

# PALMDALE WATER DISTRICT

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ALESHIRE & WYNDER LLP  
Attorneys



## Board of Directors

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October 24, 2014

*Agenda for a Special Meeting  
of the Board of Directors of the Palmdale Water District  
to be held at the District's office at 2029 East Avenue Q, Palmdale  
Monday, October 27, 2014  
6:00 p.m.*

NOTE: To comply with the Americans with Disabilities Act, to participate in any Board meeting please contact Dawn Deans at 661-947-4111 x1003 at least 48 hours prior to a Board meeting to inform us of your needs and to determine if accommodation is feasible.

Agenda item materials, as well as materials related to agenda items submitted after distribution of the agenda packets, are available for public review at the District's office located at 2029 East Avenue Q, Palmdale. Please call Dawn Deans at 661-947-4111 x1003 for public review of materials.

**PUBLIC COMMENT GUIDELINES:** The prescribed time limit per speaker is three-minutes. Please refrain from public displays or outbursts such as unsolicited applause, comments, or cheering. Any disruptive activities that substantially interfere with the ability of the District to carry out its meeting will not be permitted and offenders will be requested to leave the meeting.

Each item on the agenda shall be deemed to include any appropriate motion, resolution, or ordinance to take action on any item.

- 1) Roll Call.
- 2) Adoption of Agenda.
- 3) Public Comments for Non-Agenda Items.
- 4) Action Items – Action Calendar (The public shall have an opportunity to comment on any action item as each item is considered by the Board of Directors prior to action being taken.)

- 4.1) Consideration and possible action on budget reallocation and proposal received from Starnik, Inc. for programming services. (\$67,875.00 – Budgeted – funded through transfers – Finance Manager Williams)
  - 4.2) Consideration and possible action on proposal received from Sierra Workforce Solutions for electronic time card services. (\$16,595.40 year one; \$2,864.40 annually for four years – Budgeted – funded through transfers – Finance Manager Williams)
  - 4.3) Consideration and possible action on the creation of an Ad Hoc Committee for the purpose of meeting with the Executive Board of the Fin and Feather Club to discuss appropriate District staff and Executive Board relationship. (President Mac Laren)
- 5) Adjournment.

  
DENNIS D. LaMOREAUX,  
General Manager

DDL/dd

The quote received from Starnik, Inc. to complete the programming changes is \$67,875.00. This cost was not budgeted, however, by reallocating budgeted dollars from other departments and/or line items, the costs can be covered without an increase to the District's annual budget for 2014.

Staff is recommending the reallocations as follows:

- Under Administration Department:
  - Consultants has \$85,000 remaining and is at 57% of budget, move \$40,000. The current budget for consultants was based on five year averaging and was not used in 2014 as in other years.
- Under Facilities Department:
  - Maint & Repair-Wells has \$92,000 remaining and is at 31% of budget, move \$10,000. The current budget was based on five year averaging and discussion with department manager believes this move will not have any adverse effects.
- Under Operations Department:
  - Chemicals has \$153,000 remaining and is at 62% of budget, move \$10,000. The current budget is based on five year averaging. With reduced water treatment, the cost of chemicals is down this year. Discussions with department manager believes this move will not have any adverse effects.
- Under Human Resources Department:
  - Training-Safety Consultants has \$30,000 and is at 21% of budget, move \$10,000. The department manager can move these funds by delaying some crane training until 2015.

The total reallocation is \$70,000, which will be enough to cover the fixed quote.

**Strategic Plan Element:**

This work is part of Strategic Element #3, Infrastructure by upholding the financial health of the District; and Strategic Element #5, Exceptional Customer Service by implementing best management practices.

**Budget:**

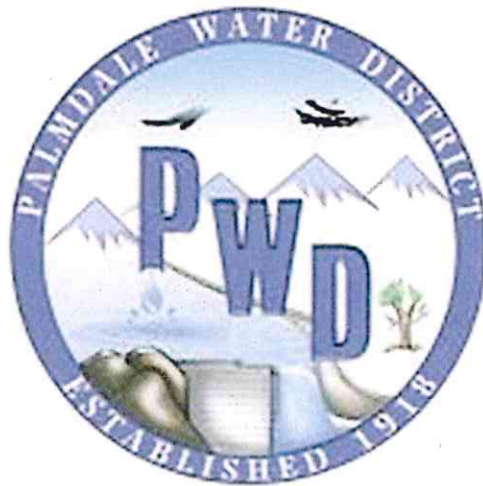
This is a non-budgeted item, however, by reallocating budgeted funds expense can be covered.

**Supporting Documents:**

- Statement of Work, Starnik, Inc.



## Statement of Work for



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# 1 Revision Control

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Version	Date	Author	Details / Comments
Version 1.0	October 17, 2014	U. Viswanathan	
Version 2.0	October 22, 2014	U.Viswanathan	Added items to Section 11, changed format
Version 3.0	October 23, 2014	U.Viswanathan	Changed date in Section 3, Clarified Section 7, Added item 15 under Section 11,

## 2 Purpose

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Palmdale Water District has requested a change in the methodology of how rates are calculated within UtilityTrakR based on a recent rate study. Starnik has reviewed the draft of the rate study and has developed the following statement of work (SOW) to define the parameters required to implement this request along with the cost.

## 3 Project Objectives

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The objective is to adopt the new rates for billings after January 1, 2015. The Services shall commence on October 27, 2014, and shall continue through January 31, 2015.

## 4 Engagement Resources

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Starnik will use its in-house development resources to program the changes requested.

