tcp™

Time & Attendance and Employee Scheduling Proposal for
City of Deadwood

> Matthew Huffaker, Account Executive

May 30, 2024

Maddy Geppert
City of Deadwood
102 Sherman St
Deadwood, South Dakota, 57732

RE: TCP Software proposal

Thank you for the opportunity to present our industry experience and time and attendance solution to City of Deadwood. This proposal represents our sincere interest in being considered for the project and will highlight TCP's qualifications to provide the product and services requested.

For the past 35 years, TCP Software has dedicated itself to enhancing workforce management for public entities, aligning perfectly with City of Deadwood's search for an automated Time & Attendance and Employee Scheduling system. Our solution stands out for its adaptability and precision in tracking and processing employee time.

Currently, over 4,700 Government & Public Safety entities rely on us for our advanced yet user-friendly features. This trust stems from our commitment to not just meeting but exceeding the expectations of our partners with solutions crafted by a team that places a high value on meaningful impact and genuine care.

Our robust experience extends to successfully interfacing with over 400 Payroll & ERP systems, ensuring we can meet the requirements for flawless data interchange with existing systems. This compatibility is crucial for generating the comprehensive reports on employee activity needed for managerial analysis and decision-making.

At the core of our successful deployments, including what we propose for City of Deadwood, is our implementation process. Developed from years of experience and informed by best practices, our approach is designed to ensure a tailored fit for your unique needs, facilitating a smooth and efficient transition. From the initial setup to full-scale deployment, our team guarantees dedicated support and expert guidance every step of the way.

We understand the importance of the environment that City of Deadwood operates within, and with our experience serving over 4,700 Government & Public Safety entities, we are confident in our ability to meet the specific requirements and nuances of Government & Public Safety organizations. Moreover, our extensive experience in Government, Healthcare, Education, and Hospitality sectors among others, totaling 30,442 active customers (as of May 30, 2024), underscores our capability to deliver reliable and effective solutions across diverse industries.

We welcome any questions or requests for additional details regarding our proposal. I am available for direct contact and look forward to the opportunity to work with you.

Sincerely,
Matthew Huffaker
Account Executive
(262) 354 2451 | mhuffaker@tcpsoftware.com

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Company Information

TCP Software Headquarters
1 Time Clock Drive
San Angelo, Texas 76904
325-223-9500

For over three decades, TCP Software has been at the forefront of workforce management solutions, consistently driving growth and innovation in every aspect of time and attendance. With a proven track record spanning back to 1988, TCP possesses an unparalleled ability to fulfill your time collection & scheduling needs.

Central to our success is our commitment to a consumer-oriented approach. By actively listening to and incorporating client feedback into our product development processes, TCP ensures that our solutions remain relevant, cutting-edge, and among the most sought-after in the market. This dedication has earned us the trust and loyalty of thousands of customers worldwide.

At the core of our offerings lies automated employee timekeeping software, a cornerstone that has propelled TCP to achieve remarkable growth, expanding by over 3,600% in the past decade alone. Our achievements speak volumes:

- **Finalist in the Constellation SuperNova Awards for Human Capital Management in 2021.**
- **Recognition as the Best Comprehensive Solution by Lighthouse Research & Advisory at the HR Tech Awards in 2021.**
- **Platinum Distinction in 2023 Modern Library Awards from LibraryWorks.**
- **2024 SIIA CODiE Award Finalist for Best Compliance Solution & Best Administrative Solution.**
- **Bronze Stevie Award Winner in 2022 American Business Awards.**
- **Honored as "Business of the Year" by the Texas Association of Business and Chambers of Commerce.**

Driven by our mission to empower individuals to work more effectively, TCP Software continues to build upon our rich legacy, innovating and delivering solutions that enable organizations to streamline workforce management, reduce HR operating costs, and enhance employee satisfaction.

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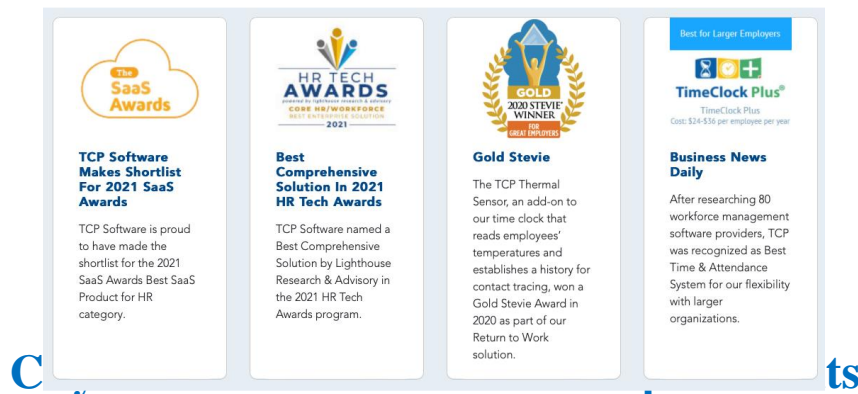
Here is a breakdown of the key solution requirements you have shared with our team, along with a description of how TCP Software addresses each challenge.

