies
2. **Compliance Management**
   - conduct employee training and foster awareness
   - enforce security policy
   - improve in-production systems
3. **Security Administration and Architecture**
   - monitor the health and welfare of the security infrastructure
   - administer logical access
   - develop security management tools for internal use
4. **Vulnerability Assessment**
   - scan, analyze, and report changes to the security posture of networks and systems
5. **Network Security Engineering**
   - design and implement network-based security controls
6. **Data Transfer Security**
   - transmit sensitive data between business partners and clients securely
7. **Security Investigations Unit (SIU)**
   - keep systems ready
   - respond to cyber anomalies and events

These seven groups of the Enterprise Data Security department collaborate to provide a consistent and interconnected security infrastructure across the company. The department coordinates program oversight at the executive and senior management levels and sets the direction for implementing security technologies and protective mechanisms for the company. Driving this consistent delivery of the security program are repeatable processes from the risk management section of the Paychex security policy.

Control Environment

The control environment at Paychex provides employees with the company's philosophy on professional conduct and operating style and a framework for other aspects of internal control.

Code of Business Ethics and Conduct

Paychex publishes a set of standards for acceptable business conduct so that employees, clients, and suppliers can understand the way Paychex wants to conduct business. Paychex has been included on the "World's Most Ethical Companies" list by the Ethisphere Institute, which is dedicated to the research and promotion of profitable best practices in global governance, business ethics, compliance, and corporate responsibility.

Privacy Statement

Clients provide Paychex with financial and personal information about themselves and their employees; therefore, we use reasonable care and maintain appropriate policies and procedures to protect data from loss, misuse, unauthorized access, disclosure, alteration, or destruction.

Security Statement

Paychex is committed to protecting the security and integrity of client information through procedures and technologies designed for this purpose. Specifically, we:

- maintain policies and procedures covering the physical security of our workplaces, systems, and records;
- apply physical, electronic, and procedural safeguards built on industry-recognized best practices;
- use technology such as backup files, virus detection and prevention, firewalls, and other computer hardware and software to protect against unauthorized access or alteration to customer data;
- encrypt sensitive information transmitted over the Internet;
- through formal approval processes, access controls, and internal auditing limit employee access to customer information to those who have a business reason to know;
- require employees to take information security awareness training and apply this training to their jobs every day;
- use advanced technologies for the backup and recovery of customer information; and

- monitor compliance with established policies through ongoing security risk assessments and internal audits.

Auditing and Compliance of Control Practices

Periodically, Paychex internal auditors and external accounting and auditing firms review our operations and business practices for compliance with corporate policies and procedures that govern the controls and safeguards related to the confidentiality of information.

The Internal Audit department acts as an independent appraiser of the Paychex internal control system, assessing internal control design and operating effectiveness and recommending enhancements to internal controls. Reporting directly to the Paychex Audit Committee, which oversees the company's internal control structure, the Internal Audit department has the authority to examine Paychex records, reports, and documentation and to use whatever audit procedures deemed necessary to accomplish its objectives. The department has unrestricted access to the Audit Committee of the Board of Directors and to senior management.

Breach Notification

Paychex has established policies and procedures to comply in a timely fashion with applicable legal requirements related to privacy, data security, and notification.

Regulatory Compliance

Paychex has processes in place that are intended to comply with local, state, and federal requirements regarding the security of client data. These processes include comprehensive security procedures that are regularly reviewed and revised as appropriate to reflect regulatory changes.

Client Data Protection

Client Services Security

Security policies and procedures for Paychex client-facing services and applications are specifically designed to protect the confidentiality of the sensitive information in clients' electronic communications and transactions. Paychex stands behind its commitment to keep client data protected through the following best practices and technologies:

- multi-layered firewall technologies
- real time monitoring for suspicious or unusual activity
- secured transmission of communications using SSL 128-bit encryption
- comprehensive access controls
- logical patch management procedures and processes
- regular vulnerability assessments

Secure E-mail Communications

An important component of safeguarding the privacy and security of client, company, and employee information is the Paychex Secure E-mail Message Center. A protected e-mail environment designed to keep sensitive and confidential information safe, the Secure E-mail Message Center provides a vehicle for Paychex to send notifications to regular e-mail accounts with links to our secure e-mail server, where recipients can access confidential e-mails.

Retention and Destruction of Hard Copy and Electronic Information

The Paychex records management program is supported by policies, procedures, and processes to safely retain hard copy and electronic records and dispose of them securely.

Personnel Security

Employee Background and Drug Screening

Paychex performs criminal background checks and drug screening on all employees when an offer of employment is made.

Employee Non-disclosure and Confidentiality Policies

Employees are required to abide by confidentiality and non-disclosure policies.

Employee Training

Paychex is committed to training as an essential part of employee success. Every year the company's in-house Training and Development Center provides more than one million hours of instruction to employees across the country. Employees are required to complete training to gain the product knowledge and professional skills necessary to maintain the Paychex standard of service and excellence. Also, they must complete a yearly security awareness training session and apply what they have learned to their jobs every day.

Paychex was ranked on *Training* magazine's Training Top 125 list of outstanding international training organizations for the eleventh straight year.

Employee Communication Regarding Changes to the Paychex Security Policy

All relevant changes to the security policy are communicated through news bulletins as soon as they have been approved by Paychex senior management.

Reporting Perceived Misconduct

Employees can contact a direct access hotline to report financial or accounting concerns. Anonymous reporting is established and coordinated by a confidential and independent third-party service.

Physical Security

General Site/Building Information

Physical access to the corporate data processing centers is limited to employees with a business need to access the centers and is controlled by an electronic key, a personal identification number (PIN), and biometric technologies.

Visitor Access

All persons visiting any Paychex location must have a business justification to do so. Visitors in any Rochester Paychex location are required to sign in and are issued a numbered visitor's badge. Visitors are not allowed in any area of the building without being accompanied by an authorized employee. Under no circumstances are visitors allowed in confidential or unauthorized areas.

System Security, Access Control, and Monitoring

Formal Approval Process

Paychex employees' access to systems must pass a formal approval process. Employees are granted access only to information required to perform their daily jobs.

Unique Access

Employees are given a unique username and password to gain access to Paychex systems to ensure that all transactions and logging of activity are monitored regularly.

Separation of Duties

Paychex internal controls include policies and procedures to promote strong business practices and establish clear roles and responsibilities, including the segregation of duties. Segregating duties helps ensure that transactions are valid and properly recorded.

Logical Access Controls

Logical access controls are designed so that only authorized users are permitted access to systems and applications. Formal processes and procedures guide system access requests for changes and removals.

Audit and Monitoring

Proactive and detective monitoring of system audit logs and alert notices directs the use of Paychex systems in accordance with published policies. System audit logs are activated and monitored to help detect unauthorized activity and maintain the integrity of key data elements. Information Technology (IT) monitors and logs security activity and reports security violations to management.

Employee System Termination Procedures

Paychex uses formal termination procedures to revoke computer, network, and data access privileges.

System Development and Maintenance

Change Management

A formal Change Management Process governs all changes to the production application infrastructure. This process covers review and approval of project-size initiatives as well as minor changes like enhancements, infrastructure changes, bug fixes, and regulatory changes. All significant modifications to the application infrastructure are managed within a project using a defined project lifecycle.

Enterprise Business Solutions

Enterprise Development designs, develops, and tests software applications that support Paychex business units. A defined software development process (SDP) provides guidelines for creating and testing program changes and allows for customization based on project requirements.

Quality Assurance (QA)

The purpose of quality assurance is to verify that all new functionality is working as documented in the requirements and that design documents and defects are identified and addressed.

Data Backup/Business Continuity/Disaster Recovery

Formal Written Business Continuity Policy

Paychex is dedicated to providing seamless business operations in spite of unexpected events. These sudden, uncontrollable scenarios can vary from inclement weather to intentionally damaging acts. The impact of each scenario, depending on its severity, can range from minimal to critical. The company is committed to identifying and evaluating potential risks and their impacts – before they occur – to determine appropriate measures to take. Paychex has developed a combination of technological solutions and comprehensive recovery planning strategies for a rapid response to potentially harmful situations. These include:

- daily backup of client and client employee master files and tax files at the Corporate Data Centers and each processing location;
- ongoing backup of payroll transaction files throughout each processing day;
- weekly backups of payroll history;
- electronic transmission of business-critical application transaction files throughout each processing day; and
- offsite storage of backup tapes and other critical supplies needed to process payrolls.

The Corporate Data Centers have appropriate geographic separation for local and regional disasters. They are equipped with heat and smoke detection, fire suppression systems, redundant uninterruptible power systems (UPS), and redundant generator power. In addition, the branch offices are equipped with heat, smoke, and fire detection systems. Certain branches have a UPS and generator to protect computers, phones, and alarm systems from power surges or failures. Each year, Paychex performs power failure tests in each Corporate Data Center and at each branch. Data centers operate independently, and each is designed to handle the full load of both centers. Paychex maintains documented recovery strategies for all critical components including services, systems, buildings, and workforce reduction scenarios.

The Paychex Business Continuity Plan (BCP) includes corporate and business unit components. Reviewed, updated, and tested annually, at a minimum, the BCP includes, but is not limited to:

- notification/communication pathways and call lists
- alternate site information
- critical vendor/third-party information
- recovery procedures
- manual workarounds, if available
- restoration of normal service plans

Changes to the Paychex BCP impacting vendors and/or partners are communicated through normal business unit/vendor communication channels.

Essential personnel are identified, documented, and trained on the BCP plan; these personnel are included in the Paychex testing strategy. Business continuity training for all Paychex staff is provided within the first year of employment and periodically thereafter.

The BCP plan is tested according to a program that specifies test dates and addresses mission-critical products, services, and technology. Test results are communicated internally and audited periodically; in addition, any remediation plans are completed. Vendor/partner participation in BCP testing is solicited as required.

Contact information for the BCP team is available upon request.

Business Impact Analysis

The Business Impact Analysis (BIA) process determines the maximum acceptable downtime in the event of a site or multi-system disaster. All systems that provide client services are identified as Tier 1 systems — the highest recovery protection — and meet legal and regulatory requirements and established service level agreements (SLAs).

Backup Strategies

Computer operations controls include job scheduling, tape management, program and data file backup, and problem management. The Computer Operations department is responsible for ensuring that critical applications and data sets are regularly backed up to tapes and kept offsite. This is accomplished using the combination of a documented strategy for cyclical backup of data and programs, automated backup tools and schedules, and automated tape inventories. Automated restores and periodic manual recoveries from tape ensure the quality of the backup tapes on a regular basis.