## 5 Scope of Work

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### 5.1 Project Scope

The project scope will include:

1. Development functional specification.
2. Programming of functional specification in UtilityTrakR
3. Installation of the programming changes
4. Training of utility staff on the changes
5. Testing and validation of programming change
6. Install of programming changes into production environment

### 5.2 Functional Specifications

Starnik will design and implement programming changes for the following functional specifications:

Changes to the rate calculations as follows:

- SFR class:
  - This class will have 6 tiers instead of the current 5 tiers
  - Tier 1 will be just the current indoor allocation, will not include the current outdoor allocation
  - Tier 2 will be a new tier that has a lower cutoff as the current indoor allocation and the higher cutoff as the current “indoor plus outdoor” allocation (SFR Efficient
  - Tier 3 will be 100 – 130% of the IRR Efficient Allocation



- Tier 4 will be 130- 160% of the IRR Efficient Allocation
  - Tier 5 will be 160 – 190% of the IRR Efficient Allocation
  - Tier 6 will be > 190% of the IRR Efficient Allocation
- IRR Class:
  - This class will have 6 tiers instead of the current 5 tiers
  - Tier 1 will be a new outdoor allocation with a 42% modifier (called Essential Allocation)
  - Tier 2 will be a new tier that has a lower cutoff as the above Essential and the higher cutoff as an outdoor allocation with a 70% modifier (called Efficient Allocation)
  - Tier 3 will be 100 – 130% of the IRR Efficient Allocation
  - Tier 4 will be 130- 160% of the IRR Efficient Allocation
  - Tier 5 will be 160 – 190% of the IRR Efficient Allocation
  - Tier 6 will be > 190% of the IRR Efficient Allocation
- MFR
  - This class will have 6 tiers instead of the current 5 tiers
  - Tier 1 will be a new allocation that is based on the average annual minimum monthly billed consumption (MFR Essential Allocation)
  - Tier 2 will be a new tier that has a lower cutoff as the Essential Allocation and a higher cutoff as the same month average billed consumption in the last 3 years (MFR Efficient Allocation)
  - Tier 3 will be 100 – 130% of the MFR Efficient Allocation
  - Tier 4 will be 130- 160% of the MFR Efficient Allocation
  - Tier 5 will be 160 – 190% of the MFR Efficient Allocation
  - Tier 6 will be > 190% of the MFR Efficient Allocation
- CI
  - This class will have 6 tiers instead of the current 5 tiers
  - Tier 1 will be a new allocation that is based on the average annual minimum monthly billed consumption (CI Essential Allocation)
  - Tier 2 will be a new tier that has a lower cutoff of the CI Essential Allocation and a higher cutoff of a 3 year average billed consumption of the 3 months before, during and after the current month (CI Efficient Allocation)
  - Tier 3 will be 100 – 130% of the CI Efficient Allocation
  - Tier 4 will be 130- 160% of the CI Efficient Allocation
  - Tier 5 will be 160 – 190% of the CI Efficient Allocation
  - Tier 6 will be > 190% of the CI Efficient Allocation
- OTHER
  - This class will have 6 tiers instead of the current 5 tiers
  - Tier 1 will be a new allocation that is based on the average annual minimum monthly billed consumption (OTHER Essential Allocation)
  - Tier 2 will be a new tier that has a lower cutoff as the Essential Allocation and a higher cutoff as the same month average billed consumption in the last 3 years (OTHER Efficient Allocation)
  - Tier 3 will be 100 – 130% of the OTHER Efficient Allocation
  - Tier 4 will be 130- 160% of the OTHER Efficient Allocation
  - Tier 5 will be 160 – 190% of the OTHER Efficient Allocation
  - Tier 6 will be > 190% of the OTHER Efficient Allocation
- MFR VARIANCE
  - New functionality to view the historically calculated or manually entered consumption for any particular location and override it with a different consumption.

- DROUGHT SURCHARGE
  - A drought surcharge will be optionally applied to all consumption above the Essential Allocation as follows:
    - Stage 1 – 45 cents per CCF
    - Stage 2 – 77 cents per CCF
    - Stage 3 - \$1.19 per CCF
  - The above surcharge will be applied to the following classes (one charge per customer, not broken out into tiers) :
    - SFR
    - IRR
    - MFR
    - CI
    - OTHER
- Setup changes to the Terminator Billing method to create alerts based on the new rate calculation methods that will be setup
- Training on the following processes:
  - Explanation of the new rate setup and how they work
  - Process to enter an MFR Variance consumption
  - Process to apply a drought surcharge

### 5.3 Client Responsibilities

As we move through the development and delivery process we will need to conduct regular meetings with Palmdale Water District to advise the District of the progress of the development effort, validate the design, perform testing of the rates, and provide final acceptance.

This will mean the District will need to supply a project manager who has both the authority approve and sign off on the project and authorize payment as well as be a technical resources or subject matter expert to validate and test the program changes.

### 5.4 Project Deliverables and Milestones

Project Deliverables:

- Any programming necessary to satisfy the functional specifications
- Once programming has been completed, new setups will be done for the new rate period to the extent possible without disruption of the December billing
- A test environment will be provided until January 31, 2015
- A plan for turning on the new rates will be presented
- Setup necessary to implement the functional specifications will be completed
- Training to address the following:
  - Explanation of the new rate setup and how they work
  - Process to enter an MFR Variance consumption
  - Process to apply a drought surcharge



## 5.5 Areas Out of Scope

- No report changes have been requested by the District
- No changes to the bill
- The following rate calculations are out of scope of this SOW and will not be changed or added by Starnik:
  - Water Quality Fee (already setup in UtilityTrakR)
  - Fireline Fee (already setup in UtilityTrakR)
  - Elevation Booster Surcharges (per Rate Study)
  - Water Quality Surcharge (per Rate Study)
  - Monthly Service Charges (already setup in UtilityTrakR)

## 6 PROJECT MANAGEMENT APPROACH

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### 6.1 Project Manager

Project Management services are included in this engagement. These services include:

- Facilitating regular status meetings as agreed upon with the Client.
- Management and coordination of development resources
- Management of project scope and change control processes.

