



REQUEST FOR PROPOSAL

Workday Compatible Time Clock System

RFP Number: BPHC-ITS-2026-01

BOSTON PUBLIC HEALTH COMMISSION
ADMINISTRATION AND FINANCE
INFORMATION TECHNOLOGY SERVICES DIVISION

Friday March 27, 2026

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1.0 Introduction and Purpose

The Boston Public Health Commission (BPHC) is soliciting proposals from qualified vendors for the purchase, implementation, and ongoing support of a Workday-compatible time clock system.

BPHC is in the process of implementing Workday as its new Enterprise Resource Planning (ERP) system and is seeking a time clock system from a Workday Preferred Partner or Certified Integration Partner that utilizes a prebuilt Workday integration. BPHC strongly prefers vendors who maintain a formal partnership with Workday and offer a production-ready, prebuilt integration with Workday HCM and Time Tracking modules. While BPHC will accept proposals that utilize flat file data exchange, strong preference will be given to solutions that leverage Workday's native integration framework (e.g., Workday Studio, Workday Integration Cloud, REST/SOAP APIs, or Raas-based connectors). BPHC requires a solution that will seamlessly interface with Workday Time Tracking to capture employee time and attendance data across all BPHC facilities.

2.0 Background

The Boston Public Health Commission is an independent public agency providing a wide range of health services and programs for the residents of Boston. BPHC employs approximately 1,300 plus staff across eight (8) workplace organizations and multiple facility locations throughout the City of Boston. BPHC's Information Technology Services (ITS) Division, led by the Chief Information Officer, manages all technology infrastructure, enterprise applications, data systems, and information security for the organization.

BPHC's mission is to work in partnership with communities to protect and promote the health and well-being of all Boston residents, especially those impacted by racism and systemic inequities.

BPHC is committed to equity, fairness, and inclusion in our procurement process. We strongly encourage proposals from businesses and organizations that have been historically underrepresented in public contracting including Minority Business Enterprises (MBE), Women's Business Enterprises (WBE), Veteran-Owned Businesses (VBE), and City of Boston–Certified Underutilized Business Enterprises (CUBE).

BPHC is currently undertaking a major enterprise modernization initiative centered on the implementation of Workday ERP. The Workday implementation encompasses Financial Management and Human Capital Management (HCM) modules, including Time Tracking. As part of this transformation, BPHC requires a modern time clock system from a Workday Preferred Partner or Certified Integration Partner that provides a prebuilt, production-ready integration with Workday to ensure accurate, real-time employee time and attendance capture. BPHC strongly prefers vendors who are recognized partners within the Workday ecosystem and whose integrations are listed on the Workday Marketplace or have been independently validated by Workday.

3.0 Scope of Services

The selected vendor will provide:

System & Setup

- A Workday-compatible time clock system (software and hardware if needed)
- System setup, configuration, and integration with Workday
- Data migration and testing
- Support during system launch (go-live)

Training & Support

- Training for employees, supervisors, and system administrators
- Ongoing technical support and system updates

Hosting & Maintenance

- Cloud-based system (SaaS preferred)
- Security updates, backups, and disaster recovery

Documentation

- User guides and training materials
- System and integration documentation

The initial contract term shall be three (3) years with two (2) optional one-year renewal periods, subject to satisfactory vendor performance and mutual agreement.

4.0 Calendar of Events

Friday, March 27, 2026	RFP available by 11:00 AM ET at www.boston.gov/bid-listings
Tuesday, April 7, 2026	<i>Vendor questions due by 5:00 PM ET via email to RFR@bphc.org. Each vendor should consolidate questions into a single emailed submission with the email subject being "Workday Compatible Time Clock System RFP Questions." BPHC will not respond directly to vendor emails.</i>
Friday, April 10, 2026	BPHC responses to vendor questions posted by 5:00 PM ET at www.boston.gov/bid-listings .
Tuesday, April 17, 2026	<i>Vendor proposal submissions due by 2:00 PM ET via email to RFR@bphc.org with the email subject "Compatible Time Clock System RFP Response." Vendors will receive an automated email receipt of submissions. BPHC will not respond directly to vendor emails.</i>
Tuesday, April 28, through Thursday, April 30, 2026	BPHC facilitates virtual presentations and demonstrations with qualified vendors. While BPHC will work with vendors to reasonably accommodate scheduling during this period, vendors are expected to plan on being available during this time.
Friday, May 8, 2026	BPHC will issue a Notification of Award to the selected vendor
Monday, June 01, 2026	Services to begin on or about this date

The following is the anticipated timeline for this procurement. BPHC reserves the right to modify this schedule as necessary. All changes will be posted on Boston.gov.

NOTE: This is the anticipated schedule. While it is BPHC’s intention to follow this schedule and conduct activities in a timely manner, unforeseen circumstances may arise that can affect it. If BPHC needs to make schedule changes, it will release that updated schedule as an amendment to this RFP at www.boston.gov/bid-listings.

Any contact with BPHC employees concerning this RFP is prohibited from the issue date until the award is released, except as authorized by the Procurement Contact. Contacting anyone other than the designated Procurement Contact may result in disqualification of your submission.

Contact Information

Any questions regarding this RFP and proposal submissions should be sent to RFR@bphc.org specifically noting “Workday Compatible Time Clock System RFP Questions” or “Workday Compatible Time Clock System RFP Proposal” in the subject line, respectively. BPHC will not respond directly to vendor emails and any questions submitted to the email address will be included in the distributed RFP Vendor Q&A document.

5.0 Technical Requirements

Vendors must clearly explain how their system meets the requirements below:

Ref #	Core Requirements	Description
TR-1	Native Workday Integration	The proposed time clock system must have a prebuilt, certified integration with Workday HCM and Time Tracking modules, delivered by a vendor who is a Workday Preferred Partner or Certified Integration Partner. The Vendor must describe in detail how the integration with Workday is architected, including: (a) the specific Workday integration technology used (e.g., Workday Studio, Integration Cloud, REST/SOAP APIs, Raas connectors, or EIBs); (b) the data flow between the time clock system and Workday, including punch data, employee records, schedules, and time-off balances; (c) error handling, retry logic, and exception management; and (d) any configuration or mapping required within the Workday tenant. While BPHC will accept flat file-based integration (e.g., CSV/XML via SFTP), strong preference will be given to prebuilt, real-time or near-real-time integrations that do not rely on flat file exchange. Custom-built or middleware-dependent integrations must be clearly identified and justified.
TR-3	Employee Identification Methods	The system must support multiple employee identification methods including, but not limited to proximity badge/card, PIN entry, biometric (fingerprint or facial recognition), and mobile device punch (geo-fenced).
TR-4	Real-Time Data Synchronization	The system must synchronize punch data with Workday in real-time or near-real-time (within 5 minutes). Describe the synchronization architecture and frequency.

