

# Time & Attendance Proposal for City of Miles City



Courtney Smith, Account Executive

May 19, 2026

**Tamara Ellsworth**  
**City of Miles City**  
**7 S. 8th St**  
**Miles City, Montana 59301**

***RE: TCP Software proposal***

Thank you for the opportunity to present our proposal to City of Miles City. We appreciate your consideration and are eager to demonstrate how TCP Software's proven experience and innovative solutions can support your goals.

For more than 37 years, TCP Software has been dedicated to improving workforce management through precision, automation, and adaptability, qualities that align perfectly with City of Miles City's search for a modern time & attendance system.

Today, over 37,000 organizations trust TCP Software to simplify complex workforce processes through advanced yet intuitive solutions. This confidence reflects our ongoing commitment to delivering exceptional value and fostering lasting partnerships built on integrity and results.

Our platform integrates with over 400 Payroll and ERP systems, ensuring accurate data exchange across existing business operations. This interoperability empowers managers with the comprehensive insights they need for effective analysis and decision-making.

Central to our success, and to what we propose for City of Miles City is our well-established implementation methodology. Drawing on decades of experience and informed by best practices, our process ensures a customized, efficient, and smooth transition from planning to deployment. Throughout, our team provides dedicated guidance and responsive support to guarantee your satisfaction.

Our experience the government sector, and a wide range of clients across other industries, has equipped us with the depth of knowledge and adaptability required to deliver solutions that meet the specific challenges of your organization.

We welcome the opportunity to discuss this proposal further and answer any questions you may have. I am available at your convenience and look forward to the possibility of collaborating with you and your team.

Sincerely,

**Courtney Smith**  
**Account Executive**  
**(915) 223-6044 | [Csmith@tcpsoftware.com](mailto:Csmith@tcpsoftware.com)**

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## City of Miles City's Solution Requirements

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:

- Inconsistent time capture across departments
  - **Payroll and department leaders are left researching time cards, chasing approvals and manually interpreting codes, notes and exceptions instead of relying on clean, real-time data**
- Manual handling of complex pay rules
  - **Increased risk of payroll errors, inconsistent application of pay rules and added administrative burden**
- Limited controls around overtime and pay accuracy
  - **Excessive overtime and concerns around buddy-punching increase budget pressure, delayed processing and reduced accuracy of time records**

## Implementation & Support Overview

TCP Software helps organizations simplify employee time tracking and workforce management with reliable, easy-to-use solutions. Our Professional Services team follows a structured train-the-trainer implementation approach, shaped by thousands of successful projects, to ensure accurate setup and a smooth rollout tailored to your environment and goals.

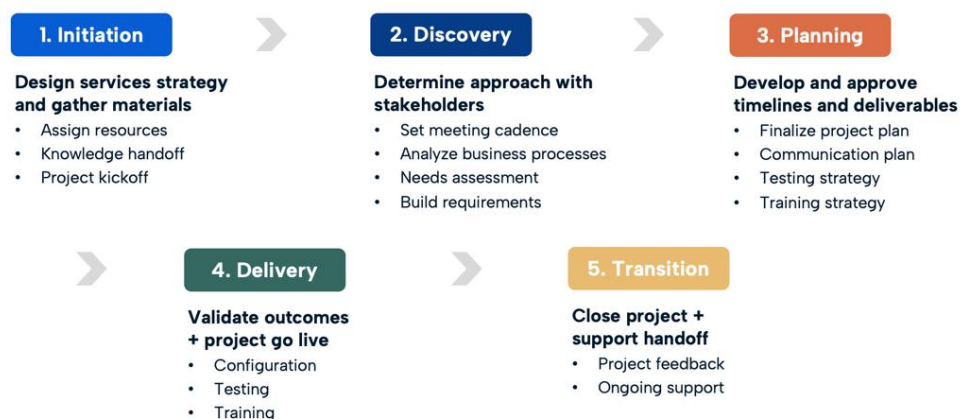
City of Miles City will work with our Services team, who will act as your primary implementation partner. They collaborate with your account team to:

- Define requirements and success criteria
- Configure and test the system
- Coordinate training and change management
- Guide your organization through go live

Their experience with large, complex deployments helps ensure your solution is configured correctly and ready to deliver value quickly.

### TCP SERVICES

## Implementation phases



After go-live, our Support team continues to help you get the most from your TCP solution. They provide fast, knowledgeable assistance for questions, troubleshooting, and best-practice guidance, so your team can stay focused on operations rather than system issues.

In 2025, our Support team delivered:

- 177,787 support cases resolved
- 97.7% Customer Satisfaction (CSAT)
- 74.2 Net Promoter Score (NPS)
- Average response times of under 45 seconds by phone and under 15 seconds by chat

These results reflect our commitment to being a dependable, long-term partner, supporting City of Miles City from implementation through ongoing daily use.

## Pricing

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

Item Description	Per Unit Cost	Quantity	Charge Type	Order Total
TimeClock+ Enterprise License	\$45.00	99	Recurring	\$4,455.00
TimeClock+: Professional Services	\$210.00	32	One-Time	\$6,720.00
			Recurring Total	\$4,455.00
			One-Time Total	\$6,720.00
			Order Total	\$11,175.00

### Special Terms

- Includes: Implementation, Training, Support & Maintenance
- OMNIA Contract: R250903
- Contract Length: 60 Months

## Return on Investment

**7.1 Months**

Payback Period

**\$110,876**

Average Annual Savings

**16.4x**

5-Year Return

**\$551,122**

5-Year Savings

### Annual Savings by Category



Payroll Efficiency

**\$14,625**



Error Prevention

**\$43,243**



Lost Time

**\$54,054**



Scheduling Efficiency



Overtime Reduction

### Investment & Savings Breakdown

Year 1 Investment

**\$11,175**

Year 1 Savings

**\$111,922**

Net Year 1 Benefit

**\$97,488**

Year 1 Return

**7.7x**

### Cost Comparison: Status Quo vs TCP Solution

#### Current Annual Cost

Manual Payroll Processing	\$19,500
Payroll Errors	\$57,658
Time Theft / Lost Time	\$72,072
Manual Scheduling	
Unplanned Overtime	
<b>Total</b>	<b>\$149,230</b>

#### Annual Cost with TCP Software

Manual Payroll Processing	\$4,875
Payroll Errors	\$14,414
Time Theft / Lost Time	\$18,018
Manual Scheduling	
Unplanned Overtime	
<b>Total</b>	<b>\$37,307</b>

### Cumulative 5-Year Savings Breakdown

Year 1

**\$97,488**

Year 2

**\$207,308**

Year 3

**\$319,505**

Year 4

**\$434,104**

Year 5

**\$551,122**

### Assumptions

*Assumes payroll staff collectively spend 30.0 hours each pay period to calculate and finalize payroll for all employees.*

*Assumes a 1.0% payroll error rate, which falls within the commonly referenced 1–8% range reported by the American Payroll Association.*

*Assumes each employee loses an average of 6.0 minutes of paid time per day due to rounding, late punches, and other time-tracking gaps.*

## TCP 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:

- **Courtney Smith**
  - Account Executive
  - (915) 223-6044
  - Csmith@tcpsoftware.com
  
- **Mike O'Malley**
  - Lead Solutions Consultant
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