### 6.2 Scope Management Approach

Starnik will maintain the SOW for the project with formal documentation denoting the agreed upon deliverables and scope. Both parties may propose changes to this SOW to address services that fall outside the scope of services described in this SOW ("change requests"). The Change Control Form must be used for all change requests.

Starnik shall have no obligation to commence work in connection with any change until the fee and schedule impact of the change is agreed upon in a written Change Control Form signed by the designated representatives from both parties.

Upon a request for a change, Starnik shall submit the change on our standard Change Control form describing the change, including the impact of the change on the schedule, fees and expenses. The Change Management Process that will be employed is defined below:

- Identify and document proposed change
- Assess impact of proposed change
- Estimate required effort / cost of proposed change
- Submit Change Control for Approval / Disapproval
- Communicate Change Control Decision
- If Proposed Change is Approved:
  - Assign responsibility
  - Monitor and report progress

Within five business days of receipt of the Change Control Form (or any other period of time mutually agreed to by the parties) Client shall either indicate acceptance or rejection of the proposed change by signing the Change Control Form. If Starnik is advised not to perform the change, then Starnik shall proceed only with the original services.

## 7 Project Schedule

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Starnik has estimated the time required for this project to be a total of eight weeks from contract signing, excluding the week from the 21<sup>st</sup> to the 27<sup>th</sup> of December 2014, due to the holidays. This will include six weeks to program the changes the District has requested and two weeks to implement and test the changes with the assistance of Palmdale Water District. Implementation of changes will be dependent upon the District's billing schedule for December 2014 and will be done the week after the District indicates to Starnik that rates can be changed.

## 8 Fees & Payment Schedule

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The total value for the Cost pursuant to this SOW shall be as listed in Appendix A below unless otherwise agreed to by both parties via the project change control procedure, as outlined within. A PCR will be issued specifying the amended value.

### 8.1 Payment Schedule

Palmdale Water District will be invoiced based on the following payment schedule:

### 8.2 Professional Services

1. 50% on SOW signing
2. 15% on completion of Discovery Session
3. 15% on delivery of Functional Specification
4. 10% on delivery of program changes
5. 10 % of final acceptance.

Invoices are payable on a net 30 basis.

## 9 Out-of-Pocket Expenses / Invoice Procedures

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All work for this project will be performed by Starnik at our facilities and delivered to Palmdale in our hosted environment. No travel is expected or factored into this project. All meetings and deliverables will be delivered remotely.

If however Palmdale requests on-site meetings, Palmdale will be invoiced all costs associated with out-of-pocket expenses (including, without limitation, costs and expenses associated with meals, lodging, local transportation and any other applicable business expenses) listed on the invoice as a separate line item.



Reimbursement for out-of-pocket expenses in connection with performance of this SOW, when authorized and up to the limits set forth in this SOW, shall be in accordance with Starnik's then-current published policies governing travel.

Invoices shall be submitted monthly in arrears, referencing this Client's SOW Number to the address indicated above. Each invoice will reflect charges for the time period being billed and cumulative figures for previous periods. Terms of payment for each invoice are due upon receipt by Client of a proper invoice. Starnik shall provide Palmdale with sufficient details to support its invoices, including time sheets for services performed and expense receipts and justifications for authorized expenses, unless otherwise agreed to by the parties.

Payments for services invoiced that are not received within 30-days from date of invoice will be subject to a 5% penalty per calendar month.

## 10 Completion Criteria

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Starnik shall have fulfilled its obligations when any one of the following first occurs:

- Starnik accomplishes the activities described within this SOW, including delivery to Client of the materials listed in the Section entitled "Deliverable Materials," and Client accepts such activities and materials without unreasonable objections. No response from Client within 2-business days of deliverables being delivered by Starnik is deemed acceptance.
- Palmdale Water District locks a billing process with any of the new rate structures in place.
- Starnik and/or Client has the right to cancel services or deliverables not yet provided with 20 business days advance written notice to the other party.

## 11 Assumptions and Clarifications

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1. Any consumption calculated during a time period will be considered to belong to the calendar month in which the period ends. For example, if the consumption for December 3, 2011 to January 1, 2012 is provided, and consumption for January 1 – January 31, 2012 is also provided for the same location, both will be considered January 2012 consumption and summed up to account for January 2012 consumption for that location.
2. All allocations will be calculated based upon consumption of a location and not a particular resident of a location. Vacant period consumption may or may not be calculated as part of the history based upon its availability and ease of programming.
3. All billings including final and revised bills will be monthly and therefore no calculations will be necessary to prorate the allocations to match the billing period.
4. Palmdale Water District will provide adequate historical consumption information for the period during which UtilityTrakR does not have historical billings, so that these rates may be calculated as necessary for the Rate Study.
5. If there is no historical consumption available for any of the past periods for a location where allocation is calculated by consumption, no allocation will be calculated and the current period usage will be considered the Essential Allocation.