TR-5	Offline Capability	Time clocks must continue to record punches during network or internet outages and automatically synchronize data once connectivity is restored.
TR-6	Multi-Site Support	The system must support deployment across eight (8) or more BPHC workplace locations throughout the City of Boston with centralized management and reporting.
TR-7	Supervisor Approvals & Alerts (Handled in Workday)	This requirement has been removed from the time clock system scope. Supervisor approvals, configurable alerts (e.g., missed punches, overtime thresholds, schedule deviations), and approval workflows will be managed natively within Workday. Vendors do not need to address this capability in their proposals.
TR-8	Scheduling Integration	The system must integrate with Workday scheduling or provide compatible scheduling functionality for shift-based and non-standard work schedules.
TR-9	Reporting & Analytics	The system must provide dashboards and reporting tools for attendance tracking, labor distribution, overtime analysis, and compliance monitoring.
TR-10	Accessibility & Language Support	Time clock devices and mobile interfaces must comply with ADA accessibility standards and support multiple languages (minimally English, Spanish, and Haitian Creole).
TR-11	Cloud-Hosted Solution	The proposed solution should be cloud-hosted (SaaS) with guaranteed uptime of 99.9% or greater. Describe the hosting environment, disaster recovery, and business continuity provisions.
TR-12	Data Security & Privacy	The system must comply with all applicable federal, state, and BPHC data security requirements. The Vendor must complete and submit the BPHC Data Security Terms and Conditions (Attachment B).
TR-13	Implementation & Training	The Vendor must provide a detailed implementation plan including project milestones, resource requirements, data migration approach, end-user and administrator training, and go-live support plan.
TR-14	Mobile Time Entry	The system must offer a mobile application or mobile-responsive web portal for remote employees to record time entries with GPS/geo-fencing capabilities to validate location.

7.0 Data Security Requirements

The selected vendor must comply with all applicable federal, state, and BPHC data security and privacy requirements. The following data security terms apply to this procurement and any resulting contract.

7.1 Definition of Commission Data

Commission Data is defined as any data or information that the Contractor creates, obtains, accesses (via records, systems, or otherwise), receives (from BPHC or on behalf of BPHC), or uses during its performance of the contract. This includes, but is not limited to: Social Security numbers, employee identification numbers, biometric data, any data protected by the Health

Insurance Portability and Accountability Act (HIPAA), the Massachusetts Data Privacy Law (M.G.L. c. 93H), and any other applicable federal, state, or local law or regulation.

7.2 Data Sharing Restrictions

Commission Data shall not be shared, sold, or licensed to any third party, except for approved subcontractors, without the express written approval of BPHC. The Contractor shall require all approved subcontractors to adhere to the same data protection obligations. Access to Commission Data must be strictly controlled and limited to personnel assigned to this project on a need-to-know basis only.

7.3 Data Transmission & Encryption

All data transfers between BPHC and the Contractor, or within the Contractor's computing environment, must use encrypted protocols (e.g., TLS 1.2 or higher, SFTP, SCP). All data backups of Commission Data must be stored and maintained in an encrypted format using AES-256 encryption or equivalent.

7.4 Security Incident Notification

The Contractor agrees to notify BPHC within twenty-four (24) hours of the discovery of any unintended access to systems that may store, process, or access Commission Data. In the event of a data breach, the Contractor must comply with all applicable notification laws, including Massachusetts General Laws Chapter 93H, and shall assume responsibility for notifying affected individuals and indemnifying BPHC against any claims, damages, or harm related to the breach.

7.5 Data Protection After Contract Termination

Upon termination of the contract, the Contractor shall provide a complete and secure download of all Commission Data in a mutually agreed-upon format within thirty (30) days at no additional cost. All remaining copies of Commission Data in the Contractor's possession shall be securely destroyed, and such destruction must be certified in writing.

7.6 Audit and Compliance

The Contractor shall maintain all authentication and access logs for a minimum of twelve (12) months and shall make such logs available to BPHC upon request. The Contractor agrees to cooperate with any security audits or compliance reviews conducted by BPHC or its designees.

8.0 Proposal Submission Requirements

Proposals must be submitted electronically via email to the designated Procurement Contact by the stated deadline. Late proposals will not be accepted. BPHC is not liable for any cost incurred by Vendors in responding to this RFP.

Each proposal must include the following components:

8.1 Cover Letter & Executive Summary

A cover letter signed by an authorized representative of the Vendor, including a brief executive summary of the proposed solution and the Vendor's qualifications.

8.2 Vendor Qualification and Experience

A description of the organization, history, and experience providing Workday-integrated time clock systems. Vendors must include documentation of their Workday partnership status (e.g., Workday Preferred Partner, Certified Integration Partner, or Workday Marketplace listing). If the vendor is not a current Workday partner, the vendor must explain the nature of its relationship with Workday and provide evidence that its integration has been validated or tested against Workday's current platform. Include at least three (3) client references from comparable-sized public sector or healthcare organizations where similar Workday-integrated time clock systems have been deployed within the past three (3) years.

8.3 Technical Proposal

A detailed technical proposal addressing each requirement in Section 5.0 of this RFP. The Technical Proposal must include a dedicated Workday Integration section that describes in detail: (1) the vendors Workday partnership or certification status; (2) whether the integration is prebuilt and production-ready or requires custom development; (3) the specific Workday integration technologies and protocols used (e.g., Workday Studio, Integration Cloud, REST/SOAP APIs, Raas connectors, EIBs, or flat file exchange via SFTP); (4) a data flow diagram showing how time punch data, employee records, schedules, cost center allocations, and time-off balances are exchanged between the time clock system and Workday; (5) the frequency and method of data synchronization (real-time, near-real-time, or batch); (6) error handling, retry logic, and exception reporting; (7) any configuration or tenant-level setup required within the Workday environment; and (8) the vendors approach to supporting Workday version updates and biannual releases. The Technical Proposal must also describe the proposed system architecture, implementation approach, and ongoing support model.