Data Retention

Retention policies are in place for data; they vary based on product or service requirements.

Proper Destruction of Disposed Media

Backups are protected from unauthorized access and tampering. Controls have been created to keep customer data highly secure from outside tampering and to guide the proper disposal of media at the end of its useful life.

Testing of Archived Data

Paychex infrastructure support personnel practice recovery techniques every month within a test environment. The test measures the thoroughness of Paychex strategies and minimizes problems before they occur in a real situation. Testing not only addresses data integrity, but also keeps personnel current with recovery procedures.

Vulnerability/Intrusion Detection/Anti-Virus

General Network Security and Intrusion Detection Information

Paychex uses many technologies to help identify and protect information assets against attacks and malicious software. Its defense-in-depth strategy includes:

- multiple firewall layers
- intrusion detection/intrusion prevention systems
- virus, malware, and spyware scanning
- host integrity assessments
- security event and incident management systems

- quarterly penetration testing

All components of this strategic plan are vital in helping protect Paychex and its clients.

Patch Management

Operating system (OS) and database patches are applied to systems at Paychex to address issues or potential issues in the production processing and control environment. A system configuration tool and/or vendor alerts are used to identify available patches. The system configuration tools compare the current system patch configuration with the Paychex minimum security baseline and patch release list from vendors. The results of that comparison are analyzed to determine the patches to be installed on Paychex systems. Security patches are evaluated to ensure that relevant security vulnerabilities are mitigated as quickly as possible.

Levels of Network Security Testing

- **Vulnerability scanning** – To validate that Paychex is using and applying the best possible technical configuration, ongoing network vulnerability scans are performed. These scans are scheduled and executed as part of established schedule-of-work tasks, and the results are shared with the appropriate IT teams inside Paychex to help identify the best mitigation plans and solve any identified vulnerabilities. These reviews are critical in measuring progress against patch levels, code reviews, and product deployments. When applicable and possible, our external hardware/software vendors are integrated into our scanning results.
- **Penetration testing** – Quarterly external penetration testing is performed. After management reviews these reports, remediation is performed if necessary.

Paychex Security Investigations Unit (SIU)

Paychex SIU, the investigative arm of Enterprise Data Security, is responsible for collecting and analyzing information about potential system security violations and data breaches. SIU works closely with human resources, corporate counsel, internal audit, risk management, and other groups to record, report, and mitigate computer-related incidents.

EPAY Systems Proposal

PAYCHEX®

Payroll • HR • Retirement • Insurance

Request for Information: Employee Time and Attendance System

Halley Wallace – Midwest Sales Director

EPAY Systems, Inc.

4/9/2014

May 5, 2014

Mr. David Courtway
Jefferson County Government
729 Maple Street
PO Box 100
Hillsboro, MO 63050

Dear David:

Thank you for inviting EPAY Systems to complete this RFI for a time-tracking solution that mirrors your workforce and operating environment. EPAY can help Jefferson County Government achieve greater efficiencies, increased profitability, and improved regulatory compliance with Blueforce™, EPAY's flexible Time and Labor Management Solution. EPAY Systems specializes in time and attendance for a distributed workforce; the requirements that Jefferson County Government seek are exactly where EPAY excels.

During the discovery process, we obtained a thorough understanding of your business as it pertains to time-tracking, payroll, and general labor administration. By implementing our Blueforce solution, we expect you to receive the following benefits immediately:

Reduced labor cost

- Reduce payroll hours with automatic rounding and accurate tracking of time via mobile devices
- Reduce administrative payroll processing time, eliminate manual rate of pay overrides; save management & payroll time editing, calculating, and approving of timesheets

Improved regulatory compliance

- Be prepared for a compliance audit with alerts and reports on time card variances, meal break adherence or any payroll related changes
- Reduce workers comp claims with automated messaging to verify accident-free days

Real-time visibility and access to direct labor cost

- Accurately track employee labor hours and allocate to proper cost-centers automatically
- Proactively manage the workforce with variance reporting for attendance
- Receive proactive alerts via email and/or as a text message if budgets or schedules are not being met, employees are approaching overtime, and more
- Get secure access to information anytime with a PC/laptop or a handheld device

Easy implementation

- Seamless integration with your payroll provider
- No heavy-lifting on internal staff--EPAY coordinates installation and training
- Low cost of ownership and high ROI. Access to upgrades and technology as they become available, no maintenance or upgrade fees.

EPAY Systems delivers optimal results with minimal initial investment, simplified implementation, and zero ongoing maintenance. All components of our service are designed to handle the most complex and stringent time and labor requirements.

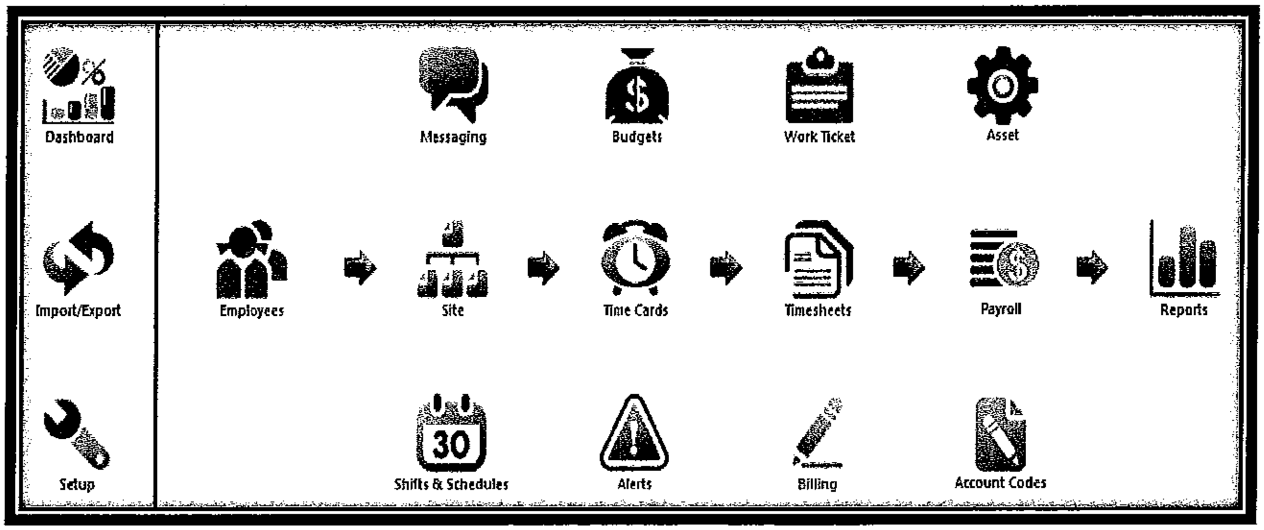
Thank you for your time and consideration. If you have any questions please do not hesitate to contact me.

Sincerely,

Hailey Wallace
Regional Sales Director - Midwest
312.291.2034

Table of Contents

Payroll Features



Payroll Features

EPAY's Blueforce time and labor management system is designed from the onset to meet the complex challenges of your labor environment. Our standard feature set includes:

Pay Rules Features

- Setup employee rates at employee profile, pay group, task, or work order.
- Customize base rates per employee, per specified project or per employee's work class.
- Setup and control variable adders to employees' base wage rates. For example, different projects, employees or cost codes can require changes to base wages and Blueforce™ is fully equipped to control and create those changes.
- Setup rates and base wages to vary by task/shift. Employee selects the task at punch-in.
- Control and manage daily changes and adders to employees' base rates in a single day on the same job.
- Setup multiple rate types (sick leave, bereavement, bonus) and can assign a multiplier to a rate type.
- Setup one-time or recurring exceptions in pay groups or site profile.
- Setup multiple rules (overtime, rounding, exceptions, and pay differentials) for multiple groups of employees (organized by site, pay group, or shift).
- Setup shifts for establishing minimum hours paid, scheduling exception limits and auto-deduction for lunch break.

Non-labor Time

- Setup travel pay and other allowances that may change daily, weekly, etc...
- Setup multiple pay differentials for vacation, holiday, training, etc...
- Calculate mileage.
- Create maximum or minimum caps on the compensation of non-labor time.

Overtime

- Determine overtime based on a daily, weekly, bi-weekly or consecutive-day basis. Blueforce can calculate blended and averaged overtime rates.
- Calculate overtime based on the rules specified. Blueforce can be used across different states with different rules seamlessly.
- Calculate overtime rules based on the hours/rules you specify.
- Setup customized rounding rules for shifts and pay groups.
- Auto-split an employee's hour across two or more tasks or locations.

Timesheet Processing Workflow

- View all employees' time cards in one place. Can search by various criteria.
- Discern types of punches based on a color scheme, e.g., which data collection method was used, whether the punch was edited/added, or if there was a punch exception.

- ☐ Close out an employee's punch automatically when an employee punches back in from a meal break.
- ☐ Edit or add hours in the time card or timesheet.
- ☐ Process edited hours automatically through the pay rule engine.
- ☐ Upload PTO/Holiday hours to multiple employees in mass.
- ☐ Export time sheet data manually or automatically to payroll or any other system via DEC.
- ☐ Approve and submit timesheets for multiple employees at one time.
- ☐ View blended rates prior to time sheet submission to check for accuracy.

Cost Coding Labor, Work Orders and Rule Enforcement

- ☐ Create cost codes (work orders, work ticket, job order, etc.) in Blueforce. Can also import work orders.
- ☐ Set a start and end date for work orders as well as assign to a specific site or task.
- ☐ Assess the cost of a job using the desired employee schedule, pay rates and pay rules; calculate total labor cost of job. This significantly helps prevent employee error when entering time codes.
- ☐ Set budgeted hours and dollars based on schedule. Track actual costs versus budgeted costs for various departments.
- ☐ Review the cost of jobs after completion. Assess by task, employee, work order and many unique conditions.
- ☐ Individual employees can choose from a list of cost codes when they initially punch in and/or supervisors can add/edit cost codes within Blueforce™ after the time is collected.
- ☐ Supervisors can cost code punches already entered in the system as well as split employee's punches to put multiple time codes in per shift.
- ☐ Trigger alerts when budgets have reached pre-defined thresholds.

Rule Enforcement, Alerts and Messages

- ☐ Prevent and decrease employees from entering inaccurate and invalid time codes by defining different work orders for them to choose from that ease the process of entering codes.
- ☐ Automatically apply rules based on the employee, project, work order, cost code, etc... that the employee is working on with ease. This may be applied per diem, per shift, per cost code.
- ☐ Blueforce easily handles varying overtime laws from state to state.
- ☐ Send managers alerts vie email or text message on budget issues, overtime, meal breaks, minimum employee, critical employee, new employee, and accidents reported.
- ☐ Send messages to an individual or group of employees for streamlined employee communications via the WalTer™ time clocks.