6. It is assumed that there is no need to check to see if sufficient days are there in the past consumption periods, whether the consumption comes from a billing or from a manual input by Palmdale. If there is any consumption information available for any prior historical month, it will be considered sufficient information for calculation of that month's consumption.
7. All consumption available for a month will be summed up to calculate total consumption. For example, if a billing calculates consumption that is very low, and the Variance Rate applies, Palmdale water district may enter an additional consumption which will be added to the original consumption. Alternatively, we may provide for inactivating the original consumption and replacing it with a different consumption.
8. It is assumed that the high cutoff for Tier 2 will always be higher than the low cutoff for Tier 2.
9. Though this Statement of Work was prepared to satisfy the Rate Study, it does not guarantee that all the features required in the Rate Study are included here. It is assumed that the Project Manager at Palmdale has read and approved the scope of work above since that is all the Statement of Work covers.
10. If any clarification email or document prior to this Statement of Work has a different interpretation of the work to be done than this Statement of Work, it is superseded by this Statement of Work.
11. Revised bills will not be possible for any past periods after this rate change has been made.
12. Final bills for the prior period will have to be completed before the rate change goes into effect.
13. It is assumed that locations will be read only once a month for billing. If reads skip a month or are read twice in a month, allocations could be incorrect (for example, if a location is read on the 1<sup>st</sup> and the 30<sup>th</sup> of June, both reading periods will be considered for June consumption. If a location has no reads in July because it was read on the 30<sup>th</sup> of June, then it will be considered to have zero consumption for July).
14. Consumption from final bills will be added to the month when the final read is done. For example if regular billing is done from June 3 to July 4, and a final bill is done from July 5 to July 25 for the same location, both the July 4<sup>th</sup> read period and the July 25<sup>th</sup> read period consumption will be summed and considered as July consumption. Because of this, the August consumption could be low and the allocation for August could be lower than normal or even zero if the location is vacant.
15. If there is no billing with reads that end in a month for a previous year, the usage will not be available for that month.
  - a. ex. Location is billed for 1/1/14 – 1/30/14 then billed for 1/31/14 to 3/1/14, leaving no usage for the month of February for 2014.
  - b. If a location is excluded from normal billing (using the exclude residents option in billing), there will not be an entry for this time period until it is billed. We believe this occurs somewhat frequently people that have recently moved in and would otherwise receive a less than 7 day bill.



- c. This could also occur in the situation where someone is excluded from billing, and then given a final bill for a longer than normal period (31 days +).

## 12 Project Change Control Procedure

The following process will be followed if a change to this SOW is required:

- A Project Change Request (PCR) will be the vehicle for communicating change. The PCR must describe the change, the rationale for the change, and the effect the change will have on the project.
- The designated Project Manager of the requesting party (Starnik or Client) will review the proposed change and determine whether to submit the request to the other party.
- Both Project Managers will review the proposed change and approve it for further investigation or reject it. Starnik and Client will mutually agree upon any charges for such investigation, if any. If the investigation is authorized, the Client Project Managers will sign the PCR, which will constitute approval for the investigation charges. Starnik will invoice Client for any such charges. The investigation will determine the effect that the implementation of the PCR will have on SOW price, schedule and other terms and conditions of the Agreement.
- Upon completion of the investigation, both parties will review the impact of the proposed change and, if mutually agreed, a Change Authorization will be executed.
- A written Change Authorization and/or PCR must be signed by both parties to authorize implementation of the investigated changes.

**IN WITNESS WHEREOF**, the parties hereto have caused this SOW to be effective as of the day, month and year first written above.

Palmdale Water District

Starnik Systems Inc

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

## 13 List of Attachments

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The following documents also comprise and are incorporated into the statement of work:

1. Palmdale Water District, Rate Study, Draft July 22, 2014
2. Starnik Change Control Form

### Appendix A - Fees

This engagement will be conducted on a Fixed Price basis. The total value for the Cost pursuant to this SOW shall be \$67,875.00 unless otherwise agreed to by both parties via the project change control procedure, as outlined within. A PCR will be issued specifying the amended value.

The following fee schedule defines hours for the project. This figure is based on 500 hours of professional services. Starnik will provide necessary resources based on the following functional/rate structure.

Item Description	Project Hours	Hourly Rate	Extended Cost
System changes for new types of calculations, page to input variance consumption, importing user generated historical consumption	550	\$135.00	\$74,250.00
Setup of new rate structure, training, meetings, documentation, test site	75	\$135.00	\$10,125.00
Sub total	625		\$84,375.00
Discount			-\$16,500.00
Project Cost			\$67,875.00

Any mutually agreed upon Change Controls will be billed at \$135.00 an hour when incurred.

<b>DATE:</b>	October 24, 2014	<b>October 27, 2014</b>
<b>TO:</b>	BOARD OF DIRECTORS	<b>Special Board Meeting</b>
<b>FROM:</b>	Mr. Dennis Hoffmeyer, Senior Accountant	
<b>VIA:</b>	Mr. Michael Williams, Finance Manager Mr. Dennis D. LaMoreaux, General Manager	
<b>RE:</b>	<b><i>AGENDA ITEM NO. 4.2 – CONSIDERATION AND POSSIBLE ACTION ON PROPOSAL RECEIVED FROM SIERRA WORKFORCE SOLUTIONS FOR ELECTRONIC TIME CARD SERVICES</i></b>	

### Recommendation:

Staff and the Personnel Committee recommend approval of the proposal received from Sierra Workforce Solutions for electronic time card services in the amount of \$16,595.40 for year one and \$2,864.40 for each of the next four years as the first phase in streamlining the District's payroll processing by implementing an advanced timesheet entry system in conjunction with the start of the 2015 calendar year.

### **Alternative Options:**

The alternative is to remain on the current system of hand entry of timesheets produced from an Excel spreadsheet and continue looking at other possible options as directed.

### Impact of Taking No Action:

None at the present time except having to modify the District's reporting requirements for the Affordable Care Act (ACA) starting in 2015.