8.4 Implementation Plan

A detailed implementation plan including project milestones, timeline, resource requirements, testing approach, data migration strategy, training plan, and go-live support. The plan should account for phased deployment across BPHC's multiple locations.

8.5 Cost Proposal

A comprehensive cost proposal presented separately from the Technical Proposal, including:

- Software licensing fees (annual or subscription-based)
- Implementation and configuration services
- Hardware costs (if new hardware is required), including unit pricing and quantities
- Training costs
- Ongoing annual support, maintenance, and hosting fees
- Any additional costs (e.g., custom integrations, travel, data migration)

8.6 Data Security Compliance

The vendor must complete and submit the BPHC Data Security Terms and Conditions (Attachment B) and provide documentation of any relevant security certifications (e.g., SOC 2 Type II, ISO 27001, FedRAMP).

8.7 Proof of Insurance and W-9

The successful Vendor will be required to provide a current Certificate of Insurance that meets the Boston Public Health Commission’s minimum requirements and a completed W-9 form upon contract award. These documents are not required at the time of proposal submission.

8.8 Exceptions and Deviations

The vendor must clearly identify any exceptions, deviations, or alternative approaches to the requirements stated in this RFP. Proposals that take blanket exception to all terms and conditions may be considered non-responsive.

9.0 Evaluation Criteria

Proposals will be evaluated by an evaluation committee appointed by BPHC. The evaluation will be based on the following criteria and weights:

Evaluation Criterion	Weight
Technical Capability & Workday Integration	30%
Implementation Plan & Timeline	15%
Workday Partnership Status & Prebuilt Integration Methodology	15%
Cost Proposal (Total Cost of Ownership)	20%
Vendor Experience & References	10%
Data Security & Compliance	10%
TOTAL	100%

BPHC will require vendor demonstrations as part of the evaluation process. BPHC also reserves the right to conduct site visits, contact references, and negotiate with one or more vendors before making a final award decision. BPHC reserves the right to reject any or all proposals if it is determined to be in the best interest of BPHC.

10.0 General Terms and Conditions

10.1 Right to Cancel

BPHC reserves the right to cancel this RFP at any time, to reject any or all proposals, and to waive informalities and minor irregularities in proposals received.

10.2 Costs of Preparation

All costs associated with the preparation and submission of a proposal in response to this RFP shall be borne by the Vendor. BPHC shall not be liable for any such costs.

10.3 Ownership of Proposals

All proposals submitted become the property of BPHC and are subject to the Massachusetts Public Records Law (M.G.L. c. 66, §10). Vendors must clearly identify any proprietary or confidential information in a separate attachment.

10.4 Contract Extension

The resulting contract may be extended to other City of Boston departments and agencies at BPHC's discretion and with the Vendor's agreement, under the same terms and pricing.

10.5 Non-Discrimination and Equal Opportunity

The selected vendor must comply with all applicable laws regarding non-discrimination and equal opportunity in employment and service delivery, including the COBs ordinances on living wage. BPHC encourages participation from MBE, WBE, VBE, and CUBE. If the vendor holds any of these certifications, include a copy of the applicable certification letter(s) with their proposal (e.g., Commonwealth of Massachusetts Supplier Diversity Office (SDO) Certification, or City of Boston Certification).

10.6 Insurance Requirements

The selected vendor shall maintain comprehensive general liability insurance, professional liability (errors and omissions) insurance, cyber liability insurance, and workers' compensation insurance in amounts acceptable to the BPHC for the duration of the contract.

10.7 Conflict of Interest

By submitting a proposal, the vendor certifies that no relationship exists between the Vendor and BPHC that interferes with fair competition or constitutes a conflict of interest, and that no BPHC employee whose duties relate to this RFP assisted the Vendor in preparing the proposal.

10.8 Vendor Questions

All questions related to this RFP must be submitted in writing via email to the designated Procurement Contact by the Vendor Written Questions Due date. Responses to all questions will be posted on Boston.gov and made available to all prospective Vendors.

11.0 Attachments

The following attachments are included as part of this RFP:

- Attachment A – Proposal Cover Sheet (to be signed by authorized representative)
- Attachment B – BPHC Data Security Terms and Conditions
- Attachment C – Cost Proposal Template
- Attachment D – Vendor Reference Form
- Attachment E – BPHC Standard Terms and Conditions
- Attachment F – Current ADP Time Clock Locations (Devices to be Replaced)

END OF REQUEST FOR PROPOSALS

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Attachment A – Proposal Cover Sheet

This form must be completed and signed by an authorized representative of the Vendor and submitted as part of the proposal response.

1. Vendor Information

Company Legal Name: _____

DBA (if applicable): _____

Street Address: _____

City, State, ZIP: _____

Main Phone: _____

Website: _____

Federal Tax ID (EIN): _____

UEI Number (if applicable): _____

Year Established: _____

Number of Employees: _____

2. Primary Contact for this RFP

Contact Name: _____

Title: _____

Phone: _____

Email: _____

3. Business Certification

Check all that apply:

- Small Business
- Minority Business Enterprise
- Woman-Owned Business Enterprise
- Veteran-Owned Business
- Disadvantaged Business Enterprise
- Certified Underrepresented Business Enterprises

4. Acknowledgement

By signing below, the authorized representative certifies that:

- a) The information contained in this proposal is true and accurate.
- b) The Vendor has not engaged in any collusion or anti-competitive practices related to this RFP.
- c) No relationship exists between the Vendor and BPHC that constitutes a conflict of interest.
- d) The Vendor’s organization and principals are not debarred, suspended, or otherwise excluded from doing business with federal, state, or local government agencies.
- e) The Vendor agrees to comply with all applicable federal, state laws and Boston Public Health Commission’s regulations.
- f) The Vendor has reviewed and acknowledges the BPHC Data Security Terms and Conditions (Attachment B).

Authorized Signature

Date

Printed Name

Title

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Attachment B – Data Security Terms and Conditions

1. Commission Data Definition

Commission Data is defined as any data or information that the Contractor creates, obtains, accesses (via records, systems, or otherwise), receives (from the BPHC or on behalf of BPHC), or uses during its performance of the contract. This includes, but is not limited to: Social Security numbers; employee identification numbers; biometric data (fingerprints, facial recognition templates); credit card numbers; any data protected or made confidential or sensitive by the Health Insurance Portability and Accountability Act (HIPAA), the Massachusetts Data Privacy Law (M.G.L. c. 93H), the Massachusetts Standards for the Protection of Personal Information (201 CMR 17.00), and any other applicable federal, state, laws and or Boston Public Health Commission's regulation.