Employee Profile Features

- ☐ Search for employees by site, name, payroll/employee number, pay group, role, and status.

- Add new employees directly into Blueforce or by importing a CSV file or automating by using EPAY's Data Exchange Client (DEC).
- Setup language preference for Blueforce users (English and French Canadian is standard, other languages available with scope of work).

Scheduling

- Create and manage site schedules and assign to employees based on their availability and qualifications, and the job site's shift requirements.
- Require management approval when an employee is early or late according to the schedule.
- View attendance report for entire site based on the published schedule.
- View an employees' attendance versus the published schedule and edit shifts or tasks to reflect actual attendance (Schedule Tracker).
- Auto-split employee's time across jobs/tasks per the published schedule.

Employee Self Service

- View and print time card, time sheet, pay stub, PTO balance on time clock and WebPunch.
- Request time off on time clock and WebPunch.
- Set up new employees at the clock; register SimplyPaid pay card or set up employee's direct deposit

Security

Security

EPAY Systems takes the protection of our clients and their employees seriously. Our security features are as follows:

Security

- Assign users predefined roles which can be configured to control specific Blueforce features accessible to them.
- Blueforce™ is a SaaS based solution and does not allow Active Directory Integration.
- Supports multiple authentication methods. Username, Password and Corp. Id are all required for users accessing the Blueforce™ Time and Labor Management Portal or Mobile Manager Web based application.
- Ensure managers only view/edit data for the sites assigned to them.
- An Employee Number is required of each Employee in order to track Clock In\Out\Lunch using any of the Blueforce Time Collection methods (Biometric Time clocks\swipe cards, Mobile Punch iOS\Android, Fonen\IVR, or Web Punch).
- Blueforce has Role based security which will satisfy all of the security requirements listed above. Blueforce comes standard with some standard Pre-Defined roles (E.g. System Admin, Payroll Admin, Web Manager, Supervisor, Employee). In addition, you can setup as many custom defined user roles as required. For example:
  - Restrictions can be set up for employees to not be allowed to see other employee's time sheets.
  - Supervisors can be limited to only see the employees that directly report to him/her.
  - There are levels of permissions for payroll and other personnel that make is possible to restrict certain personnel from seeing only certain timesheets. You can completely define the restrictions per person.

Protection

- No sensitive Employee Information is currently stored in Blueforce (server side) or on the Biometric Time clock devices themselves (no SSN, DOB, Address, Gender, etc...).
- The Employee card numbers are NOT stored on the Walter device, only a 1 way cryptographic hash generated from the card number (applies to card program users only)
- The fingerprint minutiae stored is a set of mathematical scores, the fingerprint image itself is NOT stored.
- Every T6 Biometric Time clocks device still takes preventative security measures of encrypting all data in a password protected database on the device.
- Blueforce Web Servers reside in SAS 70 Type II\SSAE SOC 1 Type 2 Certified Data Center with 24/7 security and monitoring, including anti-virus protection.
- IDS\IPS services
- All transactions which occur with the Blueforce solution utilize SSL 128-bit HTTPS encryption.

- No options for Internet access via IE, or mail access – This fact combined with the SSL 128-bit encryption for all communication on the Time clock, prevents any possibility of Viruses or Malware from being introduced onto the device or client's network (if applicable).
- EPAY Systems has very strict policies and procedures in place to protect Client. The company data and corresponding transactions is owned by our customers, and is not made available to any outside parties without the client's explicit request\authorization.

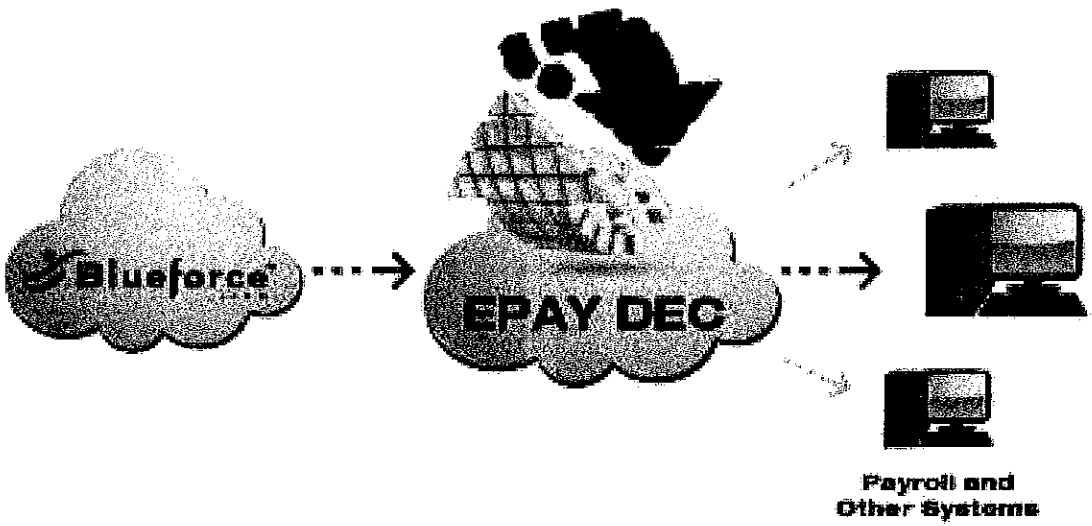
Account Protection

- The Solution enforces a configurable default 90 days (can be changed) password expiration policy.
- Users can be setup to be exempt from this policy if applicable.
- A system user is allowed up to 5 bad log-in attempts before their password is locked.

Compliance

- View audit reports that track when changes were made, by who and why.
- View punches that have been adjusted as well as sign-off on final time sheet for compliancy concerns.
- Track employees' meal break compliance according to your rules (i.e., missing, late, short, long).
- Send your managers a notification on submitted or approved timesheets under their management, as well as enforce duty segregation on timesheet approvals (Sarbanes-Oxley).
- Our Data Centers are SSAE 16 SOC 1 Type 2 Certified
- Blueforce does not store or require the use of Social Security Numbers, Employee DOB\Home Address, or other sensitive information.

Integration

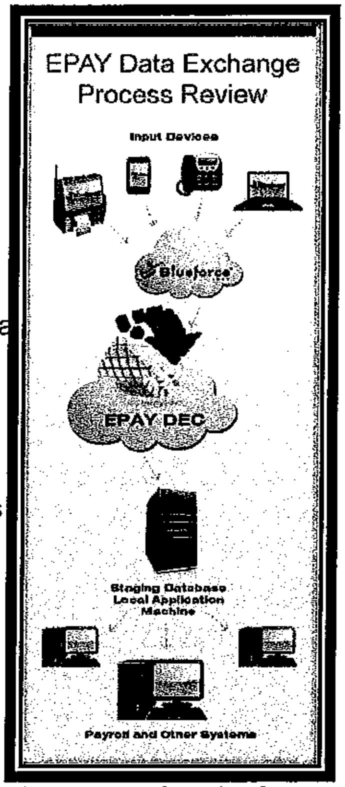


Integration

Integrating EPAY's time and labor management program with PeopleSoft is far easier than what you might expect, because we offer a unique integration tool. Our Data Exchange Client, DEC, allows you to utilize secure web services but eliminates the need to develop additional code.

- EPAY will integrate to your payroll provider.
- Integration to other systems is provided per scope of work.

Data Exchange Client (DEC)



- DEC makes automated integration with your existing Payroll\HR\Scheduling systems possible in as little as hours or days versus traditional integration methods which can take months.
- DEC is a powerful integration tool that you install and run as a local Windows® service and that utilizes secure web service transactions.
- DEC is easily downloaded, installed, and configured. It provides a local as well as web-based management interface.
- DEC provides two different operational modes: File Mode and Database Mode, which offers you even greater flexibility and reporting options.
- DEC gives you the ability to search and review DEC transactions and activity logs and email import/export notifications.
- DEC integrates seamlessly with any payroll and/or accounting systems.
- Data is accessible via web services.

Customization

- EPAY is known for being flexible and easily customizable to meet the needs of each of our clients.
- Customizations are taken on a case by case basis and require consultation from our Chief Operating Officer, Jay Kalantar.

The *BlueSpeed*™ Implementation Process

Blueforce™ Installation Made Easy

1. Let's Get Started!

- ☐ Tell us about yourself
  - Complete Business Requirement Survey
  - Provide Payroll Employee File
- ☐ We finalize/adjust rate based on actual vs. committed headcount
- ☐ We hold **Meeting One**
  - You meet your Implementation Manager (IM)
  - We set Parallel Payroll dates (for step 7)
  - We confirm Blueforce functionality/identify pending items
- ☐ Soon after, your Implementation Manager:
  - Creates your Project Plan
  - Completes Business Requirement Document (BRD) with you
- ☐ You approve BRD, Project Plan & Payroll EE File
- ☐ You notify your workforce that that you are implementing Blueforce.

2. You Provide Payroll Data

- ☐ You or your payroll service provides:
  - Employee names
  - Site addresses
  - Tasks/work orders
  - Rate types

3. [illegible]

- ☐ We set up Blueforce to meet your business requirements
- ☐ We hold **Meeting Two**
  - You verify system is set-up correctly by approving Configuration Checklist
  - We review project plans and Blueforce access levels for your supervisors/admins

4. Here Come Your Time Clocks!

(or other devices/tracking methods)

- ☐ You tell us where to ship WalTer time clocks (address, point of contact)
- ☐ We configure and ship them
- ☐ Site managers have WalTers installed (it's easy!)
- ☐ Site managers register EE fingerprints
- ☐ OR we deploy Mobile Punch™, Fonen, and/or WebPunch™, depending on your tracking method

5. Parallel Punching Begins!

- ☐ We train your site trainers how to punch
- ☐ Your trainers train employees
- ☐ Your employees start punching in (while still using your current time-tracking method)

6. [illegible]

- ☐ **Meetings Three and Four**
  - We train your users on Blueforce (2-6 hour session, depending on functionality)
  - With our help, user(s) set up Blueforce specifics (shifts, meal breaks, schedules, EE assignments, budgets, alerts, work orders)
  - Back at the ranch, your employees keep punching in

7. Parallel Payroll Begins

- ☐ You run payroll the old way AND the new way
- ☐ We provide support and analysis for parallel payroll period
- ☐ **Meeting Five**
  - We review results, ensuring all is well and...
  - transition you to EPAY's 24/7/365 Customer Support.