### Background:

The District Board took action to approve the revisions and projects related to the Strategic Plan on May 12, 2014. As part of that approval, the Finance Department recommended the project for payroll processing improvements under Strategic Initiative 2: Increased Efficiency. Staff further went on to identify three areas of improvement for this project with those being the following:

1. Fully integrated HRIS payroll software
2. Employee managed timecard/leave bank/deductions
3. Utilize outside service for processing

BOARD OF DIRECTORS  
PALMDALE WATER DISTRICT

VIA: Mr. Michael Williams, Finance Manager  
Mr. Dennis D. LaMoreaux, General Manager

October 24, 2014

Item 1: District staff is currently in the process of working with our Microsoft Value Added Reseller (VAR) on the upgrade of the current financial system to the most current version. While this is being done, we will be focusing in on making changes to the Payroll/HR modules to increase our ability to provide necessary HR reporting and to better utilize the overall product offering. This will be done between now and the beginning of 2015 to coincide with the start of the new payroll reporting year.

Item 2: As part of the rollout/revamp of the financial software, staff reviewed, over the last four months, electronic timesheet entry systems to help streamline the overall entry portion of payroll processing. As part of the background information, this area is of concern since it currently is a manual entry process and verification of work time can lead to potential entry errors related to overtime accounting. The secondary issue is it takes the better part of two days to perform the verification and key entry from the manually generated timesheets into the payroll system.

With this in the forefront, staff began looking at electronic timesheet entry systems that could integrate into the financial software reducing entry time and speed up processing. Over the four month period, we looked at several systems that could accommodate the change. In reviewing systems, we contacted our Microsoft VAR for products that had integration into the financials to help expedite the review as well as vendors outside of their knowledge. Those vendors being the following:

- Journyx – Completely web based system with both onsite and cloud based offerings.
- Sierra Workforce Solutions – Web and software based solutions with both onsite and cloud based offerings.
- Timeclock Plus – Web and software based solutions with both onsite and cloud based offerings.
- Beyond Software Solutions - Completely web based system with only onsite offering
- Kronos Software – Unknown due to lack of response.
- ADP – Web based solution was the only offering they discussed while their effort was all areas other than what staff was focusing on.

After seeing demonstrations of most of the software offerings, we then focused in on what the District was trying to accomplish with that being seamless integration into the District's financial software, reduced data entry, advanced reporting, and compliance with both state and federal wage laws. One item that was a secondary request if they had multiple entry points such as time clocks, badge swipes, mobile devices and/or phone integration.

BOARD OF DIRECTORS  
PALMDALE WATER DISTRICT

VIA: Mr. Michael Williams, Finance Manager  
Mr. Dennis D. LaMoreaux, General Manager

October 24, 2014

With these requirements, we focused our solution down to the offerings from Sierra Workforce Solutions and Timeclock Plus. These two product offerings met the initial as well as the secondary requirements. From there, we then submitted to both companies a list of questions that were asked during the demonstrations to confirm what staff had heard (Responses attached for Committee review).

After receiving the written responses from the two vendors, staff met to discuss the responses and the direction we would be recommending to Committee. With the majority consensus of staff, it was best felt that the offering from Sierra Workforce Solutions would best serve the District. Staff is also recommending the onsite solution over the cloud based system due to a five year cost analysis (also attached).

Item 3: During 2015, we will look at the potential of outsourced processing of the District's payroll as it relates to paychecks, bi-weekly, monthly, quarterly and annual reporting. One area of focus will be the ability of the outsource processor to issue both paychecks as well as paying all deduction items such as federal and state taxes, deferred comp, etc.

**Strategic Plan Initiative:**

This work is part of Strategic Initiative No. 2 Increased Efficiency

**Budget:**

This is a non-budgeted item; however, funds are available from various accounts.

**Supporting Documents:**

- Sierra Workforce Solutions – Responses
- Timeclock Plus – Responses
- Sierra Workforce cost analysis



# Sierra Workforce Solutions – Responses

1. The District offers an alternative work schedule in addition to the regular work schedule. Does your software support the following schedules:

- a. 9/80 **YES**
- b. 4/10 **YES**
- c. Modified 12 **YES**

2. The District has both exempt and non-exempt staff. Those individuals that are salaried right now enter their time based on a work schedule. Is your software capable of logging all hours but only report the base 80 hours? **YES. We can also do ‘pay-to-schedule’. If you already have your payroll setup to report those 80 hours, we can simply not report the base hours, but simply changes to those hours – such as absences. Our Sierra bi-directional interface, known as TIA (TimeMaster Integration Application) can handle many different requirements. TIA not only brings employee, organizational, and benefit data down from GP PR or GP HR, but also transfers timesheet data up to Payroll and can transfer project and job data up to GP Project. It is hands down, the most powerful interface tool out there – Microsoft Certified for Microsoft Dynamics (CfMD).**

3. In administering overtime is this an:

- 1) automatic function within your software, **YES, configurable**
- 2) definable by work day/ week standards, and **YES, configurable**
- 3) compliant with California labor law sections 500, 510 & 511. **YES**

4. Due to the alternate work schedules the District has what is called a holiday credit back policy. This policy states that if an employee’s regular day off (RDO) falls on an approved District holiday they will receive 8 hours of straight pay in addition to their regular scheduled hours. Is this a process that is capable of being automated? **YES**

5. Is the software capable of handling shift differentials and can this process be automated based on defined start and stop times (i.e. 6 p.m. to 6 a.m.) during the day?  
**YES We call them ‘zones’ in the software.**

6. The District has staff that are on standby on a daily basis. Part one of standby time, has a reporting of \$50 per day on weekdays and \$75 per day on weekends and holidays.