2. Data Sharing

Except as otherwise specifically provided for in the resulting Agreement, the Contractor agrees that Commission Data will not be shared, sold, or licensed to any third party, with the exception of approved subcontractors, without the express written approval of BPHC through a data protection agreement.

The Contractor shall require all approved subcontractors to adhere to the same responsibilities and restrictions regarding Commission Data.

The Contractor certifies that only employees of the company or approved contractors will be granted access to Commission Data. Access to Commission Data must be strictly controlled and limited to staff assigned to this project on a need-to-know basis only.

3. Data Transmission

The Contractor agrees that any transfer of data between BPHC and the Contractor or within the Contractor's computing environment will take place using encrypted protocols such as TLS 1.2 or higher, SFTP, or SCP.

The Contractor certifies that all data backups of Commission Data will be stored and maintained in an encrypted format using AES-256 encryption or equivalent.

The Contractor shall not store, process, or transfer Commission Data outside of the continental United States without prior written approval from BPHC.

4. Notification of Security Incidents

The Contractor agrees to notify BPHC when any Contractor system that may access, process, or store Commission Data is subject to unintended access. Unintended access includes compromise by malware, search engine web crawler, password compromise, or access by an individual or automated program due to a failure to secure a system or adhere to established security procedures.

The Contractor agrees to notify BPHC within twenty-four (24) hours of the discovery of the unintended access by providing notice via email to the BPHC Chief Information Officer and the BPHC Information Security Officer.

In the event of a data breach requiring notification under Massachusetts General Laws Chapter 93H or any other applicable law, the Contractor agrees to:

- a) Assume responsibility for notifying all affected individuals in accordance with applicable law.
- b) Indemnify, hold harmless, and defend the Boston Public Health Commission, and their respective officers, agents, and employees from and against any claims, damages, or other harm related to such breach.
- c) Provide a detailed incident report identifying: (i) the nature of unauthorized access; (ii) the data accessed, used, or disclosed; (iii) the person(s) involved (if known); (iv) mitigation actions taken; and (v) corrective actions to prevent future incidents.
- d) Contact BPHC prior to any public announcement of a breach or unauthorized disclosure of Commission Data.

5. Security Incident Investigations

The Contractor agrees to retain all authentication and access logs for a minimum of twelve (12) months from the creation of such logs and shall make such logs available to BPHC upon request.

The Contractor agrees to provide BPHC with the name, phone number, and email address of at least one dedicated security contact who will respond to BPHC inquiries in a timely manner, dependent on criticality.

6. Intellectual Property

The Contractor acknowledges that all content uploaded to the Contractor's service, or made accessible to the Contractor's systems or personnel, remains the intellectual property of BPHC or the individual providing the content as defined by existing regulation and BPHC policy.

7. General Data Protection

The Contractor agrees that Commission Data provided during the provision of service shall be used only and exclusively to support the service and service execution and not for any other purpose. This shall include not examining data for targeted marketing, analytics profiling, or keyword indexing, either within the confines of the service or external to the service.

The Contractor may use aggregate, de-identified statistics on service usage to enhance or optimize the functionality of the service, provided such statistics cannot be used to identify any individual.

8. Data Protection After Contract Termination

Upon termination, cancellation, expiration, or other conclusion of the Agreement, the Contractor shall provide a complete and secure (i.e., encrypted and appropriately authenticated) download file of all Commission Data in a mutually agreed-upon format, including all schema and transformation definitions and/or delimited text files with documented schema definitions, along

with attachments in their native format. Such file must be provided within thirty (30) days of contract termination at no additional expense to BPHC.

All remaining copies of Commission Data in the Contractor’s possession shall be securely destroyed. Destruction must be certified in writing via email from the Contractor to the BPHC Chief Information Officer.

9. Security Certifications & Compliance

The Contractor must maintain and provide evidence of the following security certifications and compliance standards (check all that apply):

- SOC 2 Type II
- ISO 27001
- FedRAMP (any level)
- HITRUST CSF
- PCI DSS (if processing payment data)
- Other (specify): _____

10. Acknowledgment

By signing below, the Contractor acknowledges that it has read, understands, and agrees to comply with all the Data Security Terms and Conditions set forth in this document.

Authorized Signature

Date

Printed Name

Title

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Attachment C – Cost Proposal Template

Vendors must complete this Cost Proposal Template in its entirety. All costs must be itemized as indicated below. The Cost Proposal must be submitted as a separate document from the Technical Proposal.

Vendor Name: _____

Date: _____

A. Software Licensing / Subscription

Cost Item	Unit Cost	Quantity	Total Cost
Software Licensing / Subscription – Year 1			
Software Licensing / Subscription – Year 2			
Software Licensing / Subscription – Year 3			
Software Licensing – Optional Renewal Year 4			
Software Licensing – Optional Renewal Year 5			
Subtotal			\$

B. Implementation Services

Cost Item	Unit Cost	Quantity	Total Cost
Implementation & Configuration Services			
Workday Integration Setup & Testing			
Data Migration Services			
Project Management			
Go-Live Support			
Subtotal			\$

C. Hardware (if new hardware is required)

Cost Item	Unit Cost	Quantity	Total Cost
Time Clock Hardware – Unit Cost (specify model)			
Number of Units Required			
Total Hardware Cost			
Hardware Installation Services			
Hardware Warranty (per unit/year)			
Subtotal			\$

D. Training

Cost Item	Unit Cost	Quantity	Total Cost
End-User Training (employees)			
Supervisor / Manager Training			
System Administrator Training			
Training Materials / Documentation			
Subtotal			\$

E. Ongoing Support & Maintenance

Cost Item	Unit Cost	Quantity	Total Cost
Annual Support & Maintenance – Year 1			
Annual Support & Maintenance – Year 2			
Annual Support & Maintenance – Year 3			
Annual Support – Optional Renewal Year 4			
Annual Support – Optional Renewal Year 5			
SaaS Hosting / Cloud Infrastructure (if separate)			
Subtotal			\$

G. Grand Total – 3-Year Total Cost of Ownership

Summary	Total
A. Software Licensing (3 years)	\$
B. Implementation Services	\$
C. Hardware (if applicable)	\$
D. Training	\$
E. Ongoing Support (3 years)	\$

Note: If optional renewal years are exercised, provide the estimated 5-year Total Cost of Ownership as well.