8. Go Live!

- ☐ You start collecting Blueforce punches at start of pay period

Congratulations, you did it!

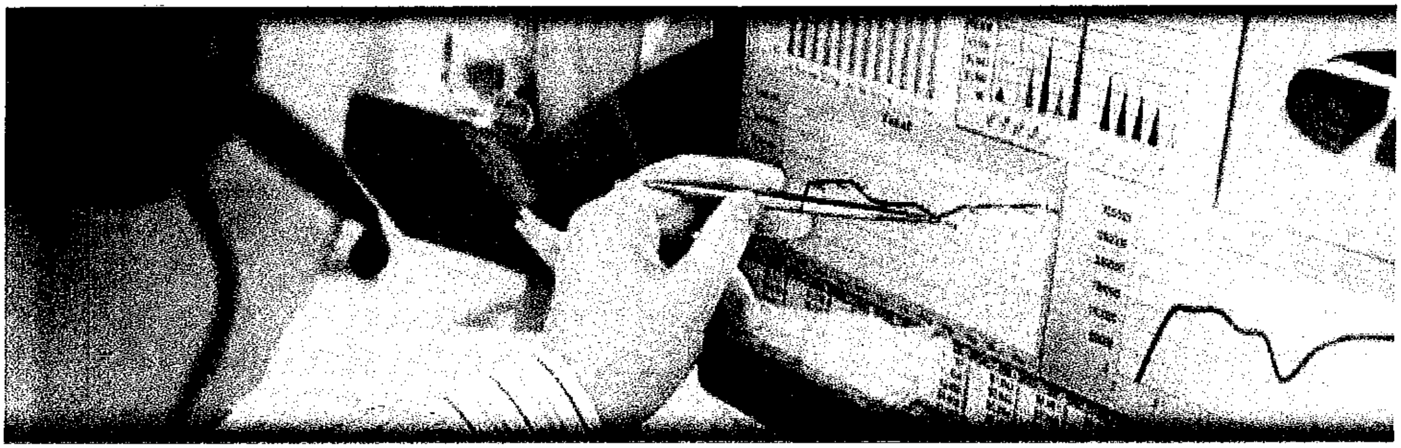
System Integration (occurs during Steps 1-6)

- ☐ **Integration Meeting** (between EPAY and your payroll service)
- ☐ Determine import/export requirements:
  - Payroll export file — exported from Blueforce to payroll
  - Employee data file — exported from payroll to Blueforce
- ☐ Discuss EPAY integration technology
- ☐ We install our integration tool
- ☐ We train users
- ☐ We test importing/exporting of data

Integration complete by Step 7

EPAY Systems | 1.877.800.EPAY ext. 9020 | 8430 W. Bryn Mawr Ave., Chicago, IL 60631
EPAYsystems.com

Reporting

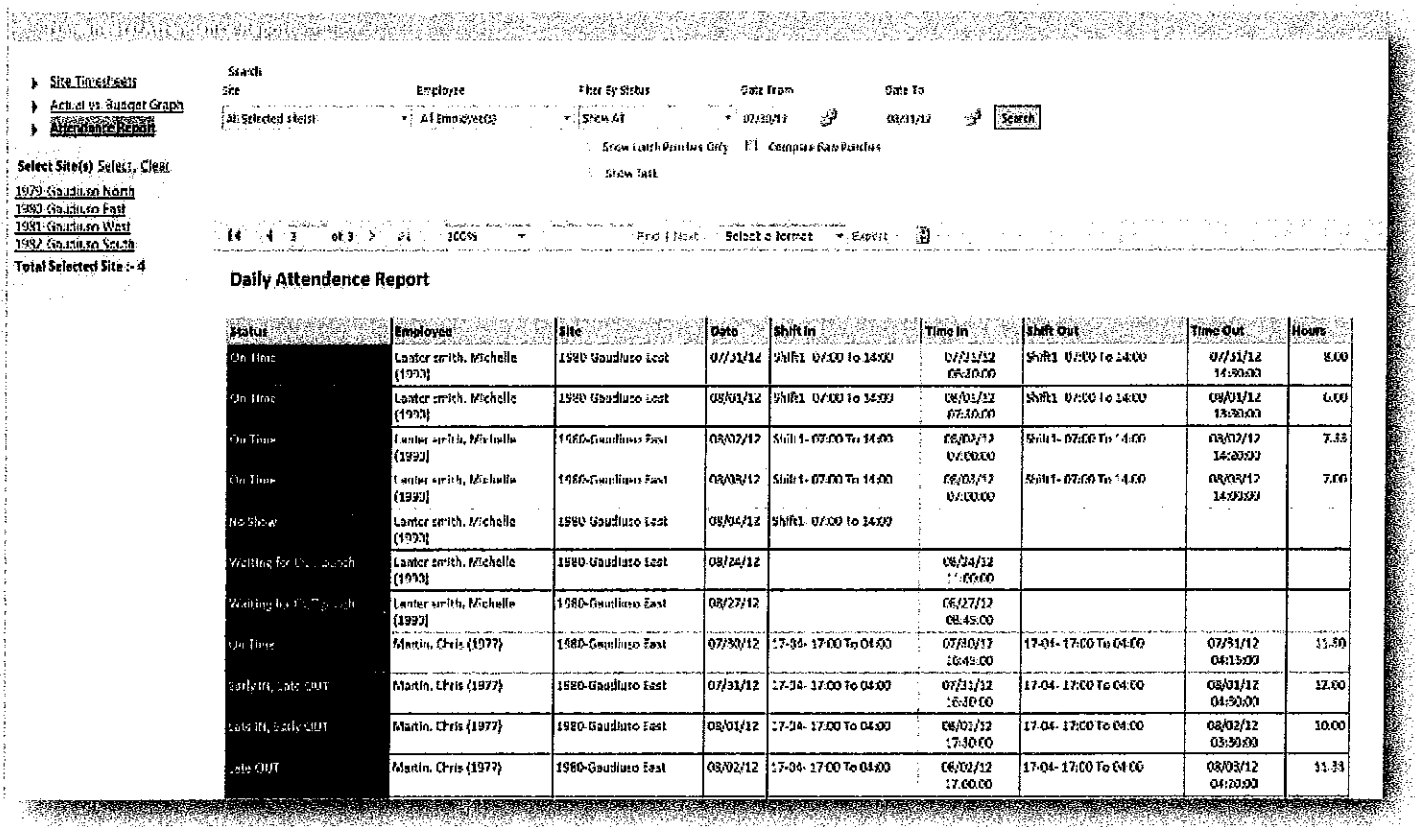


Reporting

EPAY Systems allows you to create custom, robust reports that are all exportable to Excel, CSV and other formats. Our team will train yours to ensure that they are not only able to navigate the system but have the ability to run reports with ease and effectiveness.

Reports and Customization

- ❑ Create your own custom reports based on your requirements. Reports are exportable to Excel, CSV, etc.
- ❑ Use over 30 standard reports, available with selectable filters and date ranges: time cards, timesheet, system and usage, audit reporting. Reports are exportable to Excel.
- ❑ View a dashboard that provides a summary view per site in regards to budgets, alerts, daily hours, labor dollars, employee and punch counts, and action items.
- ❑ Customize certain fields to address naming conventions.



Data Entry Methods

Data Entry Methods

EPAY Systems leverages four collection devices: WalTer™ time clocks, Blueforce Mobile Punch™, Blueforce Fonen™ (IVR), Blueforce WebPunch™.

Blueforce Mobile Punch™

- Blueforce MobilePunch is a native-developed application which quickly transforms an iPhone®, Android®, smartphone, iPad® or tablet into a portable, handheld time clock.
- MobilePunch leverages GPS coordinates to capture exact geo coordinates so you know exactly where your employees are punching in and out from.

Blueforce WebPunch™

- For employees who have daily access to computers, WebPunch™ makes time-tracking a snap. WebPunch instantly turns existing PCs into secure, accurate, time clocks...no hardware, software, or IT assistance required. All you need is an Internet connection.
- WebPunch™ is most compatible with Intenet Explorer but other browsers may be used.
- WebPunch™ is the portail used for employees and Blueforce™ is the portal for admins.

WebPunch also offers a self-service option for employees with access to this feature to see their punches for a given day (My Time Cards), or total number of hours allocated during a

WalTer™ time clocks

- Our robust WalTer™ time clocks are perfect for complex labor environments. They serve as an employee self-service kiosk, cut paystub printing costs in half, limit workers' compensation claims, have message-sending capabilities, eliminate buddy punching, are rugged and durable to withstand harsh environments and reduce labor costs while increasing efficiency.

Blueforce Fonen™ (IVR)

- When you're managing a complex labor environment, you need tight time and attendance controls. But traditional time clocks aren't always feasible.
- Fonen turns any telephone—landline or cell phone—into an effective time-tracking system. It's one of many data collection options available under Blueforce™ , EPAY's flexible time and labor management system.
- pay period (My Timesheet). This allows them to reference their own hours, but they **cannot** alter the information whatsoever.

Capturing the Punch Data

- Our data entry methods all report the 'real time' entry of the punch but give you the option to choose how you would like to round the punches (5, 15, 30, etc..).
- After the punches are entered, you are able to change the historical data and are able to define which administrators have this privilege.

- You are able to change the punch data as long as it is before the payroll has been processed.
- All changes are captured, recorded and attached to the name of the administrator who changed the time to protect the company from unapproved changes.

WalTer™ T6

The Only Biometric Time Clock with Built-in Camera, Printer, and More

In time with you

Tracking Time is Just the Beginning

These days, you need to squeeze the most from every investment. We get it. That's why we packed the WalTer™ T6—our most robust biometric time clock—with powerful labor management tools that will save you money in ways you never imagined.

And it's connected to Blueforce™, the web-based time and attendance system that brings real-time transparency to complex labor environments.

Smile, You're on Camera!

T6 is the only time clock that combines fingerprint recognition technology with a camera to absolutely, positively eliminate time fraud and buddy punching. Reduce labor costs by 2-3%, right off the bat!

An Employee Self-Service Kiosk

Give HR a break! Employees can use T6 to access their recent pay history, time sheets, schedule, and PTO. They can even request a day off, and receive their manager's response, right from the clock.

Cut Paystub Printing Costs in Half

Because T6 has a built-in printer, it actually prints paystubs, saving a bundle in printing and distribution costs. Pair with direct deposit, or better yet, our Insight Payroll Card and save nearly $3 per paycheck!

Since T6 uses thermal printing, there are no ink cartridges to replace. Be green and save green, too.