Part two is if they are called out during the standby period they receive a minimum of 2 hours of regular standby time unless the call is over 1 hour and 20 minutes in length. If that occurs the time is registered as overtime. Standby time is not considered to be “hours worked” for purposes of the calculation of overtime compensation. Does your software have the capability of handling this process?

**YES We can determine what pay codes count towards OT and which ones do not. We can setup different pay rates for different jobs that employees are allowed to punch against. Each of those can have a different set of pay ‘rules’ that apply to them. This will accommodate your need. I can visualize a couple of ways we could accommodate this, but the employee will still need to punch to tell the system when they have come on and off of standby.**

7. On occasion the District may have to call staff back in due to an emergency. When this occurs the staff is paid overtime and possible shift differential if it is after 6 p.m. at night. Can this be defined as an automated rule or manual override? **YES Both.**

8. In 2015 the District will be required to submit reporting according to the Affordable Care Act requirements. Is your software capable of doing this reporting?



**YES All the necessary reports for the ACA are already built into the software.**

9. The District has the following defined accrual schedules for time-off. The following represent those schedules as they currently stand. Can these be handled by your software? **YES All of them, with ease.**

a. Vacation (per month and has a 280 hours cap)

- i. 0 – 5 Years 6.67 hours
- ii. 5 – 15 Years 10.00 hours
- iii. 15+ Years 13.34 hours

b. Sick (per month and has a 2000 hours cap) 8 hours

c. Administrative Leave (per month and has a cap)

- i. 40 Hours 3.33 (middle management – cap of 40 hours)
- ii. 80 Hours 6.67 (upper management – cap of 80 hours)

d. Floating Holiday Accrues 1 day on January 1 and 1 day on July 1. Both need to be used before the final payroll of the year or they are lost.

10. In scheduling time off can time be scheduled into the future regardless of accrual balance for vacation?

**YES You may allow this or disallow this. It's a checkbox in our configuration. You can also disallow it, but allow an override to managers with the permission. You can also allow or disallow negative balances, with or without caps.**

Example: This example actually happened to me last year. My wife and I went on a three week cruise for our twentieth wedding anniversary. Because of the type of trip we had to book it ten months in advance so we could get the suite we wanted. At the time I submitted my time off request I did not have the hours for the three weeks yet. However with all of the monthly accruals between February and October and I had more than enough when the trip rolled around.

11. Is your software capable of having special programming modifications made if it is not supported currently?

**YES**

12. At the first full payroll of January and July employees are given the opportunity to sell back up to 24 hours of sick time if the defined criteria is met in the prior 6 month reporting period. Currently, we categorize this as Sick Sellback hours and adjust the Sick accrual bank. Is this something that can be automated based on the pay code?

**This depends on the 'defined criteria' you mention. Selling back hours is something other clients have done – manually within the application. There is a place to do this sort of thing. Other clients are allowed to 'gift' hours to others in cases of 'defined criteria' like illnesses.**

13. Can special payrolls be done out of defined pay period schedules (i.e. final paycheck, terminated employee, etc.)? **YES**

14. Does your software have the capability of setting up individualized Fair Labor Standards Act (FLSA) work weeks? **YES**

15. The District has approved employees the ability to make-up time. Currently this is available if the time being taken off can be made up in the same work week that the time off occurs. Currently the immediate supervisor tracks this manually by having the employee fill out a time off slip and record the time for when the hours were made up. Is your software capable of handling make-up time rules (Example below)?

Example: Tom takes off 2 hours for a doctor's appointment on Tuesday. He then comes in a half hour early and takes a half hour lunch on Wednesday and Thursday. This would then make-up the time taken off on Tuesday without triggering overtime rules because it was in writing and agreed upon prior to the time off.

**YES We can set up a MAKEUP time rule that holds these hours and we can exclude them from being considered for OT. The employee will punch into the appropriate code or activity when making up time and it will be handled appropriately.**

16. The District is looking at updating their security system. This update will include going to proximity cards for entry into buildings. Does your software have the capability to use such proximity ID cards for registering start/end of shifts?

**YES Our time and attendance application is fully integrated with an access control application. It can perform this functionality. If you'd like to arrange for a demo of this, please let us know. You can use the same Prox cards for access as you do for punching time.**

17. Related to question 16 if a person comes in prior to their shift how can this time be handled by your software (Example: Tom comes in 5 minutes before the start of his actual shift.)?

**You can disallow the punch using punch restrictions, you can set grace periods and allow employees to punch in 'up to' 10 minutes ahead of their scheduled start time (as an example), or you can allow them to punch in early and the application will automatically mark their timesheet with an exception code (which can have colors defined for easy viewing) that a manager can be notified on. Those are a few ways you can handle it.**



# Employee Self Service



Welcome Sandy

[Menu](#) [Logout](#)

Select an action:



Punch



Time-Off



Pay Code Edit



Reports



Read Message



Send Message

## ESS Request for time-off



Time-Off

Pay Code

Vac- Requested

Effective Date

09/16/2014

Time

03:43 PM

Amount

08:00

September 2014						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11

Request

# Timesheet Entry

Professional Timesheet
File View Messages Reports Help
Preferences Pay Code Edit

Hahn, Sandy K 08/31/14 - 09/20/14 Showing Actual Punches +

Date	Day	Start	Account	Stop	Rate	Pay Period
08/31/14	Sunday					
09/01/14	Monday	3:00 PM	10/400/425			
09/02/14	Tuesday	3:14 PM	10/400/425	11:00 PM		
09/03/14	Wednesday	3:05 PM	10/400/425	11:00 PM		
09/04/14	Thursday	3:00 PM	10/400/425	11:00 PM		
09/05/14	Friday	3:00 PM	10/400/425	11:00 PM		
09/06/14	Saturday					
09/07/14	Sunday					
09/08/14	Monday	3:00 PM	10/400/425			
09/09/14	Tuesday	3:14 PM	10/400/425	11:00 PM		
09/10/14	Wednesday	3:05 PM	10/400/425	11:00 PM		
09/11/14	Thursday	3:00 PM	10/400/425	11:30 PM	08.00	08.00 23.75 23.75
09/12/14	Friday	3:00 PM	10/400/425	11:30 PM	08.00	08.00 31.75 31.75
09/13/14	Saturday					