Identified Challenges:

- The Amount of time and effort it takes to collect timecards and do payroll

- o **Can take Maddy anywhere from 6 hours to all day.**

- Tracking OT, sick and leave
  - o **Tracking OT and the reporting that comes with it can be a challenge for them**

- Visability into reporting
  - o **Maddy does not have the visibility she wants as far as reporting and it can be difficult and time consuming to track everything**

- Maintaining compliance with union rules, labor laws, and agency policies
  - o **They need to follow certain government policies and could face fines if not followed**

- Having to manually input job codes and costing
  - o **Job Coding and costing seeing that they have certain positions that hve 5 codes and when she is doing it manually there can sometimes be errors and takes a long time.**

- Payroll Errors
  - o **Maddy has to run audit repoirts at the end of every month to make sure that there was not payroll mistakes**

Implementation Scope of Work (SOW)

The TCP Professional Services team brings deep consulting, industry, technological, compliance, and solution design experience to each customer engagement. We leverage our experience across thousands of implementations to deliver transformative business outcomes and tame the chaos of time & attendance and employee scheduling.

We strive to be each customer's trusted advisor by supporting organizational needs for coordination, integration, and communication.

TCP implementation process

INITIATION PHASE
The Initiation Phase is used to develop the service strategy for the project.

- Finalize purchase
- Gather project materials
- Assign resources
- Project kickoff

DISCOVERY PHASE
We will work with your project stakeholders to define the service strategy and generate baseline service design.

- Business process analysis
- Needs assessment
- Build requirement

PLANNING PHASE
Collaboratively develop and approve a timeline, confirm deliverables, construct a work breakdown structure, and assign project tasks.

- Project plan
- Communication plan
- Testing strategy
- Training strategy

DELIVERY PHASE
Focuses on service transition by completing the activities outlined in the project plan and verifying that the deliverables meet the business rules and needs.

- Configuration
- Training
- Pilot test
- Go live

TRANSITION PHASE
Focuses on service operations by finalizing all agreements and providing a seamless transition to dedicated operational support teams.

- Project close
- Project feedback
- Ongoing support

MEET YOUR ENTERPRISE SERVICES SPECIALIST (ESS)

Jake Young, Enterprise Services Specialist for TCP Software

As your ESS, Jake partners closely with your account executive to facilitate a comprehensive implementation and services plan matched to your needs and requirements. With over seven years of experience at TCP, Jake brings a wealth of expertise in enterprise implementations, integrations, and configurations and has successfully supported customers with over 29,000 employees.

TCP Software Support

The TCP Software Support team stands as a beacon of excellence, offering a fusion of consulting prowess, industry insight, technological finesse, compliance acumen, and solution design mastery in every client interaction. With a rich tapestry of experience drawn from countless implementations, our mission is to catalyze profound business transformations while simplifying the complexities of time and attendance management.

Our aspiration is to ascend to the role of trusted advisor for each of our clients, addressing their unique organizational needs for coordination, integration, and communication within their TCP software ecosystem.

Here's a glimpse into the stellar performance of our world-class support department in 2023:

- **Support Cases: Exceeding 128,000**
- **Customer Satisfaction Rating (CSAT): 97%**
- **Net Promoter Score: 72+**
- **Same Day Resolution: 78%**
- **Response Time (Phone & Chat): A lightning-fast average of less than 60 seconds**

These statistics underscore our unwavering commitment to providing unparalleled support and service excellence to our valued clients.

Pricing & Return on Investment

TCP Software is pleased to present City of Deadwood with the following proposal:

Ongoing Annual Investment

TimeClock Plus Government & Public Safety Package (110)	$4,447.30
Humanity Government & Public Safety Package (40)	$1,950.00

Initial One-Time Investment

Implementation Services	$6,581.25

Total Initial Investment

Total Initial Investment	**$12,978.55**

Special Terms

- Contract Length: 60 Months
- NCPA/OMNIA Contract 14-10
- OMNIA ID: 4032277

Return on Investment Savings Calculator

tcp™

City of Deadwood

**How much does manual time tracking and employee scheduling cost your organization?**

More than you think. TCP puts those costs back in your budget and pays for itself many times over. Here's a detailed breakdown showing how much less TCP costs than your current processes.