Limit Workers' Compensation Claims

On-the-job injuries and Workers' Comp claims are a real concern and expense. So we built a unique safeguard into our punch-out process. At each shift's end, employees are asked "Have you had a safe day?" If an accident occurs, you're in the loop, and if a dubious claim is made later, you have documentation on your side.

Send Employees Messages

T6 makes it easy to communicate written messages when workers punch in and out. You can send notes to individuals, groups, or the entire workforce. It can even play your videos!

877.800-EPAY (3729)
www.EPAYsystems.com

Blueforce WalTer™

WalTer™ T6

The Only Biometric Time Clock with Built-in Camera, Printer, and More

In time with you™

EPAY SYSTEMS

Put the Power of WalTer T6 to Work for You

Easy for Employees

- Place a finger on the image reader, and T6 confirms employees' identities before punching them in/out
- Multi-lingual: we support any language

Easy for Employers

- Plug and play! We configure it exactly how you need it. No IT staff needed.
- Free hardware/software maintenance and upgrades
- Free 24/7 technical support

Rugged, Yet Flexible

- T6's durable housing is built to withstand harsh environments
- Communicates via LAN, Wi-Fi, wireless, or dial-up
- Can accept swipe cards

Reduce Labor Costs, Boost Efficiency

- Low start-up costs and low cost of ownership
- Pay as you go! Monthly fees are based on active employees
- Receive real-time alerts, via text or email, when employees fail to punch in on time or are headed into overtime
- Ensure compliance with labor laws and union rules
- Get real-time data; create an automatic audit trail

We Adapt to You

- Blueforce integrates seamlessly with your existing payroll and accounting systems
- Customize it: set up automatic lunch deductions or configure it so employees punch in to specific tasks
- EPAY's flexible data collection methods let you create a personalized time-tracking solution as unique as your workforce. **Request a demo!**

T6 Specs

T6 Custom Motherboard
CPU: AMD LX800
System Chipset: CS5536
I/O Chipset: Winbond W83627HG-AW
System Memory: DDR400 512MB RAM
1GB DOM Storage
Network/Communication Options
LAN Included, Wi-Fi Controller-optional
Change MSR card swipe to Magstripe Card Reader
Dial-up, GPRS, DMA Modems Optional
External I/O
Display: 10.1" LED LCD Touchscreen
Secugen Fingerprint Reader
4x4 Keypad, 4x1 Keypad
Magstripe Card Reader
Thermal Printer
Digital Camera
USB Ports: Three 2.0 ports
Audio: 3.5mm Jack & 2W Speaker
Mechanical Dimensions: 102x315x320mm (4.02"x12.40x12.60")
Environmental: 0-90% Relative Humidity
Non-Condensing
0=40 degree C
Power Adapter with Locking Power Jack:
Input - AC100~240V, 47~63Hz
Output to system: DC 19V/3.92A
100% RoHS compliant WEEE

877.800-EPAY (3729)
www.EPAYsystems.com

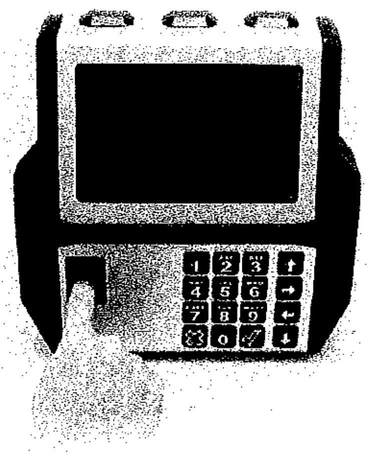
Blueforce WalTer™

WalTer™ T11

A Highly-Advanced Biometric Time Clock...at a Highly Affordable Price

In time with you™
EPAY SYSTEMS

Cutting Edge, and Cost-Cutting, Too



You want a smart time and attendance system that fits your distributed workforce, and that includes time clocks. But you're working within a tight budget, and you demand the very best value.

The WalTer™ T11 is for you. It has all the essential features you need, in one compact yet mighty device. And it's connected to Blueforce™, EPAY's web-based time and attendance system designed for complex labor environments.

Nip Time Fraud in the Bud

T11 uses precise fingerprint recognition technology to eliminate time theft and buddy punching (i.e., when one worker clocks in or out for another). You'll reduce payroll costs by 2-3%, just through this feature alone.

An Employee Self-Service Kiosk

Instead of calling HR or their managers, employees can use the T11 to access their information. That includes their recent paystubs and history, time sheets, and schedule. Even PTO. They can request time off, and receive their manager's response, right from the T11!

Limit Workers' Compensation Claims

On-the-job injuries and Workers' Comp claims are a real concern and expense. So we built a unique safeguard into our punch-out process. At each shift's end, employees are asked "Have you had a safe day?" If an accident occurs, you're in the loop, and if a dubious claim is made later, you have documentation on your side.

Send Employees Messages

T11 makes it easy to communicate written messages when workers punch in and out. You can send notes to individuals, groups, or the entire workforce. It can even play your videos!

877.800-EPAY (3729)
www.EPAYsystems.com

Blueforce WalTer™

WalTer™ T11

A Highly-Advanced Biometric Time Clock...at a Highly Affordable Price

In time with you™

A Small Investment, A Huge ROI

Easy for Employees

- Place a finger on the image reader, and T11 confirms employees' identities before punching them in/out
- Multi-lingual; we support any language

Easy for Employers

- Plug and play! We configure it exactly how you need it. No IT staff needed.
- Free hardware/software maintenance and upgrades
- Free 24/7 technical support

Rugged Yet Flexible

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- Communicates via LAN, Wi-Fi, wireless, or dial-up

Reduce Labor Costs, Boost Efficiency

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- Get real-time data; create an automatic audit trail

T11 Specs
T11 Custom Motherboard
CPU: AMD LX800
System Chipset: CS5536
I/O Chipset: Winbond W83627HG-AW
System Memory: DDR400 512MB RAM
1GB DOM Storage
Network/Communication Options
LAN Included, Wi-Fi Controller-optional
Dial-up, GPRS, DMA Modems Optional
External I/O
Display: 7" TTL LCD
Secugen Fingerprint Reader
4x4 Keypad
USB Ports: Two 2.0 ports
Mechanical Dimensions: 80x260x262mm (3.15"x10.24x10.31")
Environmental: 0-90% Relative Humidity
Non-Condensing
0=40 degree C
Power Adapter with Locking Power Jack:
Input - AC100~240V, 47~63Hz
Output to system: DC 19V/3.92A
100% RoHS compliant WEEE

We Adapt to You

- Blueforce integrates seamlessly with your existing payroll and accounting systems
- Customize it: set up automatic lunch deductions or configure it so employees punch in to specific tasks.
- EPAY's flexible data collection methods let you create a personalized time-tracking solution as unique as your workforce. Request a demo!

877.800-EPAY (3729)
www.EPAYsystems.com

Blueforce WalTer™

Blueforce Mobile™

Turn A Smartphone or iPhone into a Time Clock

In time with you®

Easy Time-Tracking for the Mobile Workforce

It isn't easy to manage your employees' time and attendance when your workforce is spread out or on the go. But that only makes it that much more important!

Enter Blueforce Mobile™. Our native-developed application quickly transforms an iPhone®, Android® smartphone, iPad® or tablet into a portable, handheld time clock. One that's easy to use, but hard to abuse, thanks to integrated GPS.

Best of all, it's part of our web-based Blueforce™ system, the remarkably flexible time-tracking solution, perfect for the distributed workforce.

Easy to Use

- Employees clock in and out fast and easy
- No confusion: users receive instant punch confirmation
- If someone's late or absent, you get real-time email and/or text alerts
- Help is always just one click away

Hard to outsmart: GPS Verification

- Captures date, time, and GPS location, so you know everyone is where they should be
- Punches made outside the authorized worksite are flagged
- If GPS/cell service is down, the punch is captured and sent later. Not all mobile apps have backup plans in place!

Adapts to Fit Your Workforce

- Configure it for single employees, work crews, and/or managers
- Managers can classify workers by location, task, or work ticket, to match your workforce organization
- Speedy, clock in/out employees as a group

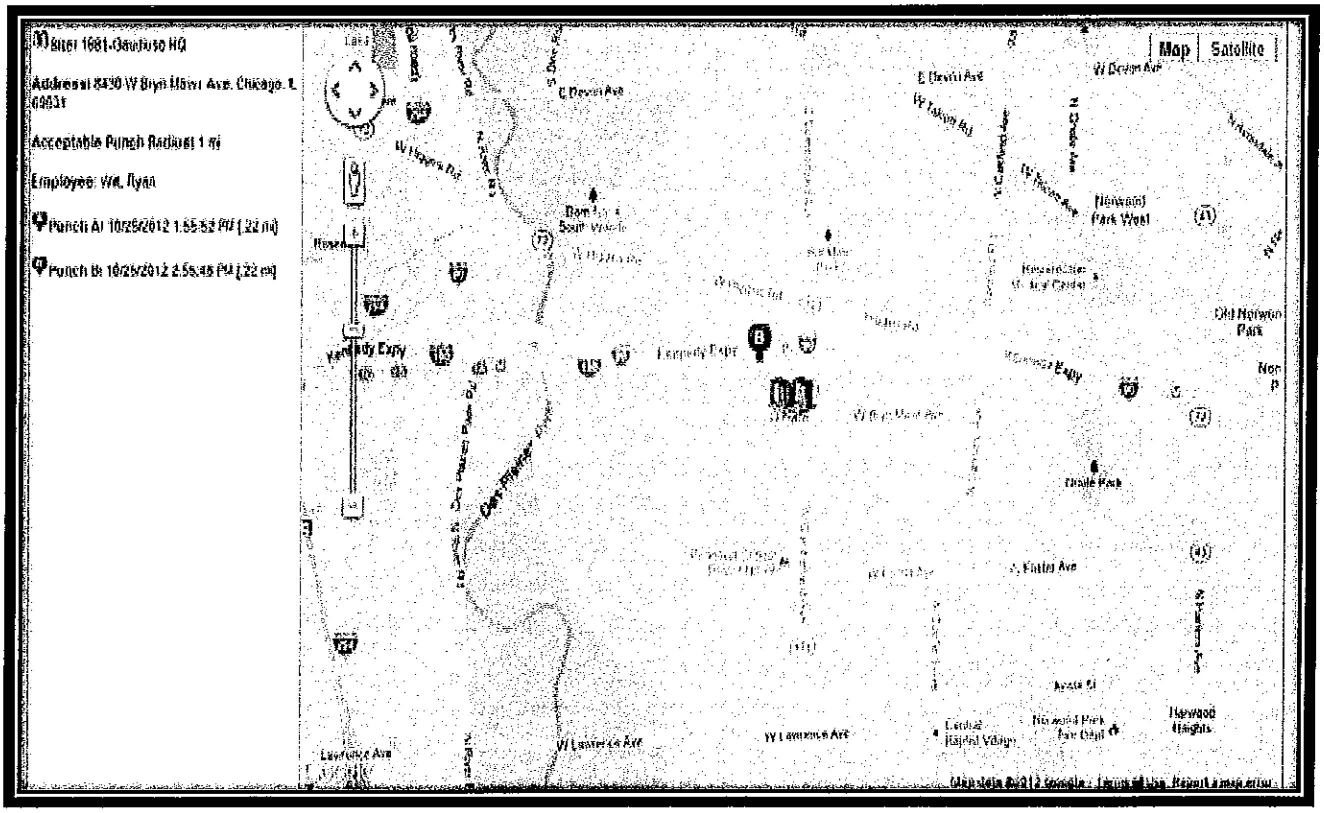
Put Blueforce Mobile to Work for You

Blueforce Mobile integrates beautifully with our WalTer™ biometric clocks, Fonen™ IVR telephone system, and WebPunch PC systems...for a comprehensive time-tracking solution that's as unique as your workforce. Request a demo!