Add Punch

Punch Date 9/08/2014 Punch Time 05:00 PM

Account 10/200/510

Activity Code

Comment for Audit Trail

Time Zone (UTC-05:00) Central Time (US & Canada) Day Light Savings

Punch Type Override Meal\_Start

Flags

- Cancel Break Auto Deducts
- Cancel Meal Auto Deducts
- Cancel Odd Number of Punches

OK Cancel

Daily	Weekly	Pay Period
00.00	00.00	00.00
07.75	07.75	07.75
08.00	15.75	15.75
08.00	23.75	23.75
08.00	31.75	31.75
00.00	00.00	00.00
07.75	07.75	07.75
08.00	15.75	15.75
08.00	23.75	23.75
08.00	31.75	31.75

Pay Period 09/14/14 12:00 AM - 09/20/14 11:59 PM



# Timeclock Plus - Responses

1. The District offers an alternative work schedule in addition to the regular work schedule. Does your software support the following schedules: **Supported**

- a. 9/80
- b. 4/10
- c. Modified 12

2. The District has both exempt and non-exempt staff. Those individuals that are salaried right now enter their time based on a work schedule. Is your software capable of logging all hours but only report the base 80 hours?

**This is not possible, though it could be done with a custom module**

3. In administering overtime is this an 1) automatic function within your software, 2) definable by work day/week standards, and 3) compliant with California labor law sections 500, 510 & 511.

**TimeClock Plus automatically calculates overtime as defined by the District on a daily and/or weekly basis. While TimeClock Plus provides the tools necessary to comply with California labor law, compliance is ultimately the responsibility of the user**

4. Due to the alternate work schedules the District has what is called a holiday credit back policy. This policy states that if an employee's regular day off (RDO) falls on an approved District holiday they will receive 8 hours of straight pay in addition to their regular scheduled hours. Is this a process that is capable of being automated?

**No. Like any hour addition we would have to add these to the employees. We could mass add them though.**

5. Is the software capable of handling shift differentials and can this process be automated based on defined start and stop times (i.e. 6 p.m. to 6 a.m.) during the day? **Supported**

6. The District has staff that are on standby on a daily basis. Part one of standby time, has a reporting of \$50 per day on weekdays and \$75 per day on weekends and holidays. Part two is if they are called out during the standby period they receive a minimum of 2 hours of regular standby time unless the call is over 1 hour and 20 minutes in length. If that occurs the time is registered as overtime. Standby time is not considered to be "hours worked" for purposes of the calculation of overtime compensation. Does your software have the capability of handling this process?

**We can track this time and use segment minimums to enforce minimum hours paid. These hours could be removed from Overtime and Benefit Status calculation.**

7. On occasion the District may have to call staff back in due to an emergency. When this occurs the staff is paid overtime and possible shift differential if it is after 6 p.m. at night. Can this be defined as an automated rule or manual override?

**Supported**

8. In 2015 the District will be required to submit reporting according to the Affordable Care Act requirements. Is your software capable of doing this reporting? **Supported**

9. The District has the following defined accrual schedules for time-off. The following represent those schedules as they currently stand. Can these be handled by your software?

a. Vacation (per month and has a 280 hours cap)

i. 0 – 5 Years 6.67 hours

ii. 5 – 15 Years 10.00 hours

iii. 15+ Years 13.34 hours

b. Sick (per month and has a 2000 hours cap) 8 hours

c. Administrative Leave (per month and has a cap)

i. 40 Hours 3.33 (middle management – cap of 40 hours)

ii. 80 Hours 6.67 (upper management – cap of 80 hours)

d. Floating Holiday Accrues 1 day on January 1 and 1 day on July 1. Both need to be used before the final payroll of the year or they are lost.

### **Supported**

10. In scheduling time off can time be scheduled into the future regardless of accrual balance for vacation?

### **Supported**

Example: This example actually happened to me last year. My wife and I went on a three week cruise for our twentieth wedding anniversary. Because of the type of trip we had to book it ten months in advance so we could get the suite we wanted. At the time I submitted my time off request I did not have the hours for the three weeks yet. However with all of the monthly accruals between February and October and I had more than enough when the trip rolled around.

11. Is your software capable of having special programming modifications made if it is not supported currently?

**On occasion TimeClock Plus developers do perform (limited) custom programming; however, more information is required to determine if possible for Palmdale Water District.**

12. At the first full payroll of January and July employees are given the opportunity to sell back up to 24 hours of sick time if the defined criteria is met in the prior 6 month reporting period. Currently, we categorize this as Sick Sellback hours and adjust the Sick accrual bank. Is this something that can be automated based on the pay code?

**Currently not supported as an automated process due to variables that would require more information (i.e how many hours are being sold back? As defined above, the Employee can sell back “up to 24 hours”, is the requirement 24 hour blocks of time or any hours up to 24 hours? Also, the “defined criteria” is currently an unknown to TimeClock Plus. More information would be required to determine the feasibility of automation.**

13. Can special payrolls be done out of defined pay period schedules (i.e. final paycheck, terminated employee, etc.)?

### **Supported**



14. Does your software have the capability of setting up individualized Fair Labor Standards Act (FLSA) work weeks? **Need more information.**

Clarification Information

Hi Dennis,

An example of an FLSA 'workweek is for myself.