GRAND TOTAL (5-Year TCO, including optional renewals)	\$
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Authorized Signature

Date

Printed Name

Title

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Attachment D – Vendor Reference Form

Vendors must supply a client list of at least three (3) organizations to which similar Workday-integrated time clock systems have been provided within the past three (3) years. At least one reference should be from a public sector or healthcare organization of comparable size to BPHC (1,000+ employees). If contacted, information received from references will be used to determine whether the Vendor can reasonably meet contract requirements.

Vendor Name: _____

Reference 1

Organization Name: _____

Organization Type: (Public Sector / Healthcare / Higher Ed / Other) _____

Number of Employees: _____

Contact Name: _____

Contact Title: _____

Phone: _____

Email: _____

Contract Period: _____

System Deployed: _____

Workday Integrated? Yes / No _____

Brief description of services provided:

Reference 2

Organization Name: _____

Organization Type: (Public Sector / Healthcare / Higher Ed / Other) _____

Number of Employees: _____

Contact Name: _____

Contact Title: _____
Phone: _____
Email: _____
Contract Period: _____
System Deployed: _____
Workday Integrated? Yes / No _____

Brief description of services provided:

Reference 3

Organization Name: _____
Organization Type: (Public Sector / Healthcare / Higher Ed / Other) _____
Number of Employees: _____
Contact Name: _____
Contact Title: _____
Phone: _____
Email: _____
Contract Period: _____
System Deployed: _____
Workday Integrated? Yes / No _____

Brief description of services provided:

Additional references may be attached separately if desired.

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Attachment E – BPHC Standard Terms and Conditions

1. Contract Formation

Any contract resulting from this RFP shall be subject to the approval of the Boston Public Health Commission and shall not be binding until fully executed by all parties. The contract shall incorporate this RFP, the successful Vendor's proposal, and any negotiated terms.

2. Term of Contract

The initial term of the contract shall be three (3) years from the date of execution, with two (2) optional one-year renewal periods, subject to satisfactory vendor performance, availability of funding, and mutual written agreement of both parties.

3. Termination

BPHC reserves the right to terminate the contract for cause with thirty (30) days' written notice if the Contractor fails to perform in accordance with the terms and conditions of the contract. BPHC may also terminate the contract for convenience with sixty (60) days' written notice. In the event of termination for convenience, the Contractor shall be compensated for services satisfactorily performed through the date of termination.

4. Payment Terms

Payment will be made within thirty (30) days of receipt of an approved invoice. All invoices must reference the BPHC PO number, contract number, and the period covered for the subscription, licensing or services being billed. Invoices for services should include detailed backup documentation for any hours billed; including employee name, date, hours worked, rate charged, and a short description of the tasks performed each day. All invoices must be submitted to accountspayable@bphc.org for payment. BPHC shall not be liable for charges not included in the approved cost proposal.

5. Indemnification

The Contractor shall indemnify, defend, and hold harmless the City of Boston, BPHC, and their respective officers, agents, and employees from and against any and all claims, damages, losses, costs, and expenses (including reasonable attorney's fees) arising out of or resulting from the Contractor's performance of the contract, including but not limited to claims for bodily injury, death, property damage, or data breach.

6. Insurance

The Contractor shall maintain, at its own expense, the following minimum insurance coverage for the duration of the contract:

- Commercial General Liability: \$1,000,000 per occurrence / \$2,000,000 aggregate
- Professional Liability (Errors & Omissions): \$1,000,000 per occurrence

- Cyber Liability / Technology Errors & Omissions: \$2,000,000 per occurrence
- Workers' Compensation: Statutory limits as required by Massachusetts law
- Automobile Liability: \$1,000,000 combined single limit (if applicable)

Certificates of insurance must name the BPHC as additional insureds.

7. Intellectual Property

All deliverables, documentation, configurations, and customizations created specifically for BPHC under this contract shall be the property of BPHC. The Contractor retains ownership of its pre-existing intellectual property and standard product offerings.

8. Confidentiality

The Contractor shall treat all Commission Data and BPHC proprietary information as confidential and shall not disclose such information to any third party without prior written consent, except as required by law.

9. Compliance with Laws

The Contractor shall comply with all applicable federal, state, and local laws, regulations, and ordinances, including but not limited to:

- City of Boston Living Wage Ordinance (if applicable)
- Commonwealth of Massachusetts Minority/Women Business Enterprise (M/WBE) participation requirements
- Massachusetts General Laws Chapter 93H (Data Privacy)
- Massachusetts General Laws Chapter 151B (Anti-Discrimination)
- Americans with Disabilities Act (ADA)
- Health Insurance Portability and Accountability Act (HIPAA) (if applicable)

10. Assignment

The Contractor shall not assign or transfer the contract or any interest therein without the prior written consent of BPHC.

11. Governing Law

The contract shall be governed by and construed in accordance with the laws of the Commonwealth of Massachusetts. Any disputes shall be resolved in the courts of Suffolk County, Massachusetts.

12. Independent Contractor

The Contractor is an independent contractor and not an employee of BPHC or the City of Boston. Nothing in the contract shall be construed to create an employer-employee relationship, partnership, or joint venture.

13. Force Majeure

Neither party shall be liable for failure to perform obligations under the contract due to events beyond reasonable control, including natural disasters, acts of government, pandemics, or other force majeure events, provided that the affected party promptly notifies the other party and makes reasonable efforts to resume performance.

14. Amendments

No amendment, modification, or waiver of any provision of the contract shall be effective unless made in writing and signed by authorized representatives of both parties.

15. Entire Agreement

The resulting contract, including this RFP, the successful Vendor’s proposal, and all attachments and amendments thereto, shall constitute the entire agreement between the parties.

16. Acceptance

Does the Vendor fully accept, without modification, these Standard Terms and Conditions?

- Yes, we accept all Standard Terms and Conditions without modification.
- No, we request modifications (attach a separate document detailing requested changes).