877.800-EPAY (3729)
www.EPAYsystems.com

Blueforce mobile™

Mobile Punch GPS Features

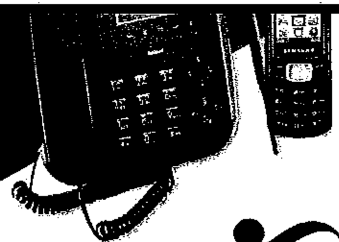


- The manager can see the employee punches and whether they were in the punch radius range. Punches outside of the range need to be approved by the manager.
- Captures date, time and GPS location – so you know everyone is where they should be
- Punches made outside the authorize worksite are flagged
- If GPS/cell service is down, the punch is captured and sent later

Blueforce Fonen™

Got a Telephone on Site?

Then You Already Have a Time Clock!



In time with you™

EPAY SYSTEMS

Smart, Simple Time-Tracking for the Distributed Workforce

When you're managing a complex labor environment, you need tight time and attendance controls. But traditional time clocks aren't always feasible. Enter Blueforce Fonen™.

Fonen turns any telephone—landline or cell phone—into an effective time-tracking system. It's one of many data collection options available under Blueforce™, EPAY's flexible time and labor management system.

How It Works

Employees clock in and out by calling a toll-free number and tapping a few keys. Using Integrated Voice Response (IVR) technology, Fonen collects live timecard data and sends it to our web-based system, where you can access it 24/7.

Easy to Use

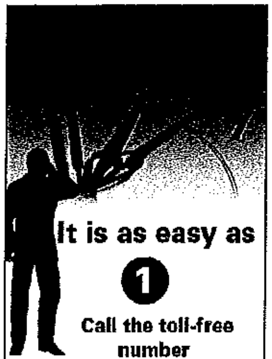
- Interactive voice prompts guide workers through the process
- Multi-lingual: we support any language
- Simple to set-up and deploy. We do it for you!
- Customize it: set up automatic lunch deductions and more

Run a Tight Ship

- Get text or email alerts when workers are late or nearing overtime
- Eliminate manual errors and time theft
- Ensure compliance with labor laws and union rules
- Get real-time data for scheduling, budgeting, and reports

Reduce Labor Cost by 5%

- Low start-up costs and low cost of ownership
- Pay as you go! Monthly fees are based on active employees
- No licensing fees or maintenance fees



It is as easy as

1 Call the toll-free number

2 Enter your ID number

3 Press 1 to clock in and 2 to clock out

DONE!

Meanwhile, employers see the timesheets online, in real time.

We Adapt to You

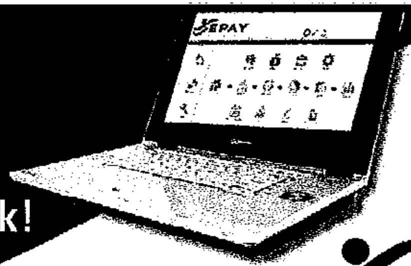
Fonen is ideal for managing small groups of workers at multiple sites and for tracking workers who move between sites. No place for a time clock? No Internet? No problem. **Request a demo!**

877.800-EPAY (3729)
www.EPAYsystems.com

Blueforce Fonen™

Blueforce WebPunch™

Inside Every PC Is a Ready-to-Go Time Clock!



EPAY SYSTEMS
In time with you™

Easy Time-Tracking for Your Computer-based Workforce

Of course you need to manage every employee's time and attendance, but not every business location requires a physical time clock. For employees who have daily access to computers, Blueforce WebPunch™ makes time-tracking a snap.

WebPunch instantly turns existing PCs into secure, accurate, time clocks...no hardware, software, or IT assistance required. All you need is an Internet connection. Employees punch in and out from our web-based Blueforce™ system, where you can access their real-time data and more.

It's So Simple!

Employees simply log on to our site (we'll give you a customized URL), key in their ID number, log off, and get on with their day. That's it.

Workers can log in from their desktop PCs, or you can set up a dedicated workstation. The system is quick and easy to deploy, and we do everything for you.

Can someone trick the system by, say, logging in from home? No. Blueforce will recognize an unauthorized IP address and record record as an unauthorized punch.

No hardware, software, or IT installation required!

[illegible] manage labor costs, minimize compliance risk, and collect essential data for payroll, billing, and more.

Manage More Effectively

- Eliminate manual errors and time theft
- Receive real-time alerts and reports that keep you in control
- Ensure compliance with labor laws and union rules
- Collect detailed timecard statistics, creating an automatic audit trail

Reduce Labor Cost by 5%

- Low start-up costs and low cost of ownership
- Pay as you go! Monthly fees are based on active employees
- No licensing fees or maintenance fees

We Adapt to You

WebPunch is ideal for office settings and professional facilities. It integrates with your existing payroll and data systems, as well as EPAY's other data collection methods. End result: a time-tracking solution as unique as your workforce. **Request a demo!**

877.800-EPAY (3729)
www.EPAYsystems.com

Blueforce WebPunch™

Technical and User Support

Technical and User Support

EPAY System's customer service is second to none. From the moment you work with us you will be assigned to a dedicated project manager to support your implementation. After you are successfully implemented and trained, EPAY provides a complimentary customer support service that is available to you and your employees 24/7/265.

Overview

- EPAY provides free 24/7/365 customer support for all reasons. They can contact them to help with any issues they may experience, from punching in to filling out time sheets to running reports and so on.
- EPAY provides a dedicated project manager for your implementation.
- EPAY will run a parallel payroll with your current system prior to Blueforce Go Live.
- EPAY will provide on-call support when first payroll is run.
- EPAY provides seven hours of phone training on Blueforce and time clocks.
- Upon completion of implementation, your team is introduced to your ongoing EPAY customer support team.
- The Solution enforces a configurable default 90 days (can be changed) password expiration policy. Users can be setup to be exempt from this policy if applicable. In addition, a system user is allowed up to 5 bad log-in attempts before their password is locked.

Service Level Agreement

- Our Service Level Agreement, on the next page, outlines the priority levels of support requests.

"We connect with our clients on a personal level. We balance technical expertise with caring. That's our 'secret sauce.' That's why we've enjoyed a 97% retention rate over the last several years."

Frank Ruffolo
Chief Executive Officer
EPAY Systems

EXHIBIT D:
SERVICE LEVEL AGREEMENT

EPAY's provision of software-based Service components ("Software") and Hardware-based Service components ("Hardware") under the Agreement is subject to the terms of this Exhibit D. Any capitalized but undefined terms used herein have the meanings ascribed thereto in the Agreement.

ARTICLE I – SOFTWARE-BASED SERVICE COMPONENTS

1. **Service Level Severity Definitions:**
   a) *Emergency (Severity 1):* The reported functionality failure of the applicable Software ("Discrepancy") is such that for more than 1 business day core functionality of the applicable Software does not consistently and materially operate in accordance EPAY's then-published specifications for such Software, as the same may be modified from time to time by mutual written agreement of the parties (the "Specifications").
   b) *Urgent (Severity 2):* A reasonably sufficient workaround has been implemented to address a Discrepancy that would otherwise qualify for Severity 1 status.
   c) *High (Severity 3):* The reported Discrepancy is not Severity 1 or 2, but in certain isolated incidents core functionality of the applicable Software does not materially operate in accordance with the Specifications.
   d) *Medium (Severity 4):* The reported Discrepancy is not Severity 1, 2 or 3, but non-core functionality of the applicable Software does not materially operate in accordance with the Specifications and no reasonably satisfactory workaround is available.
   e) *Low (Severity 5):* Any Discrepancy that is not Severity 1, 2, 3 or 4.
   f) *Non-Discrepancy:* Any request for development of new Service functionality initiated by Customer.

2. Software Service Levels
   a) EPAY will provide customer support services in connection with the Software. EPAY shall maintain an organization and process to provide commercially reasonable technical support for the Software for Customer. Support includes (a) providing means for Customer to report Discrepancies in a timely and efficient manner; (b) recording test results and other new information and associating them with the original Discrepancy report; (c) diagnosing reported Discrepancies; (d) committing to a time to resolve reported Discrepancies; (e) resolving reported Discrepancies in the committed time; (f) providing commercially reasonable status updates on unresolved Discrepancy reports to Customer; (g) jointly diagnosing Discrepancies with Customer in real time or otherwise, as jointly may be agreed in each case; and (h) providing commercially reasonable assistance in response to general questions.
   b) Customer shall make reasonable efforts to eliminate factors under its own control before reporting Discrepancies to EPAY. In cases requiring joint troubleshooting, upon EPAY's reasonable request in connection with any Discrepancy, Customer shall make technical information, logs, and system access available to EPAY.
   c) The service level commitments of EPAY to Customer for the Software ("Service Levels") shall be as defined in the following table.