Return on Investment	
Estimated Payback Period (in months)	4.9
Estimated Return Ratio - After 1 Year	9.7x
Estimated Return Ratio - After 5 Years	15.9x
Estimated Savings Over 5 Years	**$723,638**

Investment in TCP Software	
Initial Investment in TCP Time & Attendance	$10,016
Annual Recurring Fees	$4,447
Initial Investment in TCP Scheduling	$2,963
Annual Recurring Fees	$1,950
Total Investment	
Initial Investment in TCP Software	$12,979
Annual Recurring Fees	$6,397

| Annual Cost	
Time & Attendance	
Annual Cost of Calculating Payroll	$2,979
Annual Cost of Payroll Errors	$104,778
Annual Cost of Hours Lost/Time Theft	$26,064
Employee Scheduling	
Annual Unplanned Overtime Cost	$135,735
Annual Scheduling Task Cost	$15,600
Annual Turnover Cost	$85,965
Total Annual Company Cost	**$371,121**
Total Annual Savings with TCP Software	**$139,219**

Annual Investment
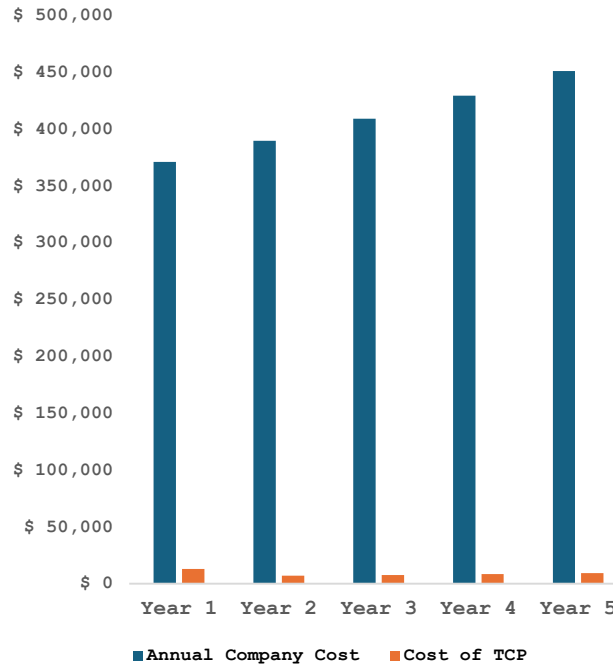
Here's how much TCP costs your organization each year, compared to the cost of your current processes.

Annual Cash Out Flow	Status Quo	TCP Cost	Savings
Year 1	$371,121	$12,979	$126,241
Year 2	$389,678	$7,037	$139,143
Year 3	$409,161	$7,741	$145,749
Year 4	$429,619	$8,515	$152,649
Year 5	$451,100	$9,366	$159,856

Cost Savings: Annual & Over Time
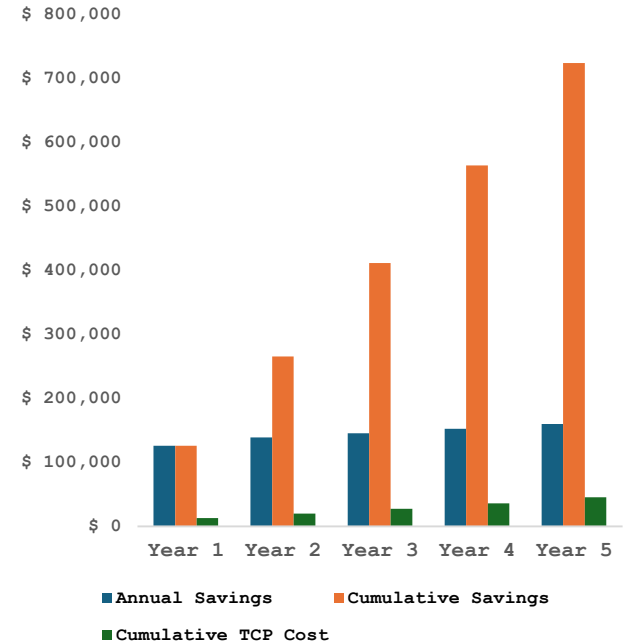
Here's how much switching to TCP saves your organization, year by year and cumulatively over time—even after accounting for investment costs in TCP.

Cumulative Cash Out Flow	Status Quo	TCP Cost	Savings
Year 1	$371,121	$12,979	$126,241
Year 2	$760,799	$20,016	$265,384
Year 3	$1,169,960	$27,756	$411,133
Year 4	$1,599,580	$36,271	$563,782
Year 5	$2,050,680	$45,637	$723,638

TCP Software Team Members

At TCP Software, we pride ourselves on assembling a team of exceptional professionals dedicated to delivering unparalleled service and support. Our diverse team brings together expertise from various departments to ensure the success of our clients. Meet a few of the individuals driving our mission forward:

- **Matthew Huffaker**
  - Account Executive
  - Sales
  - mhuffaker@tcpsoftware.com
  - (262) 354 2451

- **Zackery Hoag**
  - Director of Mid-Market Sales
  - Leadership
  - zhoag@tcpsoftware.com
  - (325) 223 9500