Authorized Signature

Date

Printed Name

Title

BOSTON PUBLIC HEALTH COMMISSION

Workday Compatible Time Clock System RFP

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Attachment F – Current ADP Time Clock Locations

The following inventory lists the current ADP time clock devices deployed across BPHC facility locations. All devices listed below are to be replaced as part of the Workday-compatible time clock implementation. Vendors should use this information to size their hardware proposals, deployment plans, and transition timelines accordingly.

#	Location / Building	Address / Floor	Notes
1	Woods Mullen Building		To be replaced
2	112 South Hampton	1st Floor	To be replaced
3	1022 Mass Ave		To be replaced
4	1010 Mass Ave	6th Floor North	To be replaced
5	EMS 764 Albany St	Rear	To be replaced
6	North Hampton Police HQ		To be replaced
7	North Hampton Fitness Center	4 th Floor	To be replaced
8	North Hampton Property Office	1 st Floor	To be replaced
9	860 Harrison St		To be replaced
10	Transition Building	1st Floor	To be replaced
11	Transition Building	Basement	To be replaced
12	Mattapan Police Office	River St.	To be replaced
13	Long Island Gate house		To be replaced
14	196 Quincy St		To be replaced

Note: BPHC reserves the right to update this list during the Q&A period. Vendors are encouraged to confirm device counts and locations prior to finalizing hardware proposals. Total device count: 14 locations.

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Attachment A – Proposal Cover Sheet

This form must be completed and signed by an authorized representative of the Vendor and submitted as part of the proposal response.

1. Vendor Information

Company Legal Name:

DBA (if applicable):

Street Address:

City, State, ZIP:

Main Phone:

Website:

Federal Tax ID (EIN):

DUNS Number:

Year Established:

Number of Employees:

2. Primary Contact for this RFP

Contact Name:

Title:

Phone:

Email:

3. Business Classification

Check all that apply:

- Large Business
- Small Business (SBA-defined)
- Minority Business Enterprise (MBE)
- Woman-Owned Business Enterprise (WBE)
- Veteran-Owned Business
- Disadvantaged Business Enterprise (DBE)
- Boston-based Business

4. Certifications

By signing below, the authorized representative certifies that:

- a) The information contained in this proposal is true and accurate.
- b) The Vendor has not engaged in any collusion or anti-competitive practices related to this RFP.
- c) No relationship exists between the Vendor and BPHC that constitutes a conflict of interest.
- d) The Vendor's organization and principals are not debarred, suspended, or otherwise excluded from doing business with federal, state, or local government agencies.
- e) The Vendor agrees to comply with all applicable federal, state, and City of Boston laws and regulations.
- f) The Vendor has reviewed and acknowledges the BPHC Data Security Terms and Conditions (Attachment B).

Authorized Signature

Date

Printed Name

Title

BOSTON PUBLIC HEALTH COMMISSION

Workday Compatible Time Clock System RFP

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Attachment B – Data Security Terms and Conditions

1. Commission Data Definition

Commission Data is defined as any data or information that the Contractor creates, obtains, accesses (via records, systems, or otherwise), receives (from BPHC or on behalf of the BPHC), or uses during its performance of the contract. This includes, but is not limited to: Social Security numbers; employee identification numbers; biometric data (fingerprints, facial recognition templates); credit card numbers; any data protected or made confidential or sensitive by the Health Insurance Portability and Accountability Act (HIPAA), the Massachusetts Data Privacy Law (M.G.L. c. 93H), the Massachusetts Standards for the Protection of Personal Information (201 CMR 17.00), and any other applicable federal, state, or City of Boston law or regulation.

2. Data Sharing

Except as otherwise specifically provided for in the resulting Agreement, the Contractor agrees that Commission Data will not be shared, sold, or licensed to any third party, except for approved subcontractors, without the express written approval of BPHC through a data protection agreement.

The Contractor shall require all approved subcontractors to adhere to the same responsibilities and restrictions regarding Commission Data.

The Contractor certifies that only employees of the company or approved contractors will be granted access to Commission Data. Access to Commission Data must be strictly controlled and limited to staff assigned to this project on a need-to-know basis only.

3. Data Transmission

The Contractor agrees that any transfer of data between BPHC and the Contractor or within the Contractor's computing environment will take place using encrypted protocols such as TLS 1.2 or higher, SFTP, or SCP.

The Contractor certifies that all data backups of Commission Data will be stored and maintained in an encrypted format using AES-256 encryption or equivalent.

The Contractor shall not store, process, or transfer Commission Data outside of the continental United States without prior written approval from BPHC.

4. Notification of Security Incidents

The Contractor agrees to notify BPHC when any Contractor system that may access, process, or store Commission Data is subject to unintended access. Unintended access includes compromise by malware, search engine web crawler, password compromise, or access by an

individual or automated program due to a failure to secure a system or adhere to established security procedures.

The Contractor agrees to notify BPHC within twenty-four (24) hours of the discovery of unintended access by providing notice via email to the BPHC Chief Information Officer and the BPHC Director of Information Security.

In the event of a data breach requiring notification under Massachusetts General Laws Chapter 93H or any other applicable law, the Contractor agrees to:

- a) Assume responsibility for notifying all affected individuals in accordance with applicable law.
- b) Indemnify, hold harmless, and defend the Boston Public Health Commission and the City of Boston, and their respective officers, agents, and employees from and against any claims, damages, or other harm related to such breach.
- c) Provide a detailed incident report identifying: (i) the nature of unauthorized access; (ii) the data accessed, used, or disclosed; (iii) the person(s) involved (if known); (iv) mitigation actions taken; and (v) corrective actions to prevent future incidents.
- d) Contact BPHC prior to any public announcement of a breach or unauthorized disclosure of Commission Data.

5. Security Incident Investigations

The Contractor agrees to retain all authentication and access logs for a minimum of twelve (12) months from the creation of such logs and shall make such logs available to BPHC upon request.

The Contractor agrees to provide BPHC with the name, phone number, and email address of at least one dedicated security contact who will respond to BPHC inquiries in a timely manner, dependent on criticality.

6. Intellectual Property

The Contractor acknowledges that all content uploaded to the Contractor's service, or made accessible to the Contractor's systems or personnel, remains the intellectual property of BPHC or the individual providing the content as defined by existing regulation and City of Boston policy.

7. General Data Protection

The Contractor agrees that Commission Data provided during the provision of service shall be used only and exclusively to support the service and service execution and not for any other purpose. This shall include not examining data for targeted marketing, analytics profiling, or keyword indexing, either within the confines of the service or external to the service.