My workweek starts on Friday at 11am and goes through the following Friday at 11 am.

Dawn who works the same schedule but different hours will have a workweek of Friday 11:30 am through the following Friday at 11:30 am.

All overtime hours must be based on the individual workweek and will need to be automatically calculated.

Thanks,

Jennifer Emery

Human Resources Director

**In response to Jennifer's questions below regarding a start time of day/workweek at 11am or 11:30am , we do support either one of those options; however, the Start Time of Day/Workweek is a company-wide setting (i.e. Palmdale Water District) and can only be enabled for one or the other rule, not both simultaneously based on the individual employee, as the option is a company-wide setting. If this is a current rule for the Palmdale Water District and FLSA requirement for the District, then TC+ is likely not going to be your solution.**

*Multi-Company*

15. The District has approved employees the ability to make-up time. Currently this is available if the time being taken off can be made up in the same work week that the time off occurs. Currently the immediate supervisor tracks this manually by having the employee fill out a time off slip and record the time for when the hours were made up. Is your software capable of handling make-up time rules (Example below)? **Currently, TimeClock Plus supports Overtime calculation in accordance with California State law; however, the software is flexible enough to accommodate manual overrides to the applicable OT calculations if necessary.**

Example: Tom takes off 2 hours for a doctor's appointment on Tuesday. He then comes in a half hour early and takes a half hour lunch on Wednesday and Thursday. This would then make-up the time taken off on Tuesday without triggering overtime rules because it was in writing and agreed upon prior to the time off.

**Supported if weekly overtime. This would be harder to do with daily overtime but could be accomplished with a manual override.**

16. The District is looking at updating their security system. This update will include going to proximity cards for entry into buildings.









**Supported. TimeClock Plus Proximity Readers can be configured to read a variety of Proximity cards/badges. Brand, apt #, and possible badge for testing would be ideal to confirm readability.**

17) Related to question 16 if a person comes in prior to their shift how can this time be handled by your software (Example: Tom comes in 5 minutes before the start of his actual shift.)?

**TimeClock Plus has a built-in Scheduler that provides several options for handling your example. TimeClock Plus settings include: 1) prevent the employee from clocking outside of an authorized schedule, 2) allow the employee to clock with a Manager/Supervisor override, or 3) a predefined Rounding rule can be enabled allowing the employee to clock in/out "x" minutes early/late and the time would be rounded to the scheduled time.**

TimeClock Plus v6.0.2.73 [Palmdale Water District]

Tuesday, September 16, 2014 4:42:45 PM

	Clock In
	Clock Out
	Time Sheet Entry
	Go on Break
	Change Job Code
	Change Cost Code
	View
	Request



Sierra Workforce - Description - ON Premise		Unit Price	Qty	Ext. Price
●	TimeMaster Summit Time, Attendance, and Labor Distribution application 100 employees, with accruals rule (1 policy)	3,495.00	1	3,495.00
●	TimeMaster Summit Employee Self Service and Timesheet (100 Employees) Request Time off, submit messages	2,450.00	1	2,450.00
●	TimeMaster Summit Report Writer	795.00	1	795.00
●	TIA Dynamics GP payroll integration	2,495.00	1	2,495.00
●	TimeMaster Summit Data Bridge for GP Project Integration	995.00	1	995.00
●	Annual Software Product Enhancement - 18% SLP	1,841.40	1	1,841.40
●	Annual Software Technical Support - 10% SLP	1,023.00	1	1,023.00
Software & Enhancement Support:				<b>\$ 13,094.40</b>
Sierra - Professional Services - Remote installation of new software, set-up & system configuration and User Training - Hourly Rate (Actual time will be tracked and billed.)				
Services by Sierra:		175.00	20	<b>\$ 3,500.00</b>
Estimated Total:				<b>\$ 16,594.40</b>
Yearly Annual Enhancement - Support (28% SLP)		10,230.00		<b>\$ 2,864.40</b>

5 Year Cost Schedule	
Year 1	16,595.40
Year 2	2,864.40
Year 3	2,864.40
Year 4	2,864.40
Year 5	2,864.40
Total investment cost over 5 years	28,053.00

Sierra Workforce - Description - SAAS		Unit Price	Qty	Ext. Price
●	SaaS TimeMaster Summit Time and Attendance software: web interface scheduling, benefit accrual, tracking, and reports - per emp per month	3.75	100	375.00
●	TimeMaster Summit Report Writer	795.00	1	795.00
●	TIA Dynamics GP payroll integration	2,495.00	1	2,495.00
●	TimeMaster Summit Data Bridge for GP Project Integration	995.00	1	995.00
●	Annual Software Product Enhancement - 18% SLP	771.30	1	771.30
●	Annual Software Technical Support - 10% SLP	428.50	1	428.50
Upfront software Cost:				<b>\$ 5,859.80</b>
Sierra - Professional Services - Remote installation of new software, set-up & system configuration and User Training - Hourly Rate (Actual time will be tracked and billed.)				
Services by Sierra:		175.00	16	<b>\$ 2,800.00</b>
Estimated Total:				<b>\$ 8,659.80</b>
Monthly On -going Fee (100x 3.75):				<b>\$ 375.00</b>
Annual Maint./Support on Integration Modules/RW:				<b>\$ 1,199.80</b>

5 Year Cost Schedule	
Year 1	12,784.80
Year 2	5,699.80
Year 3	5,699.80
Year 4	5,699.80
Year 5	5,699.80
Total investment cost over 5 years	35,584.00