Type of Discrepancy Report	Phase of Service	Service Level
Severity 1, 2, 3, 4 & 5	Respond and begin diagnostic process	Within 1 business day
Severity 1	Provide quick patch, workaround, or other fix	Within 1 business day
Severity 2	Provide quick patch or other fix	Within 5 business days
Severity 1	Resolve	Within 2 business day
Severity 2	Resolve	Within 5 business days
Severity 3,4,5	Resolve	Within 10 business days
Non-Discrepancy requests	Respond	Within 10 business day
Non-Discrepancy requests	Resolve	As and if mutually agreed upon by the parties

Notes to table:

- *To "respond" means to contact Customer with a confirmation of receipt of the Discrepancy report, which shall include a tracking number and the intervention of a human being.*
- *Times in Service Levels are measured from the moment of confirmed delivery of the Discrepancy report or request to EPAY.*
- *EPAY may provide a workaround to Severity 1 Discrepancy report that causes the Discrepancy to become Severity 2. At the moment the workaround is made reasonably available to Customer, the Service Level time for resolution of the Severity 2 Discrepancy begins.*

3. **Software Maintenance.** EPAY may perform maintenance to deployed Software between 8:00 PM Saturday and 6:00 AM Sunday Eastern Standard or Daylight Savings Time ("Permissible Maintenance"). EPAY shall inform Customer of Permissible Maintenance in writing at least three (3) business days in advance and declare the beginning and ending hours of the same. A Discrepancy cannot occur as a result of Permissible Maintenance. During any such maintenance period: (a) all Hardware shall retain full functionality to record data entered by Customer's employees for uploading following the end of such maintenance period, and (b) EPAY's IVR systems will retain full functionality.

4. **Software Disaster Recovery.** EPAY shall maintain a disaster recovery plan consistent with industry standard practice and designed to have a maximum recovery time objective of 24 hours and a maximum recovery point objective of the end of the previous business day's activities, and shall test its plan at least annually.

5. **Software Updates.** EPAY will provide, as and when they are made generally commercially available to its other clients in the normal course of its business, Customer with the latest versions of the Software, and will take commercially reasonable efforts to update the Software to account for changes to applicable law or regulation.

6. **Software Modifications.** Customer may submit in writing requests for modifications to the Specifications. Such requests shall be in writing. EPAY shall respond in writing within 5 business days acknowledging the receipt of any requests for modifications to the Specifications. The parties shall work together in good faith to define, specify, and implement each such modification, and develop mutually agreeable business terms with respect thereto. Neither party shall be under any obligation to recognize any modification or other amendment to the Specifications unless and until the same is memorialized in writing is signed by an authorized representative of such party.

7. **Software Security.** EPAY will maintain industry standard security efforts in connection with the Software, and in the event of a material security breach will notify Customer as soon as reasonably possible but in no event later than one (1) clock hour after detection and confirmation for a material breach (which shall include, but not be limited to, breaches involving the disclosure of personally identifiable information of Customer's employees) and one (1) business day for other breaches.

8. **Software Support and Help Desk.** EPAY will provide support services for the Software via a Customer Help Desk that can be contacted via telephone, email or fax. Customer will provide EPAY with at least one contact that will be available on a 24x7 basis for solving urgent issues. EPAY will permit Customer to name three (3) contacts that will be recognized as authorized to make Discrepancy reports and other requests. Only Discrepancy reports and other requests made by the three (3) named Customer contracts will be recognized as valid by EPAY.

9. **Service Level Escalation.** EPAY maintains an internal escalation process, which includes the following steps:
   a) Verification of a Discrepancy by the Customer Help Desk and determination of whether the reported inquiry represents a service defect, problem of usage, or an enhancement request.
   b) Direct resolution with Customer staff if a workaround is known, escalation to a knowledgeable member of the EPAY staff if the Discrepancy is determined to be a usage problem, or escalation to EPAY's product development team if the problem is determined to be a service defect or enhancement request.
   c) New issues escalated to EPAY's product development team are reviewed weekly and prioritized with Customer impact as a primary factor.
   d) Severity 1 and 2 Discrepancies Emergency and Urgent severity service requests are immediately entered into internal escalation process, and monitored regularly by a committee of EPAY personnel including at least one senior management representative.
   e) Customer may at any time request that a Discrepancy service request be escalated. This can be done by contacting the Customer Help Desk engineer owning the Discrepancy or requesting to speak his/her manager.
   f) If required an action team will be formed, including representatives from the Customer Help Desk, EPAY's product development, product management, and account management teams.

ARTICLE II – HARDWARE-BASED SERVICE COMPONENTS

1. **Warranty.** Hardware-based Service components purchased by the Customer ("Hardware") are warranted to be free from defects in materials or workmanship for 12 months from the date of shipment to the Customer (the "Warranty"). Within the 12-month period, EPAY will, at its sole option, repair or replace any Hardware that fails in normal use. Such repairs or

replacement will be made at no charge to Customer. Hardware-based Service components leased by the Customer are warranted to be free from defects in materials or workmanship for 36 months from the date of shipment to the Customer. The Warranty does not cover failures due to abuse, misuse, accident or unauthorized alterations or repairs. THE WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES WITH RESPECT TO THE HARDWARE, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING ANY LIABILITY ARISING UNDER ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, STATUTORY OR OTHERWISE.

2. **Defective & Under Warranty Hardware.** If EPAY determines that a returned Hardware is defective and covered by the warranty, EPAY will repair and return such Hardware to Customer at no charge. If a repair of the returned Hardware is not possible, EPAY will replace the same with a new or refurbished replacement Hardware at no charge to Customer.

3. **Non-Defective Hardware.** If EPAY determines that a returned Hardware is not defective, EPAY will return the same to Customer and Customer will be charged a standard examination fee.

4. **Defective & Not Under Warranty Hardware** If EPAY determines that a returned Hardware is not covered by the warranty (due to abuse, misuse, accident or unauthorized alterations or repairs), EPAY will repair and return such Hardware to Customer and Customer will be charged a standard labor fee and for all costs of parts. If a repair of the Hardware is not possible, EPAY will replace the same with a new or refurbished replacement Hardware and Customer will be charged EPAY's then-current price for the same.

5. **RMAs/Shipping & Handling Charges.** A return material authorization ("RMA") number from EPAY is required for any return of Hardware to EPAY. EPAY will process Hardware returned under RMAs within 2 business days of receipt ("Warranty Commitment"). All in-Warranty shipping costs to/from EPAY will be borne by EPAY (standard shipping unless Customer elects priority/overnight shipping at an additional charge). All out-of-Warranty shipping costs to/from EPAY will be borne by Customer (standard or priority/overnight shipping, at Customer's election).

ARTICLE III – SERVICE CREDITS

If EPAY fails to meet the Service Levels of Article I or the Warranty Commitment of Article II, Customer will be entitled to a Credit against fees accruing to EPAY under the Agreement. "Credit" means an amount equal to the Daily Fees for each day EPAY violated the applicable Service Level or Warranty Commitment, where "Daily Fees" means the average per-day fees accrued to EPAY (over the previous 30 days) with respect to the specific geographic location where the applicable Software or Hardware is deployed. No credit shall be owed for any the Service Level or Warranty Commitment violation for which a credit has not been claimed within ten (10) business days of its occurrence.

Technical

Technical

Blueforce™ is technically designed to meet the needs or large distributed workforces. With clients who have well over 100,000 employees, our system is fully capability of supporting Jefferson County Government.

Security and Support

- Primary model is SaaS based (EPAY Systems' Private Cloud), but can be customer hosted as well.
- Our cloud based solution is based in the United States: **Primary and Failover:** XO – Oak Brook and **Disaster Recovery:** Equinix – Chicago, IL. We also have a 3rd location currently under construction on the West Coast
- Customer data is archived indefinitely. Data can be accessed online as far back as required. All data is archived to redundant NAS (Network Attached Storage systems) at separate locations. Customers can contact our EPAY Systems Support Team to request any required data. Standard data archiving of customer data occurs after 1 year of usage and is available using an archive CorpId.
- Blueforce provides a complete Audit Trail for data modified within the system, including detailed Audit Reports with optional reason codes which can be customized.
- Blueforce client data can be provided upon request in cases of service termination as outlined in the Service Agreement.

Upgrades and Maintenance

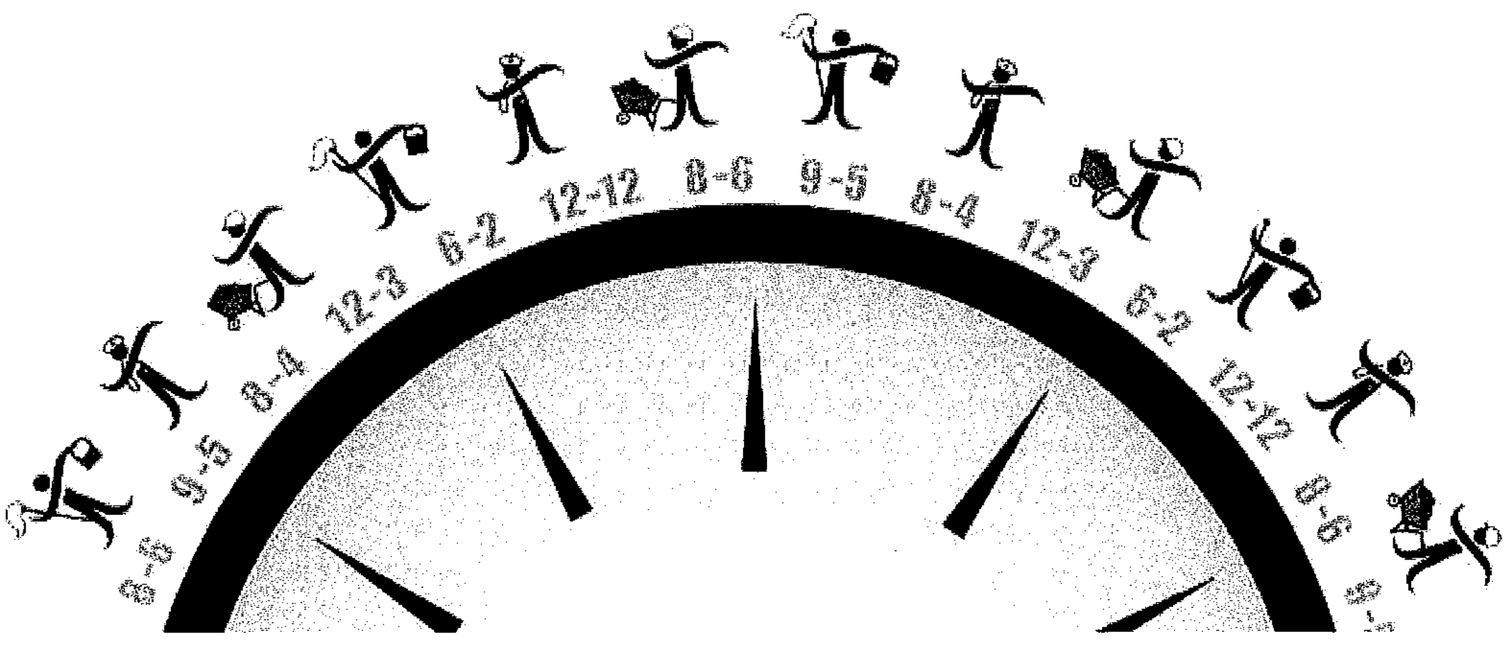
- Blueforce System version upgrades are performed 3 times yearly. We also have consistent product upgrades and improvements
- Routine Data Center and Systems Maintenance is performed as required (daily, weekly, monthly).
- System Service Packs are applied to resolve any inadvertent system defects or provide custom developed system features.
- All System Maintenance activities are communicated in advance as per Section 3 of the EPAY Systems SLA (provided below):

  Software Maintenance. EPAY may perform maintenance to deployed Software between 8:00 PM Saturday and 6:00 AM Sunday Eastern Standard or Daylight Savings Time ("Permissible Maintenance"). EPAY shall inform Customer of Permissible Maintenance in writing at least three (3) business days in advance and declare the beginning and ending hours of the same. A Discrepancy cannot occur as a result of Permissible Maintenance. During any such maintenance period: (a) all Hardware shall retain full functionality to record data entered by Customer's employees for uploading following the end of such maintenance period, and (b) EPAY's IVR systems will retain full functionality.