The Contractor may use aggregate, de-identified statistics on service usage to enhance or optimize the functionality of the service, provided such statistics cannot be used to identify any individual.

8. Data Protection After Contract Termination

Upon termination, cancellation, expiration, or other conclusion of the Agreement, the Contractor shall provide a complete and secure (i.e., encrypted and appropriately authenticated) download file of all Commission Data in a mutually agreed-upon format, including all schema and transformation definitions and/or delimited text files with documented schema definitions, along with attachments in their native format. Such file must be provided within thirty (30) days of contract termination at no additional expense to BPHC.

All remaining copies of Commission Data in the Contractor’s possession shall be securely destroyed. Destruction must be certified in writing via email from the Contractor to the BPHC Chief Information Officer.

9. Security Certifications & Compliance

The Contractor must maintain and provide evidence of the following security certifications and compliance standards (check all that apply):

- SOC 2 Type II
- ISO 27001
- FedRAMP (any level)
- HITRUST CSF
- PCI DSS (if processing payment data)
- Other (specify): _____

10. Acknowledgment

By signing below, the Contractor acknowledges that it has read, understands, and agrees to comply with all the Data Security Terms and Conditions set forth in this document.

Authorized Signature

Date

Printed Name

Title

BOSTON PUBLIC HEALTH COMMISSION

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Attachment C – Cost Proposal Template

Vendors must complete this Cost Proposal Template in its entirety. All costs must be itemized as indicated below. The Cost Proposal must be submitted as a separate document from the Technical Proposal.

Vendor Name: _____

Date: _____

A. Software Licensing / Subscription

Cost Item	Unit Cost	Quantity	Total Cost
Software Licensing / Subscription – Year 1			
Software Licensing / Subscription – Year 2			
Software Licensing / Subscription – Year 3			
Software Licensing – Optional Renewal Year 4			
Software Licensing – Optional Renewal Year 5			
Subtotal			\$

B. Implementation Services

Cost Item	Unit Cost	Quantity	Total Cost
Implementation & Configuration Services			
Workday Integration Setup & Testing			
Data Migration Services			
Project Management			
Go-Live Support			
Subtotal			\$

C. Hardware (if new hardware is required)

Cost Item	Unit Cost	Quantity	Total Cost
Time Clock Hardware – Unit Cost (specify model)			
Number of Units Required			
Total Hardware Cost			
Hardware Installation Services			
Hardware Warranty (per unit/year)			
Subtotal			\$

D. Training

Cost Item	Unit Cost	Quantity	Total Cost
End-User Training (employees)			
Supervisor / Manager Training			
System Administrator Training			
Training Materials / Documentation			
Subtotal			\$

E. Ongoing Support & Maintenance

Cost Item	Unit Cost	Quantity	Total Cost
Annual Support & Maintenance – Year 1			
Annual Support & Maintenance – Year 2			
Annual Support & Maintenance – Year 3			
Annual Support – Optional Renewal Year 4			
Annual Support – Optional Renewal Year 5			
SaaS Hosting / Cloud Infrastructure (if separate)			
Subtotal			\$

F. ADP Hardware Compatibility – Comparative Cost Analysis

Complete the following to compare the cost of reusing existing ADP hardware versus deploying new hardware:

Scenario	Estimated Cost	Notes
Option 1: Reuse Existing ADP Hardware	\$	
Option 2: Deploy New Vendor-Recommended Hardware	\$	
Option 3: Hybrid (partial ADP reuse + new hardware)	\$	

G. Grand Total – 3-Year Total Cost of Ownership

Summary	Total
A. Software Licensing (3 years)	\$
B. Implementation Services	\$
C. Hardware (if applicable)	\$
D. Training	\$
E. Ongoing Support (3 years)	\$
F. ADP Compatibility Costs	\$
GRAND TOTAL (3-Year TCO)	\$

Note: If optional renewal years are exercised, provide the estimated 5-year Total Cost of Ownership as well.

GRAND TOTAL (5-Year TCO, including optional renewals)	\$
--	-----------

Authorized Signature

Date

Printed Name

Title

BOSTON PUBLIC HEALTH COMMISSION

Workday Compatible Time Clock System RFP

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Attachment D – Vendor Reference Form

Vendors must supply a client list of at least three (3) organizations to which similar Workday-integrated time clock systems have been provided within the past three (3) years. At least one reference should be from a public sector or healthcare organization of comparable size to BPHC (1,000+ employees). If contacted, information received from references will be used to determine whether the Vendor can reasonably meet contract requirements.

Vendor Name: _____

Reference 1

Organization Name: _____

Organization Type: _____ (Public Sector / Healthcare / Higher Ed / Other)

Number of Employees: _____

Contact Name: _____

Contact Title: _____

Phone: _____

Email: _____

Contract Period: _____

System Deployed: _____

Workday Integrated? _____ Yes / No

Brief description of services provided:

Reference 2

Organization Name: _____
Organization Type: (Public Sector / Healthcare / Higher Ed / Other) _____
Number of Employees: _____
Contact Name: _____
Contact Title: _____
Phone: _____
Email: _____
Contract Period: _____
System Deployed: _____
Workday Integrated? Yes / No _____

Brief description of services provided:

Reference 3

Organization Name: _____
Organization Type: (Public Sector / Healthcare / Higher Ed / Other) _____
Number of Employees: _____
Contact Name: _____
Contact Title: _____
Phone: _____
Email: _____
Contract Period: _____
System Deployed: _____
Workday Integrated? Yes / No _____

Brief description of services provided:

Additional references may be attached separately if desired.

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Attachment E – City of Boston Standard Terms and Conditions

1. Contract Formation

Any contract resulting from this RFP shall be subject to the approval of the Boston Public Health Commission and shall not be binding until fully executed by all parties. The contract shall incorporate this RFP, the successful Vendor's proposal, and any negotiated terms.

2. Term of Contract

The initial term of the contract shall be three (3) years from the date of execution, with two (2) optional one-year renewal periods, subject to satisfactory vendor performance, availability of funding, and mutual written agreement of both parties.

3. Termination

BPHC reserves the right to terminate the contract for cause with thirty (30) days' written notice if the Contractor fails to perform in accordance with the terms and conditions of the contract. BPHC may also terminate the contract for convenience with sixty (60) days' written notice. In the event of termination for convenience, the Contractor shall be compensated for services satisfactorily performed through the date of termination.

