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RESOLUTION NO \_\_\_\_\_

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**A RESOLUTION TO ACCEPT A PROPOSAL FROM TIME CLOCK PLUS, LLC FOR THE PURCHASE OF  
EMPLOYEE TIME-KEEPING SOFTWARE**

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**WHEREAS**, current employee timekeeping methods have proven laborious and prone to error due to multiple time-tracking systems, a variety of pay types that presently require manual allocations, and manual entry of data in the current payroll processing system; and

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**WHEREAS**, The Town of Dewey Beach administrative staff has researched available software options to streamline the process of employee timekeeping and payroll; and

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**WHEREAS**, administrative staff has found the proposal presented by Time Clock Plus, LLC to be a suitable solution to rectify these timekeeping challenges.

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**NOW THEREFORE, BE IT RESOLVED** by the Mayor and Town Council that the Town of Dewey Beach hereby accepts the proposal by Time Clock Plus, LLC (TCP, LLC). The proposal attached hereto are incorporated herein by this reference as though restated in full.

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Approved by majority vote of the Dewey Beach Town Council on October 18, 2024.

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Mayor, William Stevens

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Town Manager, Bill Zolper



# Time & Attendance and Employee Scheduling Proposal for City of Dewey Beach

➤ Chris Pickett, Account Executive



September 24, 2024

Sheena Hall  
City of Dewey Beach  
105 Rodney Ave  
Dewey Beach, DE, 19971

**RE: TCP Software proposal**

Thank you for the opportunity to present our industry experience and time and attendance solution to City of Dewey Beach. 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 Dewey Beach'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 Dewey Beach, 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 Dewey Beach 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 September 24, 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,

**Chris Pickett**  
Account Executive  
(325) 657 6284 | [cpickett@tcpsoftware.com](mailto:cpickett@tcpsoftware.com)

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## Company Information

### TCP Software Headquarters

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

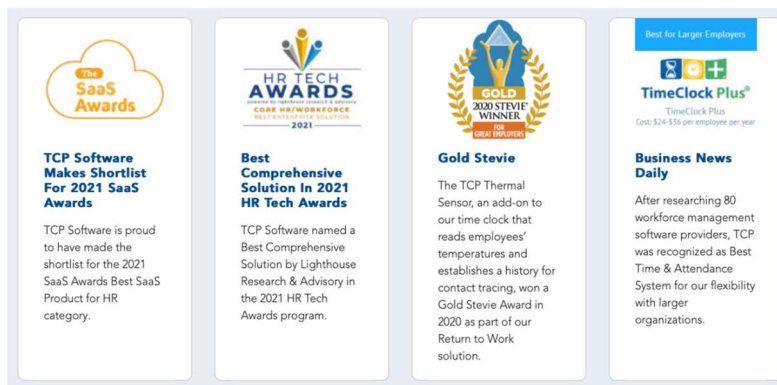
For over three decades, TCP Software has been at the forefront of workforce management solutions, consistently driving growth and innovation in every aspect of time and attendance. With a proven track record spanning back to 1988, TCP possesses an unparalleled ability to fulfill your time collection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



## City of Dewey Beach 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:

- Four different systems tracking time and scheduling
  - **Inconsistent tracking and errors between departments.**
- Long manual payroll entry
  - **Sheena and her team devoting extra hours to keeping Payroll accurate.**
- PD schedules can be confusing, and swapping shifts difficult to track/communicate
  - **Changes to shifts cause undue stress and problems to ensure everything is filled correctly.**

## 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 Dewey Beach with the following proposal:

### Ongoing Annual Investment

TimeClock Plus Government & Public Safety Package (140)	\$4,998.00
Humanity Government & Public Safety Package (140)	\$4,998.00
Hardware Support & Maintenance	\$ 253.67

### Initial One-Time Investment

RDT (1)	\$1,409.25
Implementation Services	\$8,400.00

### Total Initial Investment

<b>Total Initial Investment</b>	<b>\$20,058.92</b>
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### Special Terms

- Contract Length: 60 Months | OMNIA/NCPA Contract Number: 14-10

# Return on Investment Savings Calculator

## City of Dewey Beach

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)	4.7
Estimated Return Ratio - After 1 Year	19. x
Estimated Return Ratio - After 5 Years	29.7x

### Estimated Savings Over 5 Years **\$2,147,399**

### Investment in TCP Software

Initial Investment in TCP Time & Attendance	\$12,961
Annual Recurring Fees	\$5,252
Initial Investment in TCP Scheduling	\$7,098
Annual Recurring Fees	\$4,998