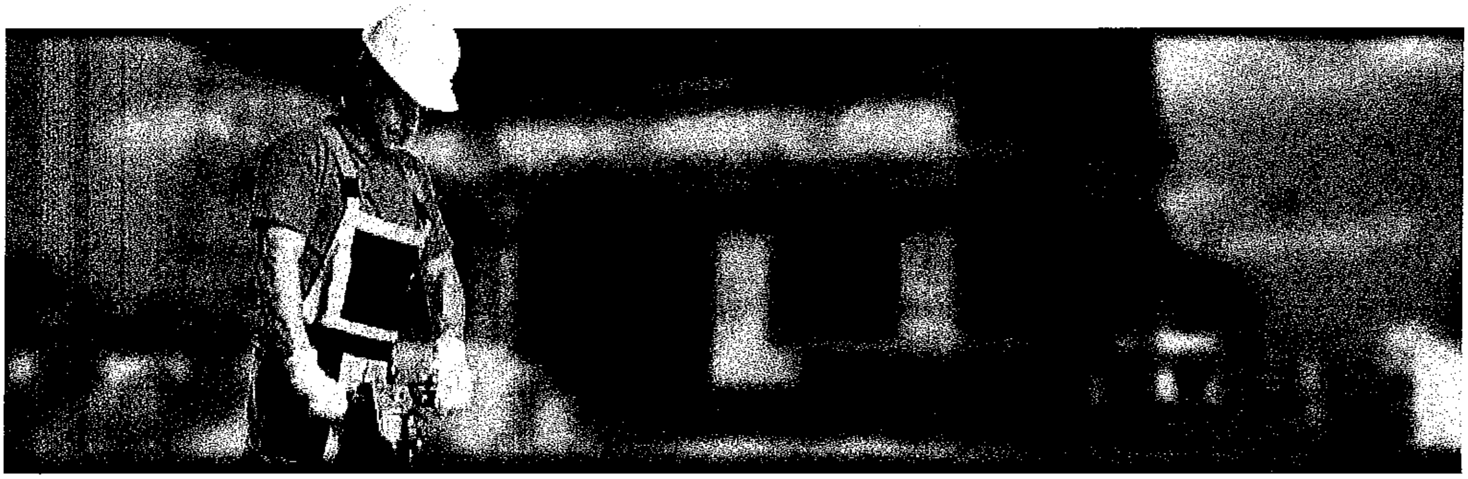
- EPAY Systems provides Data loss guarantees, by providing daily, weekly, and monthly database backups of customer data. EPAY Systems stores backups at our redundant Data Center. In addition, can also store the data backups at an accredited\agreeable 3rd Party location (i.e. Iron Mountain) provided customer pays all applicable fees. In addition, EPAY Systems does have a Disaster Recovery plan developed and tested.

Scalability

- Blueforce Capacity and Scale-up currently both unlimited via Active\Passive architecture design, and Remote Admin Load Distribution.
- Capacity - EPAY currently carries a maximum 50% overhead on all Capacities.
- EPAY Systems current largest client utilizes Blueforce employs over 120,000 employees.



Other Features



Other Features (Questions and Answers)

A. What other features beyond capturing timesheet data would you like to tell us about?

Several! I suggest a full demonstration of all of our amazing features and perks. Some of the most obvious are our real time alerts that allow your managers and/or administrators to receive text messages or emails about budgets, overtime, minimum employees working on sites and many more reasons. Additionally, we have an outstanding ability to organize tasks and work orders to ease the employee's ability of punching in the right information. These tasks and work orders can be customized to meet the needs of your cost codes.

B. Does your product allow for tracking and displaying an employee's exempt time available such as vacation and holiday time?

Yes. Our system has to ability to run reports about employees' hours that can be filtered by rate types that you are able to customize (Vacation/Holiday/etc...). Additionally, our clocks have the ability to display the PTO an employee requests or has taken. This makes it easier to manage.

C. Does your product have features to handle vacation and other time off requests? If so, does your product have an approval mechanism that allows managers to be a part of the approval process?

Absolutely. Our WalTer™ time clocks, MobilePunch™ and WebPunch™ give the employee the ability to request for time off while using the same device they use for clocking in and out. This eases the process of requesting the information and collects it in the same place. Additionally, managers can approve and request of time off while in Blueforce.

D. Do you have a feature to deliver messages to employees?

Our WalTer™ have excellent messaging features. While using our WalTer™ time clocks, you are able to send all of your employees or individual employees messages with ease.

E. Do you have a feature that enables us to deliver informational documents to our employees? For example, job position openings, policy changes, etc.

Not at the moment. We are constantly improving our product and should that feature be a 100% requirement, we can work with our operations team to see if it can be developed. This would be an additional cost.

F. Does your product have features that allow us to collect other information that are traditionally handled by paper forms? For example, healthcare elections.

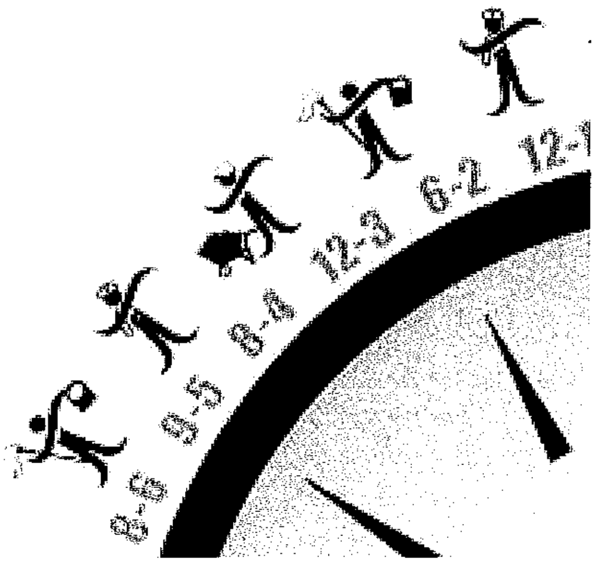
Our WalTer™ T6 time clocks have a patented thermal printer that allows employees to print out paystubs and hours they have worked.

G. Does your product have the capability to deliver electronic pay stubs and W-2s?

Our WalTer™ T6 time clocks have a patented thermal printer that allows employees to print out paystubs and their PTO requests and usage.

H. What happens if we choose to leave your product?

Our contracts have a 30-day policy where you can leave our product for whatever reason with no fees or additional obligations. No questions asked, you are free to go. Typically, our contracts are 3 years in length and should you leave before the end date a termination fee is defined.



The *BlueSpeed*™ Implementation Process

Blueforce™ Installation Made Easy

1. Let's Get Started!

- ☐ Tell us about yourself
  - Complete Business Requirement Survey
  - Provide Payroll Employee File
- ☐ We finalize/adjust rate based on actual vs. committed headcount
- ☐ We hold **Meeting One**
  - You meet your Implementation Manager (IM)
  - We set Parallel Payroll dates (for step 7)
  - We confirm Blueforce functionality/identify pending items
- ☐ Soon after, your Implementation Manager:
  - Creates your Project Plan
  - Completes Business Requirement Document (BRD) with you
- ☐ You approve BRD, Project Plan & Payroll EE File
- ☐ You notify your workforce that that you are implementing Blueforce.

2. You Provide Payroll Data

- ☐ You or your payroll service provides:
  - Employee names
  - Site addresses
  - Tasks/work orders
  - Rate types

3. We Configure Blueforce

- ☐ We set up Blueforce to meet your business requirements
- ☐ We hold **Meeting Two**
  - You verify system is set-up correctly by approving Configuration Checklist
  - We review project plans and Blueforce access levels for your supervisors/admins

4. Here Come Your Time Clocks!
(or other devices/tracking methods)

- ☐ You tell us where to ship WalTer time clocks (address, point of contact)
- ☐ We configure and ship them
- ☐ Site managers have WalTers installed (it's easy!)
- ☐ Site managers register EE fingerprints
- ☐ OR we deploy Mobile Punch™, Fonen, and/or WebPunch™, depending on your tracking method

5. Parallel Punching Begins

- ☐ We train your site trainers how to punch
- ☐ Your trainers train employees
- ☐ Your employees start punching in (while still using your current time-tracking method)

6. Users Get On Board

- ☐ **Meetings Three and Four**
  - We train your users on Blueforce (2-6 hour session, depending on functionality)
  - With our help, user(s) set up Blueforce specifics (shifts, meal breaks, schedules, EE assignments, budgets, alerts, work orders)
  - Back at the ranch, your employees keep punching in

7. Parallel Payroll Begins

- ☐ You run payroll the old way AND the new way
- ☐ We provide support and analysis for parallel payroll period
- ☐ **Meeting Five**
  - We review results, ensuring all is well and...
  - transition you to EPAY's 24/7/365 Customer Support.

8. Go Live!

- ☐ You start collecting Blueforce punches at start of pay period

Congratulations, you did it!

System Integration (occurs during Steps 1-6)

- ☐ **Integration Meeting** (between EPAY and your payroll service)
- ☐ Determine import/export requirements:
  - Payroll export file — exported from Bluefore to payroll
  - Employee data file — exported from payroll to Blueforce
- ☐ Discuss EPAY integration technology
- ☐ We install our integration tool
- ☐ We train users
- ☐ We test importing/exporting of data

Integration complete by Step 7

EPAY Systems | 1.877.800.EPAY ext. 9020 | 8430 W. Bryn Mawr Ave., Chicago, IL 60631
EPAYsystems.com