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Aurora, IL
Human Resources Information System

BUSINESS CHALLENGE	City of Aurora stakeholders seek a comprehensive human resources management tool to increase efficiency and accuracy as they transition away from unsupported legacy software. The ideal solution combines seamless data tracking and built-in reporting functionality, inside of a secure cloud-based software package. Aurora has recently acquired other tools that cover specific functions in the HR ecosystem, rendering those out of scope for this solicitation and required points of integration for the desired solution.
PROJECT BACKGROUND	Aurora currently utilizes CentralSquare's Superion NaviLine system (version number 9.1.20.3) for most financial and human resources administration. This version has officially received "Legacy" status, is off support, and requires replacement. Even prior to legacy status, Superion NaviLine presented functionality gaps. For example, there are strict limitations on the kinds of data that can be tracked, and what fields can be edited. Limited built-in reporting capabilities mean that raw CSV exports are the most common way to export data from the system, requiring manipulation in other applications to build a report. Further, without a way to "save" these manual processes into "canned" report templates, the Human Resources team frequently duplicates their work. Superion NaviLine acts as a bolt-on to the CentralSquare payroll system, holding very little data and functionality itself. At this point, with its relegation to Legacy status, Aurora stakeholders have decided to seek a new solution.

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Process Sequence:

- Created Market Landscape with 25 companies.

- Drafted RFQ document based on Aurora Human Resources Department needs and industry best practices.

    - The Aurora team confirmed that the transfer of payroll functionality to a new system was out of scope of this procurement – the City would maintain status quo payroll processes. Any solution required the flexibility to carve out its own payroll functionality and integrate with the existing ecosystem.

- Based on the market landscape and City Stakeholder review, publicly posted and distributed the Opportunity and Scope Document for vendors to complete in order to be included in the reporting and selection process.

    - It was posted and distributed on 2/1/23 and closed 2/24/23.

- There were 3 responses completed by the deadline – Raw Data File Here

Summary of Initial Proposals

		Solution	Functional Questions			Technical Questions			Experience	Pricing & Model	Implementation
Company	Product	1-Page Solution Narrative	Total Function List	Select which functions your solution provides	Example UI	Does your solution integrate with Vector Solutions' Scheduling Platform?	Does your solution integrate with Bentek?	Does your solution integrate with Cornerstone's training software?	How many active public sector customers do you have?	Extracted Pricing	Timeline
Compu-Vision Consulting Inc.	Insperity Workforce Acceleration	Solution Narrative	• Applicant tracking • Onboarding • Drug Testing Management • OSHA Reporting	ALL SELECTED	User Interface	Yes	No	No	25-100	Annual Fee: $460,800 *"Depending on needs, scope and joint discussions, we may be able to get closer to the (sic) $350k-400k annually."	We would recommend a 60-to-90-day implementation for your organization due to size and complexity. However, we will work at your pace.
DiverseNote Enterprise	DiverseNote	Solution Narrative	• EEOC Reporting • FMLA Reporting • Audit Reporting • Department of Labor Reporting • Incident Tracking • Performance Management	Not Selected: FMLA Reporting Audit Reporting Incident Tracking	User Interface	No	No	No	1-10	Annual Fee: $663,000 Installation & Training (One-time): $73,000	We have a 60 day or less implementation timeline.
UKG (Ultimate Kronos Group)	UKG HCM	Solution Narrative	• Workforce Analytics • Employee File Repository • Employee Self-Service	Not selected: Drug Testing Management	User Interface	Yes	Yes	Yes	100+	Annual Fee: $266,400 Total Term Professional Services including Training & Maintenance: $163,500	The timeline for implementing your UKG solution will vary depending on your availability and readiness, product selection, and UKG resource availability, but typically begins within 4 weeks from contract signing. Our methodology framework describes how the project will progress from the start to finish. The project team follows this framework to move your existing HCM functions from your legacy provider to UKG Pro.UKG's deployment methodology phases include: Welcome, Requirements, Test, Go-Live.

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- All 3 vendors were invited to meet with the project team and provide demonstrations.

  - Compu-Vision Consulting quickly clarified that their solution required payroll adoption.

  - DiverseNote confirmed the inability to integrate with other key Aurora HR software, including Vector Solutions (scheduling), Bentek (Benefits Admin), and Cornerstone (training software).

  - Several follow-up conversations with UKG occurred to identify which module / product would be best for Aurora's ecosystem – settling on UKG Pro. Additionally, UKG confirmed they could extricate payroll, which motivated a further pricing discount from the original proposal.

- Comparing functionality and pricing gaps, UKG was identified as the leading proposal.

- After an internal impact assessment to determine if this was the right time to acquire a new HR software, the project team decided to move forward with UKG's proposal. Complete project documentation found here.

Summary & Final Recommendation – UKG

The Aurora Human Resources Department, in conjunction with the Finance and Information Technology Departments, recommends acquiring UKG Pro for Aurora's next Human Resources Information System. This best-in-class solution is able to meet the Aurora software ecosystem as it stands today, filling key functionality gaps without requiring duplicative modules and purchases.

DECISION FACTORS

Robust Solution: Industry-leading support for Aurora's approximately 1,200 employees begins at launch. Modules in this UKG Pro bundle include: People Center, Benefits, Career Development, SSO, Business Intelligence Reporting tools, Talent Acquisition (Recruiting and Onboarding), Performance and Coaching, Document Manager, and UKG People Analytics. This modern, cloud-based solution will provide a unified, streamlined experience for Aurora employees over the full course of their time with the City.

Flexibility & Integrations: UKG Pro distinguishes itself from other submissions by enabling Aurora HR stakeholders to build and customize the exact system they need. From the outset, UKG understood that a payroll module was out of scope, and was able to sever this from the software package. Additionally, strong integration capabilities with Workforce Integration Hub will enmesh this system with other tools Aurora already uses, including, but not limited to UKG Dimensions (Time & Attendance).

Price: Even upon initial proposals, UKG's offering was the most price-competitive. Over the course of this project, as the UKG team learned more about Aurora's HR ecosystem and project goals, they were able to further reduce price to account for the absence of a payroll module, bringing the originally quoted $266,400 down to $223,200 / year.

Contract Details

CONTRACT TYPE	**Solution as a Service**
CONTRACT DURATION	**5 Years (60 Months)**
PRICING SUMMARY	**$223,200 / year** One-Time Fees: -Professional Services, Training, and Implementation: $163,400
CONTRACT DOCUMENTS	UKG Final Quote, Order Form, and Statement of Work