4. Payment Terms

Payment will be made within thirty (30) days of receipt of an approved invoice. All invoices must reference the contract number and provide sufficient detail of services rendered. BPHC shall not be liable for charges not included in the approved cost proposal.

5. Indemnification

The Contractor shall indemnify, defend, and hold harmless the City of Boston, BPHC, and their respective officers, agents, and employees from and against any and all claims, damages, losses, costs, and expenses (including reasonable attorney's fees) arising out of or resulting from the Contractor's performance of the contract, including but not limited to claims for bodily injury, death, property damage, or data breach.

6. Insurance

The Contractor shall maintain, at its own expense, the following minimum insurance coverage for the duration of the contract:

- Commercial General Liability: \$1,000,000 per occurrence / \$2,000,000 aggregate
- Professional Liability (Errors & Omissions): \$1,000,000 per occurrence

- Cyber Liability / Technology Errors & Omissions: \$2,000,000 per occurrence
- Workers' Compensation: Statutory limits as required by Massachusetts law
- Automobile Liability: \$1,000,000 combined single limit (if applicable)

Certificates of insurance must name the City of Boston and BPHC as additional insureds.

7. Intellectual Property

All deliverables, documentation, configurations, and customizations created specifically for BPHC under this contract shall be the property of BPHC. The Contractor retains ownership of its pre-existing intellectual property and standard product offerings.

8. Confidentiality

The Contractor shall treat all Commission Data and BPHC proprietary information as confidential and shall not disclose such information to any third party without prior written consent, except as required by law.

9. Compliance with Laws

The Contractor shall comply with all applicable federal, state, and local laws, regulations, and ordinances, including but not limited to:

- City of Boston Living Wage Ordinance (if applicable)
- City of Boston Minority/Women Business Enterprise (M/WBE) participation requirements
- Massachusetts General Laws Chapter 93H (Data Privacy)
- Massachusetts General Laws Chapter 151B (Anti-Discrimination)
- Americans with Disabilities Act (ADA)
- Health Insurance Portability and Accountability Act (HIPAA) (if applicable)

10. Assignment

The Contractor shall not assign or transfer the contract or any interest therein without the prior written consent of BPHC.

11. Governing Law

The contract shall be governed by and construed in accordance with the laws of the Commonwealth of Massachusetts. Any disputes shall be resolved in the courts of Suffolk County, Massachusetts.

12. Independent Contractor

The Contractor is an independent contractor and not an employee of BPHC or the City of Boston. Nothing in the contract shall be construed to create an employer-employee relationship, partnership, or joint venture.

13. Force Majeure

Neither party shall be liable for failure to perform obligations under the contract due to events beyond reasonable control, including natural disasters, acts of government, pandemics, or other

force majeure events, provided that the affected party promptly notifies the other party and makes reasonable efforts to resume performance.

14. Amendments

No amendment, modification, or waiver of any provision of the contract shall be effective unless made in writing and signed by authorized representatives of both parties.

15. Entire Agreement

The resulting contract, including this RFP, the successful Vendor’s proposal, and all attachments and amendments thereto, shall constitute the entire agreement between the parties.

16. Acceptance

Does the Vendor fully accept, without modification, these Standard Terms and Conditions?

- Yes, we accept all Standard Terms and Conditions without modification.
- No, we request modifications (attach a separate document detailing requested changes).

Authorized Signature

Date

Printed Name

Title

BOSTON PUBLIC HEALTH COMMISSION

Workday Compatible Time Clock System RFP

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Attachment F – ADP Hardware Inventory

This attachment provides an inventory of existing ADP time clock hardware currently deployed across BPHC facilities. Vendors should use this information to assess hardware compatibility with their proposed Workday-compatible time clock system.

BPHC IT Services will complete this inventory prior to final RFP publication. Vendors may request additional hardware specifications during the Q&A period.

Current ADP Time Clock Hardware Inventory

Location Address	Department	ADP Model	Serial #	Qty	Auth Method	Install Yr
1010 Massachusetts Avenue	Main Office / HQ	[Model]	[Serial #]	[Qty]	[Badge/PIN/Bio]	[Year]
774 Albany Street	Public Health Facility	[Model]	[Serial #]	[Qty]	[Badge/PIN/Bio]	[Year]
1010 Massachusetts Ave, 2nd Fl	Administration	[Model]	[Serial #]	[Qty]	[Badge/PIN/Bio]	[Year]
[Location 4 Address]	[Department/Program]	[Model]	[Serial #]	[Qty]	[Badge/PIN/Bio]	[Year]
[Location 5 Address]	[Department/Program]	[Model]	[Serial #]	[Qty]	[Badge/PIN/Bio]	[Year]
[Location 6 Address]	[Department/Program]	[Model]	[Serial #]	[Qty]	[Badge/PIN/Bio]	[Year]
[Location 7 Address]	[Department/Program]	[Model]	[Serial #]	[Qty]	[Badge/PIN/Bio]	[Year]
[Location 8 Address]	[Department/Program]	[Model]	[Serial #]	[Qty]	[Badge/PIN/Bio]	[Year]
TOTAL UNITS				[Total]		

Hardware Specifications Summary

Specification	Details
ADP Time Clock Model(s)	[To be completed by BPHC IT]
Firmware Version(s)	[To be completed by BPHC IT]
Network Connectivity	[Ethernet / Wi-Fi / Cellular]
Power Source	[AC Power / PoE / Battery Backup]

Authentication Methods Supported	[Proximity Badge / PIN / Biometric]
Communication Protocol	[TCP/IP / Proprietary / API-based]
Current Software/Platform	ADP Workforce Now / ADP Time & Attendance
Lease or owned	[Lease / Owned by BPHC]
Lease Expiration (if applicable)	[Date or N/A]
Warranty Status	[Active / Expired / N/A]

Vendor Compatibility Assessment

Vendors must complete this section as part of their Technical Proposal:

Assessment Question	Vendor Response
Is your software compatible with the ADP hardware listed above?	
If yes, describe required configuration or firmware changes:	
If not, what replacement hardware do you recommend?	
Can a hybrid deployment (partial ADP reuse) work?	
What is the estimated transition timeline for hardware swap?	
Are there any functional limitations when using ADP hardware?	

Note: BPHC reserves the right to provide additional hardware details, photographs, or on-site access during the Q&A period upon vendor request.