### Total Investment

Initial Investment in TCP Software	\$20,059
Annual Recurring Fees	\$10,250

### Annual Cost

#### Time & Attendance

Annual Cost of Calculating Payroll	\$5,621
Annual Cost of Payroll Errors	\$86,341
Annual Cost of Hours Lost/Time Theft	\$89,938

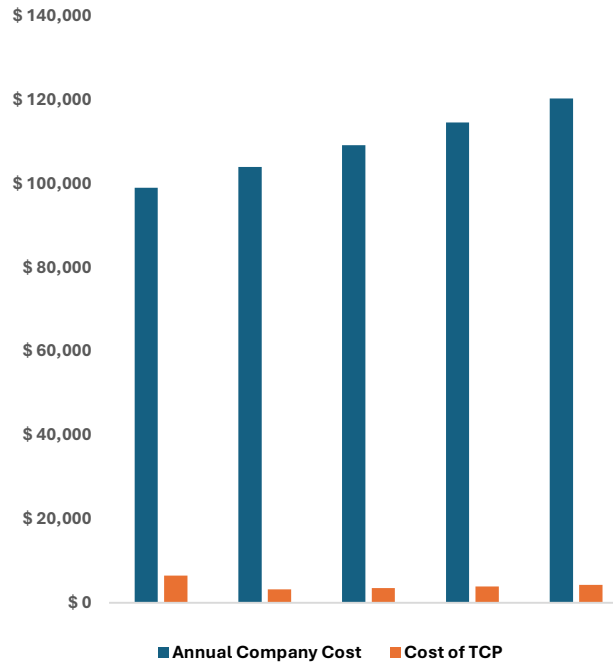
#### Employee Scheduling

Annual Unplanned Overtime Cost	\$624,429
Annual Scheduling Task Cost	\$57,818
Annual Turnover Cost	\$401,419

**Total Annual Company Cost \$1,265,565**

### Total Annual Savings with TCP Software **\$401,725**

### Annual Investment

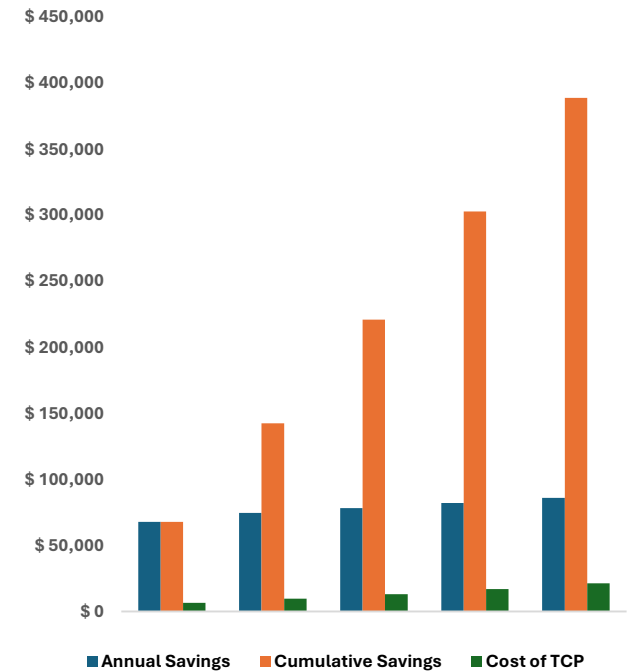


Here's how much TCP costs your organization each year, compared to the cost of your current processes.

### Annual Cash Out Flow

	Status Quo	TCP Cost	Savings
<b>Year 1</b>	\$1,265,565	\$20,059	\$381,666
<b>Year 2</b>	\$1,328,844	\$11,275	\$410,537
<b>Year 3</b>	\$1,395,286	\$12,402	\$430,500
<b>Year 4</b>	\$1,465,050	\$13,642	\$451,405
<b>Year 5</b>	\$1,538,303	\$15,007	\$473,293

### 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
<b>Year 1</b>	\$1,265,565	\$20,059	\$381,666
<b>Year 2</b>	\$2,594,409	\$31,334	\$792,203
<b>Year 3</b>	\$3,989,695	\$43,736	\$1,222,702
<b>Year 4</b>	\$5,454,745	\$57,378	\$1,674,107
<b>Year 5</b>	\$6,993,048	\$72,384	\$2,147,399



## TCP Software & City of Dewey Beach Mutual Action Plan

Milestone	Date	Status	Owner(s)	Notes
Discovery	45539	Completed	Chris, Sheena	
First Solution Presentation	09/12/2024	Completed	Chris, Sheena, Daniel	
Pricing / Return on Investment	09/24/2024	Completed	Chris, Sheena	

## 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:

- **Chris Pickett**
  - Account Executive
  - Sales
  - [cpickett@tcpsoftware.com](mailto:cpickett@tcpsoftware.com)
  - (325) 657 6284